

A Working Report on General Banking of Mutual Trust Bank Limited

By

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An Internship Report Presented as the Partial Fulfillment of the
Requirements for the Degree Bachelors of Business Administration.

BRAC University (BRACU)

12th December, 2011.

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This report has been approved by

Md. Jabir Al Mursalin

Lecturer

BRAC Business School

BRAC University

12th December, 2011.



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড

Mutual Trust Bank Ltd.

you can bank on us

Letter of Transmittal

December 12th, 2011.

Md. Jabir Al Mursalin

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report

Dear Sir,

With due respect, I would like to thank you for assisting me to prepare the internship report. This task has given me the opportunity to explore the activities of banking sector. The report contains a working procedure of General Banking Department which is based on its operational activities. It was a great pleasure for me to have the opportunity to work on this bank which remains a very well position than other bank in Bangladesh. I endeavor my best to come out with a good one.

I would be very happy to provide you with any clarification regarding the report. Please contact with me if you have any query. Therefore, I pray and hope that you would be kind enough to accept my Internship Report and oblige thereby.

Sincerely Yours,

Saifa Haque

ID# 07304088

Acknowledgement

Completion of anything requires supports from various sources. I am very much fortunate to get the sincere guidance and supervision from a number of persons.

My sincere gratitude goes to **Mr. Abdul Mannan**, SVP & Manager of MTBL Panthapath branch, for reviewing the whole report so carefully and for giving me valuable advices and suggestions to complete the whole thing in a right manner.

My heartiest gratitude also goes to the **Mr. Masbah Uddin Chowdhury**, SAVP & DM as well as to other **Officers** of MTBL Panthapath Branch who have been so kind and helpful to me during my Internship period. They helped me in every possible way even though they used to remain busy all through the day. Their contribution towards this report is worth than ever. It was a great honor to work with such kind, hard-working and helpful officers.

I am deeply indebted to my Supervisor **Md. Jabir Al Mursalin**, Lecturer of BRAC Bussiness School (BRAC University), for his whole-hearted supervision to me. Without his supportive hand and recommendations, it would be difficult for me to complete this Report.

Thanks for all from the core of my heart.

Executive Summary

Now-a day's banking sector is modernizing and expanding its hand in different financial events every day. At the same time the banking process is becoming faster, easier and is becoming wider. Mutual Trust Bank LTD is a third generation private bank in Bangladesh. It started its operation in 1999. The Company (Bank) operates financial activities through its Head Office situated at Dhaka and 73 branches. MTB provides various Consumer Banking Products, such as- Brick by Brick Savings Scheme, Monthly Benefit Plan, Save Everyday Plan, Children's Education Plan, Consumer Credit Scheme

Best Invest Plan. Beside these, Banking services of MTBL include Online Banking Service, MTBL Tele Banking Services, SWIFT Services, Pay Order, Demand Draft (DD) Issue, MTBL SMS Banking, Locker Service, Credit Card Service, and Visa Electronic Debit Card Service. Panthapath branch is the 2nd Branch of MTBL which is the most profitable branch of MTBL. This branch is structured with Foreign Exchange Department, General Banking & Advance Department and this branch is supervised under one SVP & one SAVP. General Banking consists three different sections in this branch and these are: Front Desk, Account's Department and Cash Counter Section. Various activities are carried out under these three sections, such as- opening of an account, issuing of cheque books, closing of an account, stopping payment & dishonoring of a cheque, transfer, clearing, bills collection, cash payment and cash receipt. MTBL offers different types of account, these are- Current Deposit, Savings Deposit, Short Term Deposit and Fixed Deposit Receipt. There are some other types of accounts which are basically known as Festival Shanchay Prokalpa (FSP) that are offered due to different types of religious festivals. There are several prerequisites for opening an account. After opening an account MTBL issues a fresh cheque against that account. A client can ask for a new cheque book for his/her old account through the requisition slip. If the cheque is lost by the client then there's an opportunity to have a duplicate cheque book from MTBL. Moreover, MTBL gives the opportunity to transfer an account from one branch to another branch of MTBL. Upon the request of a customer, an account can be closed. A banker can also close the account of his customer or stop the operation of the account under several considerable circumstances. A banker can stop payment of cheque of his

customer under several considerable circumstances. If the cheque is dishonored, MTBL sends a memorandum (cheque return memo) to the customer stating all the reasons. Those documents that are enter in the branch or exit of the branch must go through dispatch section. MTBL Panthapath Branch receives different types of instruments, such as cheque, PO, DD etc. from its customers for collection. It also pays on behalf of its customers for those instruments that come to it through clearing house. The amount of Cheques, Pay Order (P.O), and Demand Draft (D.D) Collection from other banks on behalf of its customer is a basic function of a Clearing Department. Clearing is a system by which a bank can collect customers fund from one bank to another through clearing house. There are two types of clearing and they are- Outward Clearing & Inward Clearing. Beside this, customer does pay and receive bill from their counterpart as a result of transaction. Commercial bank's duty is to collect bills on behalf of their customer. There are two types of bills for collection and they are- Outward Bills for Collection (OBC) & Inward Bills for Collection (IBC). The cash section plays a significant role. It is a very sensitive part of the bank because it deals with most liquid assets. Mutual Trust Bank Limited, Principal Branch has a well equip cash section. This section receives cash from depositors and pays cash against cheque, Demand draft, Pay order, and Pay-in-Slip over the counter. The main functions of this section are cash receipt and cash payment. Mutual Trust Bank Ltd. has an established and most importantly a reliable General Banking section. It fulfills the consumer needs in almost every case with its dignity and honor. MTBL wants to be in the top most position in private banking sector of Bangladesh.

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Part 1

Preliminary Division

1. Introduction

In general sense we mean “Bank” as a financial institution that deals with money. There are different types of banks like Central bank, Commercial bank, Savings bank, Investment bank, Merchant bank, Co-operative bank etc. But when we use the term bank it generally means ‘commercial bank’ that is one which is concerned with accepting deposit of money from the public, repaying on demand or otherwise and withdraw able on demand or otherwise and employing the deposits in the form of loan and investment to meet the financial needs of business and other classes of society.

Now-a day’s banking sector is modernizing and expanding its hand in different financial events every day. At the same time the banking process is becoming faster, easier and is becoming wider. In order to survive in the competitive field of the banking sector all organizations are looking for better service opportunities to provide their fellow clients. So it has become essential for every person to have some idea on the bank and banking procedure.

Mutual Trust Bank is a financial institution whose main objective is the mobilization of fund from surplus unit to deficit unit. In the process of acceptance of deposits and provision of loan, Bank creates money. This characteristics feature sets Bank apart from other financial institution. The bank can influence the money supply through lending and investment. The bank is an economic institution whose main objective is to earn profit through exchange of money and credit instruments.

2. Origin of the Report

Internship program “professed work attachment program” is essential for every BBA student because it helps him or her to acquaint with the real life situation. As bank is one of the most important financial intermediaries; so I have selected ‘**Mutual Trust Bank Limited (MTBL)**’ which is one of the most leading banks in the new banking arena.

MTBL arranges this internship program to gather practical knowledge about banking activities. This is followed by practical experiences in the branches of MTBL. My topic for this internship report is “**General Banking**” placed in the Panthapath branch of MTBL.

3. Objectives of the study

The first objective of writing the report is fulfilling the partial requirements of the BBA program. Following are the main objectives:

- The general objective of this report is to fulfill the requirement of internship report.
- To acquire practical experience in different banking services of Mutual Trust Bank Limited.
- To gather knowledge about the transaction of different department of the branch.
- To know about the Credit products and the way of disbursement.
- To problem-prospect for investment.

- Make the best effort to penetrate into the entire society with particular emphasis on low income groups.
- To inform the banking credit facilities to the mass people.
- To make inspiration for micro credit as well as industrial loan by which more employment can be created.
- To make awareness among the people not to defaulter borrower.
- To understand the small and medium enterprise.
- Establish priority of labor and production as a source of profit earning and growth of capital.
- Establish equity and justice in the society through the fair distribution activities.
- Finance in income generating activities for fulfillment of the basic needs of the poor.
- Coordinate the economic development with the social development.

4. Scope of the study

In Mutual Trust Bank, Panthapath branch I get much facilities because of existing employee of the branch.

- Separate desk for me.
- Many helpful colleagues who give me lot of information.
- Assistance of local management at any time.
- Internet and bank website is very much upgrade.
- Supply of financial data.

5. Limitations of the study

The internship report was not free from limitations. I faced some problems during the study, which I am mentioning them as below:

- **Lack of time:** I had to complete this report within a very short span of time that was not sufficient for investigation.
- **Lack of Supervision:** As the officers were busy with their daily work, they could provide me very little time. Sometimes, they didn't want to supervise due to pressure of work load.
- **Restricted Information:** There are various information the bank officer didn't provide due to security and other corporate obligations.
- **Other limitation:** As I am a newcomer, there is a lack of previous experience in this concern. And many practical matters have been written from my own observation that may vary from person to person.

6. Methodology of the study

Sources of Data

The report is descriptive in nature. The information was collected from both primary and secondary sources of data. Regarding the information required was collected within the organization from the Corporate Division of Mutual Trust Bank Limited.

Primary data

- ✓ Practical desk work.
- ✓ Face to face conversation with the respective officers and clients.
- ✓ Questionnaire survey of Bank customer.

- ✓ Personal observation.
- ✓ Relevant file study as provided by the officers concerned.

Secondary data

- ✓ Study on Annual Reports of Mutual Trust Bank Limited.
- ✓ Online data from MTBL website.
- ✓ Published or unpublished or personally collected data from officers, Local officers and Head office of the Mutual Trust Bank Limited.
- ✓ Different journal regarding Mutual Trust banking.

Part 2

Organizational Profile

Of

MTBL



1. Introduction of MTBL

Mutual Trust Bank Limited (MTBL) is a Public Limited Company by shares in the Bangladesh, with commendable operating performance. Directed by the mission to provide with prompt and efficient services to clients, MTBL provides a wide range of commercial banking services also. The bank has achieved success among its peer group within a short span of time with its professional and dedicated team of management having long experience, commendable knowledge and expertise in convention with modern banking. With all the resources, management of the bank firmly believes that the bank would be able to encounter problems that may arise both at micro and macro economic levels.

2. Historical Background of MTBL

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public company limited by shares for carrying out all kinds of banking activities with Authorized Capital of Tk. 38,00,000,000 divided into 38,000,000 ordinary shares of Tk.100 each.

The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. The bank conducts all types of commercial banking activities including foreign exchange business and other financial services. During the first two years of operations, the bank's main focus was on the delivery of personalized customer services and expansion of its clientele base.

As envisaged in the Memorandum of Association and as licensed by Bangladesh Bank under the provisions of the Banking Companies Act 1991, the Company started its banking operation and entitled to carry out the following types of banking business:

1. All types of commercial banking activities including Money Market operations.
2. Investment in Merchant Banking activities.
3. Investment in Company activities.
4. Financiers, Promoters, Capitalists etc.
5. Financial Intermediary Services.
6. Any related Financial Services.

The Company (Bank) operates financial activities through its Head Office situated at Dhaka and 73 branches. The Bank carries out international business through a Global Network of Foreign Correspondent Banks.

Memberships of MTBL
1. Metropolitan Chamber of Commerce and Industry, Dhaka (MCCI, D)
2. The Institute of Banker's Bangladesh (IBB)
3. Bangladesh Foreign Exchange Dealer's Association (BAFEDA)
4. Bangladesh Institute of Bank Management (BIBM)
5. International Chamber of Commerce Bangladesh Limited (ICCB)
6. Association of Bankers Bangladesh Limited (ABB)
7. Bangladesh Association of Publicly Listed Companies (BAPLC)
8. American Chamber of Commerce in Bangladesh (AMCHAM)

3. Mission & Vision of MTBL

Mission

“We aspire to be one of the most admired banks in the nation and be recognized as an innovative and client-focused company, enabled by cutting-edge technology, a dynamic workforce and a wide array of financial products and services.” --- MTBL Group.

Vision

Mutual Trust Bank's vision is based on a philosophy known as **MTB3V**. The organization envisions MTB to be:

1. One of the Best Performing Banks in Bangladesh.
2. The Bank of Choice.
3. A Truly World-class Bank.

4. Bank's Philosophy

With the mission to become a dependable client focused financial institution in the country by proving service with trust and integrity.

5. Objectives

The main object of the Mutual Trust Bank Limited (MTBL) had been to offer an interest free banking system in the financial market. Apart from that, the bank started its operation in the country with a view to realizing the following objectives:

- To establish a partnership relationship with customers and to eliminate the idea of the debtor-creditor relationship of traditional banks.
- To establish welfare oriented banking system.

- To mobilize savings towards productive sectors.
- To invest on profit and risk sharing basis.
- To accept deposits on profit and loss sharing basis.
- To create employment opportunities by investing savings towards prospective economic sectors.
- To extend banking services towards the poor, helpless and low-income group of people in the society in order to uplift of their standard of living.
- To contribute to establishment of a society by equitable distribution of wealth.
- To establish justice in trade and commerce in the country.
- To render services for the economic development of the nation.

6. Functions

The functions of Mutual Trust Bank Limited are as follows:

- To maintain all types of deposit accounts with online facilities.
- To conduct foreign exchange business.
- To extend other banking services.
- To conduct social welfare activities.

7. Products and services

7.1. Consumer Banking Products

MTBL aims to satisfy all clients, regardless of how big or small they may be. Individuals are counseled on the best type of accounts suitable to them such as Current, Savings, Short Term Deposits, Fixed Deposits, Consumer Asset and Liability Products, etc.

Apart from the conventional banking operations MTB strives to introduce an array of products and services and already launched a number of consumer banking products with the aim of popularizing consumer banking operations and offer higher return to its clients.

MTB Consumer Banking Products are:

- ✓ Brick by Brick Savings Scheme
- ✓ Monthly Benefit Plan
- ✓ Save Everyday Plan
- ✓ Children's Education Plan
- ✓ Consumer Credit Scheme
- ✓ Best Invest Plan

➤ **Brick by Brick Savings Scheme**

Drops of water make an ocean. People's habit of regular savings will provide their comfort in the future. Brick by Brick is a unique monthly savings plan which builds up over the years and provides a lump sum amount at maturity. The savings periods are 5, 8 and 10 years. Monthly installments are Tk. 500/= 1,000/=, 2,000/=, 5,000/= and thereafter in multiples of Tk.500. People will have to open an account in the bank from which a standing instruction will be given to transfer the monthly deposit in the scheme's account and they must ensure that their account has sufficient balance

within the 10th of each month. This plan is so flexible the maturity they can earn a handsome amount depending on the size of installment amount of savings and tenure.

➤ **Monthly Benefit Plan**

This plan offers to generate monthly income out of deposit. It has been designed to help and assist conscious savers from all strata of the society. The minimum deposit is Tk. 50,000/= or in multiples thereof. There is no upper limit and this plan is for a 3 (three) & 5 (five) years term that cannot be changed subsequently. People will require opening a savings/current account. Monthly income will be credited to their account.

A few examples of deposit and income are given below:

Deposit Amount	Income Amount (for 3 year plan)	Income Amount (for 5 year plan)
Tk. 50,000/=	Tk. 487.50/=	Tk. 500/=
Tk. 1,00,000/=	Tk. 975/=	Tk. 1000/=

➤ **Save Everyday Plan**

Mutual Trust Bank offers "Save Everyday" Plan. The primary advantage of this plan is that consumers are absolutely free to choose their own time for depositing money into this account. They can deposit daily, weekly or monthly. The choice is their, but the transactions will have to be within the Bank's transaction hour. This is a 5 year plan and they will be required to open the account with an initial deposit of Tk. 2500/= only. Banks offer their very attractive interest rate which is accrued in this account on a daily basis.

➤ **Children's Education Plan**

Education is the backbone of any nation and one of the primary factors of prosperity. An educated nation stands tall in the committee of nations and saving money for the future is a common practice in any society. Savings help everyone to build a better tomorrow. Regular saving makes a man become disciplined, self confident and successful. A child's education is of prime importance and every parent should ensure and make every effort to get their child educated. To admit a child in a good institution parents require adequate amount of savings for the cost of admission into a school. This plan allows new parents to save for 4/7/9/12 years. The parent can deposit any amount of money at any day of the month. The interest rate is very lucrative and MTBL offers substantially more than the current savings rate.

➤ **Consumer Credit** includes different types of plan:

▪ **MTB Double Saver Plan**

MTB Double Saver Plan offers an one time savings scheme, which will provide the people double the amount of their deposit after six and a half (6.5) years. People will receive a handsome amount at maturity. If they are an individual or if their institution is an NGO or an Educational institution or a Trust or Society or any other institution, they may invest their savings in this scheme with a minimum deposit of Tk. 10,000/- for six and a half (6.5) years with no limit for maximum amount. At maturity consumer will get double of their deposited amount along with a gift item. They can even avail loan up to 90% of the deposited amount.

▪ **MTB Triple Saver Plan**

MTB Triple Saver Plan offers a one time savings scheme, which will provide them three times of their deposit after ten (10) years. People will receive a big amount at maturity. If they are an individual or if their institution is an NGO or an Educational institution or a Trust or Society or any other institution, they may invest their savings in this scheme with a minimum deposit of Tk.

10,000/- for ten (10) years with no limit for maximum amount. At maturity customer will get three times of their deposited amount along with a gift item. They can even avail loan up to 90% of the deposited amount.

- **MTB Millionaire Plan**

Millionaire Plan is a monthly savings plan, which is designed to make a millionaire in a few years. If people are an individual or if their institution is an NGO or an Educational institution or a Trust or Society or any other institution, they may invest their savings in this scheme for 6/8/10/12/15/20 years with different installment sizes. At maturity they will get Tk. 10,00,000/-. They can even avail loan up to 90% of the deposited amount after 1(one year).

- **Unique Saving Plan**

Unique Savings Plan is an any day, any amount savings plan. The beauty of this plan is that a customer can deposit any day, any time and any amount. Unique Savings Plan offers people to deposit any amount of their choice but not less than Tk.500/- for 3/4/5 years. This is a high income plan with withdrawal facilities. The withdrawal facility will help them at the time of any emergency. They can withdraw 50% of the deposited balance for once a month. At maturity they will get a handsome amount.

- **Best Invest**

Best Invest offers people efficient high return investment plan. This plan helps them to build up a sizeable income in easy and affordable installments. Best Invest offers two separate and convenient term deposit periods for 4 years and 6 years respectively. This plan allows them to own 5 times the initial invested amount. Best Invest is available in units worth Tk.50,000/- each. They will invest Tk.10,000/- as down payment for purchasing 1 (one) unit and the Bank will provide loan for Tk.40,000/-. The customer also has the option to buy units in multiples of Tk. 50,000/- but

maximum up to Tk. 1,00,00,000/-. This is a unique high return plan catering to all income groups.

7.2. Banking services

➤ Online Banking Service

Mutual Trust Bank is playing a pioneering role among its competitors in providing real time online banking facilities to its customers. Mutual Trust Bank online banking offers a customer to deposit or withdraw any sum of money from any branch anywhere. Any account holder having a saving account with the bank can avail this service.

Facilities available at present

- Access account from anywhere in the world through a telephone.
- Ability to make balance inquiries without visiting the bank.
- Ability to listen to last 5 transaction detail over the phone.
- Provides a language selection being available in English and Bangla.

➤ MTBL Tele Banking Services

The centralized Tele Banking service introduced in the Bank brings a world of banking convenience to the customers. Through the Tele Banking System, customers can access their Bank Accounts over the telephone on a 24X7 basis. The facility is secure as the customer is given a unique identification number to access his bank account through the telephone. The voice response system prompts the customer to dial the digits that will help him/ her meet his requirement of placing instructions or retrieving account information.

➤ **SWIFT Services**

The Society for Worldwide Inter-bank Financial Telecommunication or S.W.I.F.T. is a worldwide community. 7,800 financial institutions in 200 countries connected to one another through SWIFT. In their own word SWIFT "consistently delivers quantifiable business value and proven technical excellence to its members through its comprehensive messaging standards, the security, reliability and 'five nines' availability of its messaging platform and its role in advancing STP. The guiding principles of SWIFT are clear: to offer the financial services industry a common platform of advanced technology and access to shared solutions through which each member can build its competitive edge." Mutual Trust Bank has already become the member of SWIFT community and has started its operation from March 2004. With introduction of SWIFT, MTB ensures its customers the quickest and most secured financial transaction around the world.

➤ **Pay Order**

MTBL provide this type of service. When clients want to give money to others for any purpose they can give pay order. It is safe because they should not carry the money and the receivers can encash the money. There is no option for dishonor, the client have to deposit money before do PO. The commission of the PO is given below:

Amount	Commission
Upto 10,000	Tk 25
10,001-100,000	Tk 50
100,001-500,000	Tk 100

➤ **Demand Draft (DD) Issue**

Sometimes customers use demand draft for the transfer of money from one place to another. It is must need for sending money out side Dhaka city. MTBL charges .15% commission on the face value of DD as service charge.

➤ **MTBL SMS Banking**

“MTB SMS Banking brings your account to your fingertips”--- MTBL Group. It enables customers to send and receive textual information anywhere 7 days a week and 24 hours a day. It allows them to access information as well as receive transaction alerts on their account by using their mobile phone.

Facilities available at present

- ✓ Access of account from anywhere in the world through a mobile phone.
- ✓ Ability to make balance inquiries without visiting the bank.
- ✓ Ability to receive mini statement of last 5 transactions.
- ✓ Transaction Alert lets customers get informed whenever there is an ATM/ POS transaction on their account.

➤ **Locker Service**

MTBL provide locker service to their clients. Clients can rent a locker for one year. Every year they have to pay a fee. They can keep any documents, ornaments and valuable thing in the locker. One key is given to the clients. There are three types of locker at MTBL: small, medium and big. The fee of this locker is Taka 1500, 2000, and 2500.

➤ **Credit Card Service**

- **Bank Name:** Mutual Trust Bank Ltd.
- **Card Type:** Local gold & Local Classic credit card
- **Description:**
 - ✓ 50% Cash Advance facility.
 - ✓ Useable at all ATMs bearing Visa logo.
 - ✓ 5000 outlets for shopping in Bangladesh.
 - ✓ Buy now pays later.
 - ✓ Up to 45 Days Interest free period.

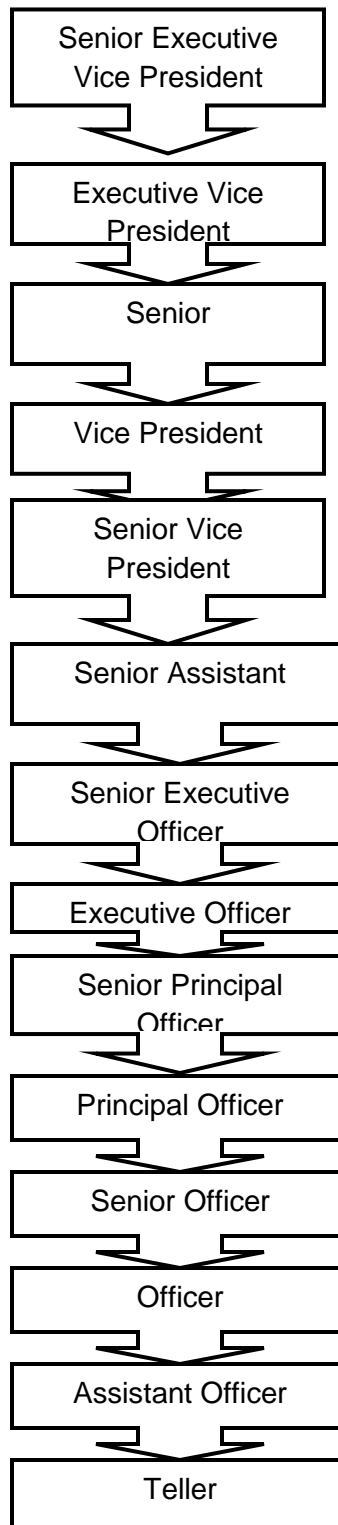
➤ **Visa Electronic Debit Card Service**

- **Bank Name:** Mutual Trust Bank Ltd.
- **Card Type:** Debit Card
- **Description:** MTB Visa Electron Card will be offered to each and every Savings, Current & STD Account holders of the Bank. This electron Card can be used at any Dutch-Bangla Bank's ATM all over the country.
 - ✓ No card fee for first year.
 - ✓ No transaction fees on POS & DBBL ATMs.
 - ✓ No time bindings for cash withdrawal.
 - ✓ No need to come to Branch for cash withdrawals.
 - ✓ There are 5000 outlets for shopping in Bangladesh.

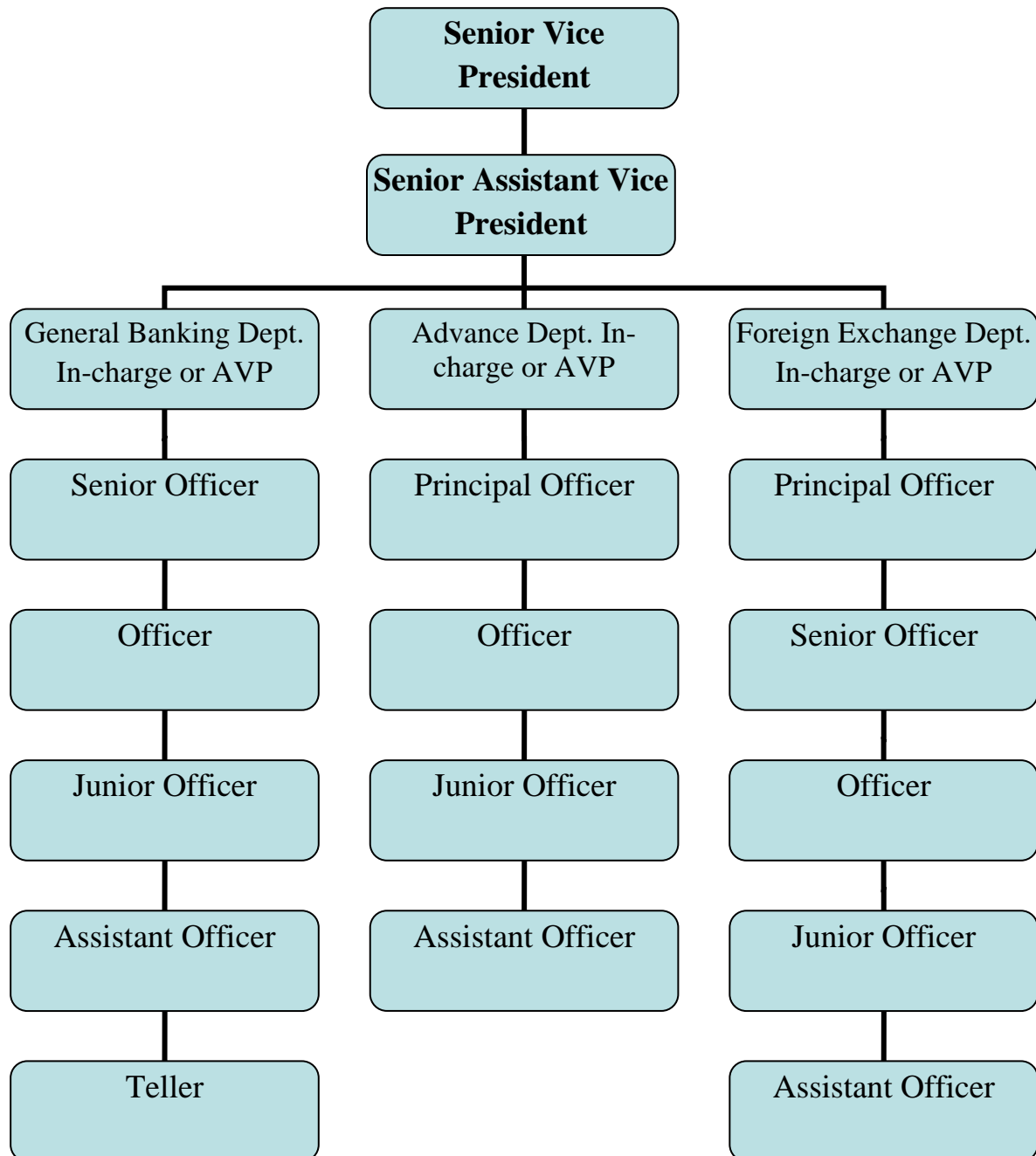
8. Organizational Hierarchy of MTBL

At Mutual Trust Bank there is one Managing Director (MD) who mainly controls and supervises the major divisions of this bank.

He directly supervises the over all activities and Divisions. One senior Executive Vice Presidents (SEVP) and Three Executive Vice President (EVP) and two senior Vice President report to the Managing Director. Executive Vice Presidents control the credit, loan administration, international, information technology, the financial control & accounts division, treasury division, credit division, card division. Senior Vice President controls the human resource and marketing divisions. The Vice Presidents work under the Senior Executive Vice President and Executive Vice President Directly report to the senior Executive Vice President (SEVP). The daily activities directly control by senior Executive Vice President (SEVP).



9. Organogram of MTBL (Panthapath Branch)



10. Management of MTBL

For any financial and non-financial organization, management is the most valuable and important aspect and a well organize management provides the organization to reach its ultimate goal. Management means planning, organizing, staffing, directing and controlling of all financial and non-financial resources of an organization. Different aspects of management practice in Mutual Trust Bank are discussed below.

- **Planning:** Mutual Trust Bank has done its planning within the preview of the corporate plan. Each branch can make plan according to the goal imposed by the corporate level. Mutual Trust Bank has a planning division. The department is mainly responsible for the overall planning.

- **Organizing:** Mutual Trust Bank is organized as per the existing business locations. It has branches, each of which is a separate entity. Each unit is responsible for own performance. Within each branch it is organized functionally.

- **Staffing:** The recruitment in Mutual Trust Bank is done in two ways. One as a “probationary officer” for the management program and it has a probation period of one year. Another one is non-management level as “Assistant officer.” Probationary officer is recruited in officer category and their career path is headed towards different managerial jobs.

- **Directing and Controlling:** Works of Mutual Trust Bank are designed in such a way that one leave without clearing the tasks as he is assigned for a day. Sitting arrangement in all office is done in a way that the superior can monitor the subordinate all time. Budgeting, rewarding, punishing, etc are also practiced as control mechanism.

11. Corporate Culture

Mutual Trust Bank Limited is one of the most disciplined banks with a distinctive corporate culture. Here they believe in shared meaning, shared understanding and shared sense making. Their people can see and understand events, activities, objects and situation in a distinctive way. They should their manners and etiquette, character individually to suit the purpose of the bank and the needs of the customers who are of paramount importance to them. The people in the bank see themselves as a tight knit team/family that believes in working together for growth. The corporate culture they belong has not been imposed. It has rather been achieved through their corporate conduct.

- **Branch Control & Expansion Department (BCED):** The duties of this division are to preparing test key arrangement among the branches to maintain inter branch accounts and overall control of the branches. Another most duties of this division are to study the feasibility of opening new branches.

- **Public Relation Department (PRD):** Another important division under administration department is public relation division. The main activities of this division are as follows:
 - ✓ Circulation of important notices
 - ✓ Issuance of power of attorney to the officers of the bank.
 - ✓ Customer service
 - ✓ Legal affairs
 - ✓ General correspondence within Bangladesh
 - ✓ Cash affairs of the bank

- **Financial Administration Department (FAD):** This division can be called as the central accounts division because all the account related are done here. All the branches send their monthly statements to the Head office and this division prepares a consolidated statement by using those branch statements, which shows monthly position of the bank in cumulative basis.

- **Audit & Inspection Department (AID):** This division works directly under the control of the managing director. This division is responsible to arrange periodical internal audit in each branch to conduct special audit, and to follow-up and monitor the banks overall activities.

- **Operational Department (OD):** Under the operational department the following divisions of Mutual Trust Bank limited conduct their respective works.
 - ✓ Credit division
 - ✓ Investment division
 - ✓ International division
 - ✓ Card division
 - ✓ Treasury operation division
 - ✓ Computer and Engineering division

- **Miscellaneous/Other Department:** There are some other important divisions performing their respective works for the success of Mutual Trust Bank Limited which are as follows:
 - ✓ **Marketing Division**

Marketing division is directly related to the marketing of the bank's products and services to the customers. It takes all the arrangements in deposit mobilization, customer service related activities and all other marketing related activities. The main task of this division is to

formulate strategies for achieving bank's corporate goals and objectives.

✓ **Training Division**

The principal activities of the Staff Development and Training Division (CHRM.3) are to design and implement staff development and training plans to ensure that the Bank staff have at all times the necessary knowledge, skills and competencies and that they are continuously being developed for performance excellence in their current jobs and future responsibilities. The division takes the lead for and coordinates the implementation of the Bank's performance management system. The division is also charged with the responsibility for charting out career paths and planning for career succession. The division will ensure that each and every staff is accorded and receive full consideration for developmental opportunities to enhance their competencies, leadership skills and for career advancement.

12. Career Opportunity at MTBL

Mutual Trust Bank is an equal opportunity employer, offering competitive compensation packages, excellent career development programs and a friendly working environment. This section of the website will be updated as and when any job vacancies arise.

13. Customer Services of MTBL

Professional merit and Competency, Flexibility, Determination and Dedication are the core resources that MTBL consider to be of paramount importance for building a client oriented modern banking. Customer satisfaction is MTBL foremost professional undertaking. Therefore, a satisfied client is MTBL precious product and they consider them MTBL ambassador in the market.

14. MTBL (Panthapath Branch)

Panthapath branch is the 2nd Branch of MTBL. It is the most profitable branch. More than 30 employees are working in this branch. Panthapath Branch is an Authorized Dealer Branch. This branch made Tk. 15.23 corer profit in 2007 where as the target was Tk. 15 corer. This branch is renowned for its Foreign Exchange Department, General Banking & Advance Department. There are one SVP & one SAVP in this branch who are responsible for different department. This branch started its operation in 1999.

Part 3

*My Job at MTBL,
Panthapath Branch*

1. Preface

I was assigned at the Panthapath Branch of Mutual Trust Bank Limited to complete my internship program. During my internship program I had a lot of fun, but most importantly I realized how to work under the pressure of responsibilities. This practical orientation is necessary for the development and preparation of a person before entering into the corporate world. The things that I have learned at Mutual Trust Bank are:

- ✓ Meaning of responsibility
- ✓ Necessity of commitment
- ✓ Punctuality and regularity is very important
- ✓ Ability to interact with different sorts of people

Mutual Trust Bank Limited has always been prepared the internship program for its internees. It is strictly followed by both parties. There are 3 different departments in Panthapath branch and they are:

1. General Banking (GB)
2. Advance Department (AD)
3. Foreign Exchange Department (FED)

I was rotated across all 3 different departments in the past 3 months. However, my main concentration was General Banking section and thereby, I allocated maximum time to work at GB section. Therefore, in this report I have described about my job responsibilities at GB.

2. Nature of the Job

General Banking is the starting point of all the banking operating. General Banking department aids in taking deposits and simultaneously provides some supplementary services. It provides those customers who come frequently and those customers who come one time in banking for enjoying supplementary services. In some general banking activities, there is no relation between banker and customers who will take only one service form bank. On the other hand, there are some customers with who bank are doing its business frequently. It is the department, which provides day-to-day services to the customers. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, demit funds, issue bank drafts and pay orders etc. since bank in confined to provide the service everyday general banking is also known as retail banking.

The job was really hard at GB. I also had to hear a lot of complaints from the customers. At first I was demoralized. But later on I learned how to deal with it.

3. Responsibilities & Learning

As an intern in the MTBL (Panthapath branch) there were a number of activities in which I was involved. The activities are given below:

- ✓ Receiving cheques and pay order vouchers.
- ✓ Preparing pay orders.
- ✓ The process of account opening and closing, transfer of account.
- ✓ Preparing KYC, TP.
- ✓ Updating the record book of Clearing, FDR.
- ✓ Administrative Activities like drafting letters or any other papers.
- ✓ Assisting the person who works on auditing.

- ✓ Assisting customers with necessary information.
- ✓ Collecting necessary papers from customers such as- photocopy of National ID card, Passport, Trade License etc.
- ✓ Inputting data to and retrieving necessary information from Flora Software.

Beyond these Activities there were other tasks that I was given to accomplish related to general banking activities. I have learned many things. The working pressure was high yet pleasant. All the activities are based on this software “Bank Flora”.

4. Observations

It was very interesting working at Mutual Trust Bank. The people there are really nice and talented. The things that I have noticed and observed are:

- ✓ Work is never left pending for the next day unless it is absolutely necessary.
- ✓ The work process could be made faster with better operating systems and Intra Networking System.
- ✓ A good job performance is always praised which motivates the employees.
- ✓ There is always a rush of customers on this branch so the number of transaction is high. Thereby, the employees remain very busy throughout the day.
- ✓ The work activities are always set and divided for each of the employees. Each and every employee has a certain set of responsibilities. He/she carries out those responsibilities throughout the day. It is also easy to assign duties that way. Moreover, I often saw everyone help each other out.

Part 4

General Banking of

MTBL



1. Introduction of General Banking Section

Financial institution/ intermediary that mediates or stands between ultimate borrowers and ultimate lenders is known as banking financial institution. Banks perform this function in two ways- taking deposits from various areas in different forms and lending that accumulated amount of money to the potential investors in other different forms.

General Banking is the starting point of all the banking operating. General Banking department aids in taking deposits and simultaneously provides some ancillary services. It provides those customers who come frequently and those customers who come one time in banking for enjoying ancillary services. In some general banking activities, there is no relation between banker and customers who will take only one service from Bank. On the other hand, there are some customers with whom bank are doing its business frequently. It is the department, which provides day-to-day services to the customers. Everyday it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, demit funds, issue bank drafts and pay orders etc. since bank is confined to provide the service everyday general banking is also known as retail banking.

General Banking consists three different sections in this branch. These are:

- Front Desk
- Account's Department
- Cash Counter Section

Chapter 1

Front Desk

1. Accepting Deposits

Accepting deposits is one of the two classic functions of commercial banks. The relationship between a banker and his customer begins with the opening of an account by the former in the name of the latter. Initially all the accounts are opened with a deposit of money by the customer and hence these accounts are called deposits accounts. Banker solicits deposits from the members of the public belonging to different lifestyles, engaged in numerous economic activities and having different financial status. There are four officers performing various functions in front desk.

2. Types of Accounts

There are different types of account in a bank. Mutual Trust Bank Limited has the following types of accounts:

- Current Deposit
- Savings Deposit
- Short Term Deposit
- Fixed Deposit Receipt

1.1 Current Deposit

The principal branch of MTBL is giving the privilege of their clients with different types of Current Deposit Account. These accounts can be of four types.

They are:

- ✓ Individual Account
- ✓ Joint Account
- ✓ Proprietor Ship Account

✓ Limited Company Account

The Interest rate is 6.25% for these accounts.

1.1.1 Rules of Current Deposit Account

- A minimum initial deposit of Tk.5000/= shall be required for opening a Current Deposit Account.
- Withdrawal of money by the customer from the account shall be allowed only through the leaves of the cheque book issued by the bank.
- Signature of the customer on the cheque leaf for withdrawal of money shall have to be tailed with the specimen signature recorded with the bank.
- Payment, in no way, shall be allowed against advance/ post dated and torn cheque.
- The statement of account as furnished by the bank shall be presumed as correct, if no objection to the same is raised by the customer within a week of receipt of the statement.
- Bank shall accept order of the customer for stop payment of a cheque and exercise utmost care for meticulous compliance of the said order. But Bank shall not be made liable/ responsible, if the said order remains unnoticed inadvertently.
- Bank shall take maximum care and remain alert to record exactly all the transactions of both credit and debit in the Ledger with no fault. However, in case of any mistake/ lapse bank shall reserve the right to rectify the same and recover the money from the customer without any reference/ notice to the customer. Bank shall not make liable for any loss/ inconveniences caused to the customer due to such error/ mistake/ lapses.
- Bank shall charge incidental expenses and recover the same from the account once after every 6 months for maintenance of the account. In case of closure of any account within 6 months from the date of opening of the same, bank shall deduct Tk.50/= from the account prior to its closure.

- Receipt against any cheque/money/ instruments/ book securities duly signed by the authorized official of the bank shall be considered as legal one.
- Bank shall reserve the right to close down any account, if the operation of the same appears to be unsatisfactory. Moreover, Bank may close any account on other genuine grounds without assigning reason thereof.

1.2 Savings Deposit

The Interest Rate for Savings Deposit is 6.50%. There are four types of savings.

- ✓ Individual Account
- ✓ Joint Account
- ✓ Proprietor Ship Account
- ✓ Limited Company Account

1.3 Short Term Deposit

The Interest Rate for Savings Deposit is 6.00%. There are four types of savings.

- ✓ Joint Account
- ✓ Proprietor Ship Account
- ✓ Limited Company Account

1.4 Fixed Deposit Receipt

Fixed Deposit Receipt (FDR) is one, which is repayable after the expiry of a predetermined period fixed by him. The period varies from 1 month to 12 months. These deposits are not repayable on demand but they are withdrawing able subject to a period of notice. Hence, it is a popularly known as 'Time Deposit' or 'Time Liabilities'. Normally the money on a fixed deposit is not repayable before the expiry of a fixed period.

Before opening a Fixed Deposit Account a customer has to fill up an application form which contains the followings:

- ✓ Amount in figures
- ✓ Beneficiary's name and address
- ✓ Period
- ✓ Rate of interest
- ✓ Date of issue
- ✓ Date of maturity
- ✓ Instructions:
 - To be renewed automatically with interest for the next period.
 - Not to be renewed for next period.
- ✓ Pay interest to account no. (-----) on maturity
- ✓ Special instruction
- ✓ How the account will be operated (singly or jointly)
- ✓ Signature (s)
- ✓ FDR no.

Then a FDR account is opened and it is recorded in the FDR Register which contains the following information:

- ✓ FDR A/C no.
- ✓ FDR (Fixed Deposit Receipt) no.
- ✓ Name of the FDR Holder with address.
- ✓ Maturity period.
- ✓ Maturity date.
- ✓ Interest rate

In case of Fixed Deposit Account the Bank needs to maintain a cash reserve. So MTBL offers a high interest rate in Fixed Deposit accounts.

The interest rates followed by MTBL in Fixed Deposit accounts are:

Fixed Deposits	Time Period	Amount (BDT)	Interest Rate
	01 month	Less than BDT 100.00 million	10.00%
		BDT 100.00 million and above	12.00%
	03 months	any amount	12.00%
	06 months	any amount	12.00%
	12 months to 24 months	any amount	12.00%

The FDR becomes renewed automatically in MTBL if the customer does not encash it within 7 days of maturity. In case of encashment of FDR in maturity, following accounting treatments are given:

Excise Duty on FDR	Dr.
Income Tax on interest	Dr.
FDR A/C	Dr.
Cash A/C	Cr.
Interest on FDR A/C	Cr.

If the customer wants to draw the interest only, then following entries are given:

Interest on FDR A/C	Dr.
Cash A/C	Cr.

In case of 'before maturity enactment' interest is calculated for the days from the date of opening the FDR account.

3. Account Opening

To become the client of the bank a person need to open an Account. After opening of an account a person becomes a client of a bank. It is a legal contract between the bank and the client. Through this contract a client is ready to deposit any sum of money with purchasing the belief from the bank. Therefore it means the bank is selling their belief and always ready to pay any sum of deposited money of any client. An accounting opening from is the contractual document. It is the legal of Banker-Client relationship.

3.1 Prerequisites for Opening an Account of a Person

- Photocopy of passport or word Commissioner Certificate.
- Passport size 2 (two) copies color photograph attested by the introducer.
- Introducing the account by a person who maintaining a current account with this branch.

3.2 Prerequisites for Opening an Account of a Private Limited Company

- Board resolution regarding opening of account and mentioning authorized persons for operation of the same.
- Valid and up to date trade license.
- Memorandum and articles of association duly signed by the register of joint stock company with seal.
- Certificate of incorporation.
- TIN and up to date TAX clearance certificate.
- List of directors on the company's letter head pad.
- Passport size 2 (two) copies color photograph of all the directors.
- Introducing the account by person/ company/ firm who maintaining a current account with this branch.
- Certificate of commencement of business.

4. Procedures of Opening an Account

Before opening an account, the following formalities have to be completed by the customer:

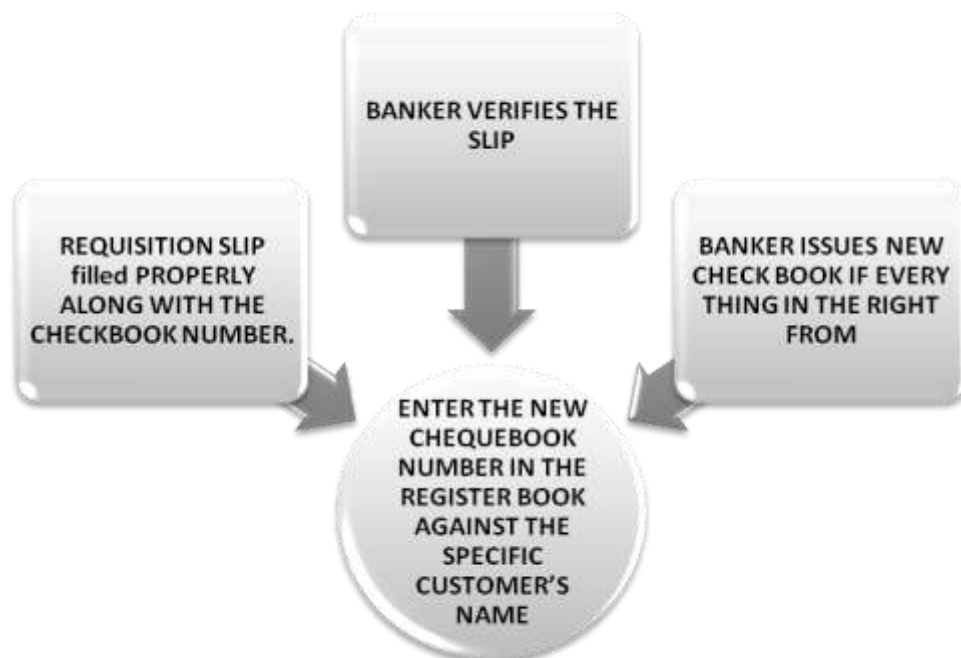
- Apply on a prescribed form.
- An acceptable introduction by an introducer which is acceptable by the bank is required prior to opening of any account.
- Two copies of recent photograph of the account holder's duty attested by the introducer must be produced.
- The customer has to give three specimen signatures in the "Specimen signature card."
- The minimum balance has to be maintained in the current is Tk. 5,000.00 and in Saving Account is Tk. 500.

5. Issuing Cheque Book to the Customers

After the completion of above formalities, the bank provides the client a Deposit Book and cheque book. The cheque book can be of 10 or 25 pages. It will depend on the type of the account. The 10 pages cheque book is issued to the Saving A/C holder and 20 pages cheque book is issued to the Current or STD A/C holder. The client has to fill up the Requisition Slip for cheque book. Then the officer will take a new cheque book with filling up account number of the client and the branch name in each page of the cheque book. The name and the account number of the client are then registered in the “Cheque book issue register.” The serial number of the cheque book is also entered in the computer for proper maintenance of records.

5.1 Issue of Fresh Cheque Book

Fresh cheque book is issued to the account holder only against requisition on the prescribed requisition slip attached with the cheque book issued earlier, after proper verification of the signature of the account holder personally or to his duly authorized representative against proper acknowledgment.



5.2 Issue of New Cheque Book (for old account)

All the procedure for issuing a new Cheque book for old account is same as the procedure of new account. Only difference is that customer have to submit the requisition slip of the old Cheque book with date, signature and his/her address. Computer posting is then given to the requisition slip to know the position of account and to know how many leaf/leaves still not used. The number of new Cheque book is entered on the back of the old requisition slip and is signed by the officer.

5.3 Issue of Duplicate Cheque Book

Duplicate cheque book instead of lost one should be issued only when an A/C holder personally approaches the Bank with an application Letter of Indemnity in the prescribed Performa agreeing to indemnify the Bank for the lost cheque book. Fresh cheque Book in lieu of lost one should be issued after verification of the signature of the Account holder from the Specimen signature card and on realization of required Excise duty only with prior approval of manager of the branch. Cheque series number of the new cheque book should be recorded in ledger card and signature card as usual. Series number of lost cheque book should be recorded in the stop payment register and caution should be exercised to guard against fraudulent payment.

6. Transfer of an Account

The procedures of transferring an account are:

- The customer submits an application mentioning the name of the branch to which he wants the account to be transferred.
- His signature cards, advice of new account and all relevant documents are sent to that branch through registered post.

- The balance standing at credit in customer's account is sent to the other branch through Inter Branch Credit Advice (IBCA).
- No exchange should be charged on such transfer.
- Attention is also given in this connection.

7. Closing of an Account

Upon the request of a customer, an account can be closed. After receiving an application from the customer to close an Account, the following procedure is followed by a banker.

- The customer should be asked to draw the final cheque for the amount standing to the credit of his a/c less the amount of closing and other incidental charges and surrender the unused cheque leaves.
- The a/c should be debited for the account closing charges etc. and an authorized officer of the Bank should destroy unused cheque leaves.
- In case of joint a/c, the application for closing the a/c should be signed by all the joint holders.

A banker can also close the account of his customer or stop the operation of the account under following considerable circumstances:

- ✓ Death of customer.
- ✓ Customer's insanity and insolvency.
- ✓ Order of the court (Garnishee order).
- ✓ Specific charge for fraud forgery.

8. Stop Payment of Cheque

A banker can stop payment of cheque of his customer under following considerable circumstances:

- Firstly the account holder will apply to stop the payment of his cheque
- There is a register for this purpose. It is kept by the authorized officer.
- The officer will see the condition of account and verify everything.
- In the ledger book, the officer will marked with red ink and the cheque will not be paid.

9. Dishonor of Cheque

If the cheque is dishonored, MTBL sends a memorandum (cheque return memo) to the customer stating the reason in the following way:

- ✓ Refer to drawer.
- ✓ Not arranged for.
- ✓ Effects not cleared May be present again.
- ✓ Exceeds arrangements.
- ✓ Full cover not received.
- ✓ Payment stopped by drawer.
- ✓ Payee's endorsement irregular/illegible/required.
- ✓ Payee's endorsement irregular, require Bank's confirmation.
- ✓ Drawer's signature differs/ required.
- ✓ Alterations in date/figures/words require drawer's full signature.
- ✓ Cheque is posts dated/out of date/mutilated.

- ✓ Amount in words and figures differs.
- ✓ Crossed cheque must be present through a bank.
- ✓ Clearing stamps required/requires cancellation.
- ✓ Addition to the discharge of Bank should be authenticating.
- ✓ Cheque crossed “Account Payee Only”.
- ✓ Collecting Bank’s discharge irregular/required.

If the cheque is dishonored due to insufficiency of funds, than MTBL inform the a/c holder immediately.

10. Dispatch Section

Those documents that are enter in the branch or exit of the branch must go through this section. The objectives of this section are:

- Keeping records of the documents send to other branches or banks.
- Sending letters to their respective destination.
- Send these documents safely and correctly.
- Receives documents come through different medium, such as postal service, courier service, via messenger etc.
- Dispatch section of Panthapath branch performs another duty. It enters the transfer instruments in the Scroll Book and then sends those to the computer section.
- Two types of letters are continuously received. These are:
 - ✓ Inward (Registered/Unregistered) letters
 - ✓ Outward (Registered/ Unregistered) letters

At first recording is required whether it is Inward or Outward Registered/Unregistered letters. Then letters are disbursed to their respective destination. Inward letters are firstly

segmented according to their different sections and after that an entry is given to the Inward Register book.

Books Maintained

- ✓ Local Dispatch Khata (including Peon Book).
- ✓ Register Dispatch Khata (For Registered Letters).
- ✓ Ordinary Register Khata (For Unregistered letters).
- ✓ Inward Register Books.
- ✓ Outward registered books.

Chapter 2

Accounts Department

MTBL Panthapath Branch receives different types of instruments, such as cheque, PO, DD etc. from its customers for collection. It also pays on behalf of its customers for those instruments that come to it through clearing house. There is a counter for Accounts department which is called Cheque counter. In this counter three types of Cheque are received:

1. Transfer

All such instruments drawn on easily accessible local Branches of MTBL and deposited for credit of customer's account are treated as "Transfer Delivery".

2. Clearing

The amount of Cheques, Pay Order (P.O), and Demand Draft (D.D) Collection from other banks on behalf of its customer is a basic function of a Clearing Department.

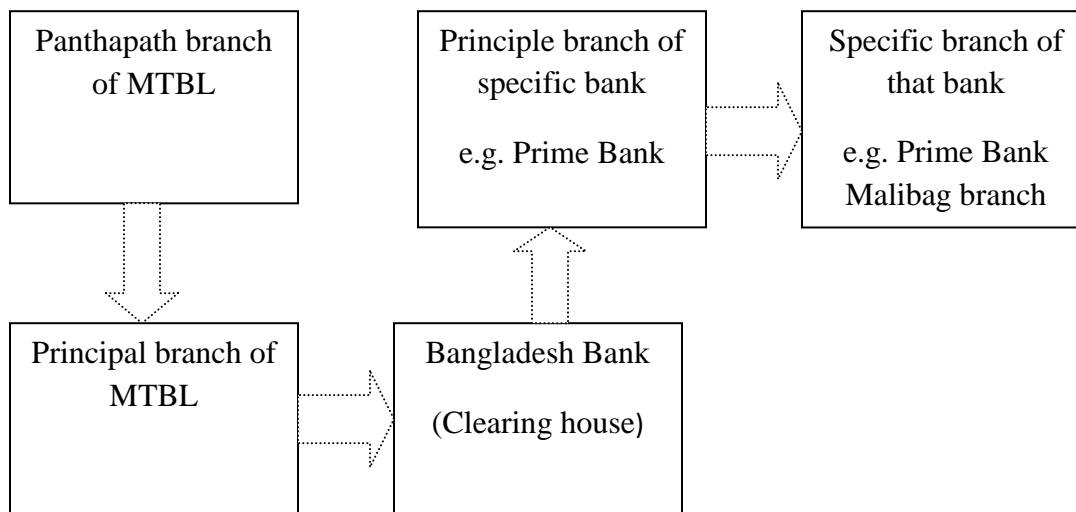
- **Clearing:** Clearing is a system by which a bank can collect customers fund from one bank to another through clearing house.
- **Clearing House:** Clearing House is a place where the representatives of different banks get together to receive and deliver Cheques with another banks.

Normally, Bangladesh Bank performs the Clearing House in Dhaka, Chittagong, Rajshahi, Khulna and Bogra. Where there is no branch of Bangladesh Bank, Sonali bank arranges this function.

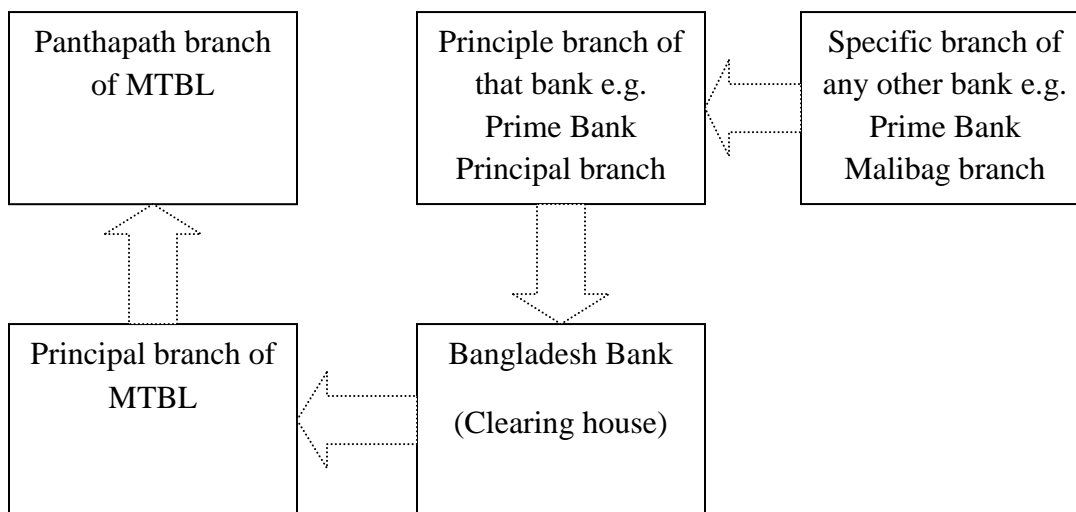
Member of Clearing House: Mutual Trust Bank Limited is a scheduled Bank. According to the Article 37(2) of Bangladesh Bank Order, 1972, the banks which are the member of the clearinghouse are called as Scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearing house.

2.1 Types of Clearing

- **Outward Clearing:** When the Branches of a Bank receive cheques from its customers drawn on the other Banks within the local clearing zone for collection through Clearing House, it is Outward Clearing.



- **Inward Clearing:** When the Banks receive cheque drawn on them from other Banks in the Clearing House, it is Inward Clearing.



2.2 Cheque Depositor for Clearing

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

3. Bills Collection

In modern banking the mechanism has become complex as far as smooth transaction and safety is concerned. Customer does pay and receive bill from their counterpart as a result of transaction. Commercial bank's duty is to collect bills on behalf of their customer.

3.1 Types of Bills for Collection

3.1.1 Outward Bills for Collection (OBC)

OBC means Outward Bills for Collection .OBC exists with different branches of different banks outside the local clearinghouse. Normally two types of OBC:

- ✓ OBC with different branches of other banks
- ✓ OBC with different branches of the same bank

3.1.2 Inward Bills for Collection (IBC)

When the banks collect bills as an agent of the collecting branch, the system is known as IBC. In this case the bank will work as an agent of the collection bank. The branch receives a forwarding letter and the bill.

Chapter 3

Cash Counter Section

Cash is the key instrument of all financial transaction. The cash section plays a significant role. It is a very sensitive part of the bank because it deals with most liquid assets. Mutual Trust Bank Limited, Principal Branch has a well equip cash section. This section receives cash from depositors and pays cash against cheque, Demand draft, Pay order, and Pay-in-Slip over the counter. This section deals with all types of negotiable instrument and it includes Vault, used as the store of cash and instruments. The Vault is insured up to Tk.3 million. Operation of this section begins with the banking hour. The cash officer begins transaction with taking money from the Vault, known as “Operating Cash Balance.” Vault is kept in most secured place. The amount of opening cash balance is entered into a register. After whole days’ transaction, the money remains in the cash counter is deposited back into the Vault, known as the closing balance. The main functions of this section are cash receipt and cash payment.

1. Cash Payment

- When a client comes to the bank to cash a cheque, he/she gives it to the cash counter.
- The cash officer receives the cheque and checks it very carefully.
- The cash officer checks the date of the cheque, name, the account number of the cheque, amount in ward in figure and also verifies the signature through computer.
- If the instrument is free of all kinds of errors the respected officer will ask the cheque bearer to sign on the back of it.
- He/ she will then put his/ her initial beside the bearer’s signature.
- There must be two signatures in cash payment cheque. If it is a big amount, cheque must be verified in front of the cash officer.

Every employee in the cash counter maintains a sheet. After receiving payment they fill up the following particulars:

- ✓ Serial Number
- ✓ Account Number
- ✓ Amount
- ✓ Initial

After giving the payments they fill up the following particulars:

- ✓ Serial Number
- ✓ Account Number
- ✓ Cheque Number
- ✓ Amount
- ✓ Initial

2. Cash Receipt

- At first depositor fills up the deposit amount in slip.
- After filling the required deposit amount in slip, depositor deposits the money.
- Officer of the cash counter receives the money, counts it, enters the amount of money in the scroll register, makes seal the deposit in slip and sign on with the date.
- Then this slip is passed to another officer for double sign in the deposit slip.
- Then the cash officer keeps the bank's part of the slip. Other part is given to the depositor.
- The cash in charge gives posting through computer from the deposit slip in the client's account and write a transaction number.

Part 5

Recommendation &

Conclusion

1. Recommendations

After completing my internship in Mutual Trust Bank I have a realization that MTBL is well-organized and tries to provide its best service to the customers. Nevertheless, there are still some problems on which MTBL should put an eye to solve them. Otherwise, these may cause huge loss or create a barrier for the future prospect.

I hope that these recommendations would be helpful for MTBL:

- The authority should recruit more employees to serve the customers. They can recruit experienced employee as well as fresh graduate.
- The bank can open branches or foreign booth because many people send money from abroad every year to Bangladesh.
- The bank should finance to the consumer goods, because many people in the country wants to buy consumer goods from bank loan.
- They should take an early initiative to improve their expertise in the investment businesses to be more prompt.
- The Mutual Trust Bank Ltd. can offer different deposit schemes for college and university students.
- The Mutual Trust Bank Ltd. should clarify and endorse publicity about their position and their activities in socio-economic and socio-cultural development in Bangladesh.
- Mutual Trust Bank Ltd. should renovate its Front Desk as it remains extremely busy the whole time and GB is the base for any bank.
- To maintain their reputation and image in the Banking sector and to the general people, Mutual Trust Bank Ltd., should involve precisely in mobilization and utilization of local resources like – investing in N.G.O. activities, educational, health expansion activities, poverty eliminations etc.

- The marketing department of the bank should be more efficient to reach at the heart of the customer.
- The bank should be more concerned about profit as well as took part to the economics development of the country.
- Even though MTBL is running online business very successfully but they should open more ATM booths to meet customer needs and to be in the competition.

2. Conclusion

The last 3 months was quite intriguing to do my internship at Mutual Trust Bank Limited, Panthapath Branch. I found out about the nature of actually working in a professional environment. This internship program, in first, I have been arranged for gaining knowledge of practical banking and to compare this practical knowledge with theoretical knowledge. Only three sections are covered in the internship program, it is not possible to go to the depth of each activities of branch because of time limitation. However, highest effort has been given to achieve the objectives the internship program.

The value of General Banking is immense. It's the core tool of banking as well as the base of banking. Other sections depend mostly in this section. Mutual Trust Bank Ltd. has an established and most importantly a reliable General Banking section. It fulfills the consumer needs in almost every case with its dignity and honor. The company itself is well-organized as well as its officers. MTBL is developing its services to give a hard competition to other banks. According to MTBL, it is not going with Veni, Vidi, Vici (I came, I saw, I conquered). In fact, MTBL wants to be in the top most position in private banking sector of Bangladesh.

Bibliography

<http://www.mutualtrustbank.com/>