

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.