

Consumer service delivery process of BRAC Bank Limited

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**Internship Report Presented to fulfill
Requirements for the degree
Bachelor of Business Administration**



BRAC UNIVERSITY

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Internship Report On

Consumer service delivery process of BRAC Bank Limited





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Subject: Submission of the Internship report on "consumer service delivery process of
Brac Bank Limited.

Dear Sir,


Here is the internship report on "consumer service delivery process of BRAC Bank Limited", you assigned me to prepare. I have tried to the best of my effort to make this report meaningful, informative and justifiable. While preparing this report I was enjoying the job as I learned huge from it.

In fact, this report contains the overall course of action of how the consumer service delivery process of BRAC Bank Limited working on. I have gathered some practical knowledge which will help me to build up my career.

I think this report will fulfill your requirement as well. I would be glad to furnish any further clarification in this regard, if needed.

Thanking You

Sincerely yours,

 . 18.08.07 .
(Istiaq Hasan)

Acknowledgement

First and foremost, I would be grateful to the Almighty Allah as I have successfully completed this report within due time and for all the incidences I had to undergo while preparing this report.

My earnest gratitude to our honorable teacher and my supervisor of this report Suntu Kumar Ghosh , without whom continuous support and suggestion, this report would not come into light. I am also thankful to him for assigning such a good topic.

I would like to thank Mr. Raees Siddiq, Manager, Consumer Service Delivery Department. BRAC Bank limited; Tasnuva rahim , Manager; item production; Mr.shyamol Cristopher Gomez , Officer; Mr. Mustaqur Rahim , Officer and all other employees of BRAC Bank who helped me a lot to collect information for preparing my report.

Besides I am also grateful to the authors, researchers, and an article writer who's Books, Reports, Thesis papers and journals have helped me to prepare my Internship Report successfully.

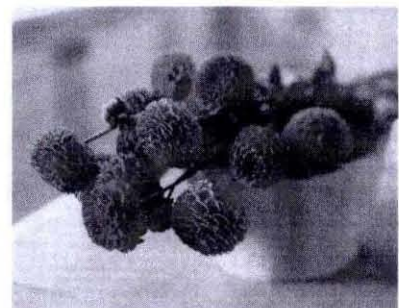


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Certificate of the supervisor

This is to certify that **Istiak Hasan** is a student of BBA bearing ID#0220089. He has successfully completed his Internship Report entitled "**Consumer Service Delivery Process of BRAC Bank Limited**" under my supervision as the partial fulfillment for the award of BBA degree.

He has done his job according to my supervision and guidance. He has tried his best to do this successfully. I think his program will help him in the future to build up his career. I wish his success and prosperity.

.....
(**Suntu Kumar Ghosh**)
Lecturer
BRAC Business School
BRAC University

Executive Summary

The Consumer Service Delivery department (CSD) is one of the important departments of Brac Bank ,which performs back office functions for the branches. It is a operation department of Brac Bank .This department mainly act as the processing center for the general banking services provided by the branches and sales offices of the bank to the customer. For instance, when an account is opened in a branch, the AOF is sent to CSD and then CSD does all the back office works regarding the account opening form.

Though CSD is a centralized department, it has three other offices located in Motijheel, Kolabagan and Badda to provide better services.CSD Motijheel covers the full clearing process of inward bound and outward bound cheques.The cheques are cleared through the Bangladesh Bank clearing house. The other two CSD offices are located in Kolabagan and Badda to facilitate the processing jobs at the sales centers for the accounts opened by sales department.

The CSD department employs a number of stuff for data input and upgrade purpose. Data input regarding the clients is probably the most important function of CSD.The set group of stuff are designated to input the information available in the Account Opening Form filled up by the clients.CSD often employs interns to aid the staff regarding data input and filling purpose.

Chequebook printing is an important activity of CSD deoartment.This is inter-related with the account generation.BRAC Bank provides welcome packages. upon receiving the requisition from the branches and from the sales centers,CSD department conduct production of the welcome packages of different types ;for instances ,savings A/C packages, Campus A/C packages etc.Each of theses A/Cs provides distinctive utilities to the target customers.

Another important task of CSD is to provide the customer the ATM card service. According to the ATM card request slip or order made by branches account number and specific PAN number is generated for ATM card automatically by the system so that safety of the customer is maintained

1. INTRODUCTION

1.1 Background of the study

Internship report is a mandatory requirement of the Bachelor of Business Administration degree of BRAC University. This report has been designed to portray my on the job internship with BRAC Bank from the period of May to August, 2007.

Business world is becoming very much complex day by day. Without sufficient practical experience business becomes difficult and in some cases impossible. The whole world is moving because of business relation. Business plays a very important role in developing economy of a country. So, in the business world, practical experience is regarded as a media through whom we have an acquaintance with the real world.

The Bachelor of business Administration (BBA) was introducing by BRAC University with an objective to supply an adequate number of highly trained and educated graduates to the economy. As the BBA program is the integrated, theoretical and practical method of teaching students of this program are required to have practical exposure in own different major disciplines in the proceeding years of their courses.

I was authorized to prepare a report on central function of BRAC Bank Ltd. for partial fulfillment of my course requirement. I went to BRAC bank Limited, Head Office, where I worked as an intern from 16th May to 16th Aug 2007. This report has been prepared based on my practical experience on the day-to-day banking activities and under close supervision of my internship supervisor as well as course teacher Mr. Shantu Kumar Ghosh.

2. PROFILE OF THE BRAC BANK

2.1 Background of the Bank

BRAC Bank Limited, one of the latest generations of commercial banks, which started its journey on the 4th of July 2001 with a vision to be the absolute market leader. BRAC bank is a commercial scheduled bank extending full range of banking facilities as per the directives of Bangladesh bank. It intends to set standards as the absolute market leader by providing efficient, friendly and modern fully automated on-line service on a profitable basis. BRAC Bank is surviving in the large banking arena through its unique and competitive products and it is the only local bank providing 100% integrated on-line banking.

The Bank is mainly owned by the largest NGO in Bangladesh - BRAC. The Bank has positioned itself as a new generation Bank with a focus to meet diverse financial need a growing and developing economy.

The Bank has embarked with an avowed policy to promote broad based participation in the Bangladeshi economy through the provision of high quality banking service based on latest information technology. The Bank will ensure this by increasing access to economic opportunities for all individuals and businesses in Bangladesh with a special focus on currently under served enterprises and households across the rural urban spectrum. We believe that increasing the ability of under served individuals and enterprises to build their asset base and access market opportunities will increase the economic well being for all Bangladeshis.

2.2 BRAC Bank @ a Glance

Objectives of the Bank:

- To provide wide range of financial services professionally, efficiently and competitively to achieve pre-eminent position in chosen market.
- Diversify revenue stream through product innovation.
- A Well-diversified credit portfolio, which produces a reliable and consistent return to investment.

Values of the Bank:

- Services to customers
- Quality in everything
- Competitiveness to win
- Growth and development of Bangladeshi people
- Continuous productivity improvement
- Professionalism and ethics in all actions
- Growing profit for stakeholders

Target Market:

- Pharmaceuticals, toiletries, chemicals and pesticides
- Power Generation, oil exploration, industrial and household gases (Liquid Petroleum Gases etc.)
- Edible Oil.
- Bulk Trading Essential Commodities, Industrial Raw Materials, Agricultural Inputs, Cement.
- Garments, Textiles and related backward linkages industries including spinning, knitting, yarn, garments accessories etc.
- Food Processing and Beverage Industries
- Cable and Cable wire
- Information Technology

- Leasing Companies / Non Banking Financial Institutions
- Health Service Industry
- Non Governmental Organization (N.G.O) and other International Development Organizations
- Importers/dealers of machinery, industrial, electrical equipment
- Educational Institutions
- Bone china, ceramics, melamine, plastic products
- Manufacturing and Trading of Consumer Durables.
- Telecommunication
- Contractor Finance
- Ship Breaking, Re-rolling, Corrugated Iron (CI) Sheet Mfg. and related business
- Air Lines, Shipping Lines, Freight Forwarders, Testing and Inspection agencies
- Footwear and Leather
- Tobacco Products
- Tea
- Importers, Whole seller, Retailer
- Individuals

Target Customer Group:

- Leading Domestic Organizations
- Corporate and Trading Houses
- Local medium and large Corporate
- MNCs'
- NGOs'
- Educational Institutions
- Individuals

❑ **Product/Service objective**

The Corporate Banking Group would try to serve the financial market of the country with the following objectives.

- To develop and sustain mutually beneficial customer relationships based on high quality service and innovative products.
- Maintaining a diverse and quality asset base and pursue a sustainable growth strategy.
- To pursue a management style that contributes to the well-being and development of a fully responsible and accountable workforce under a high Corporate standard and business ethics.
- To provide and deliver services in a cost-effective manner.

❑ **Product/Services**

BRAC Bank provides a comprehensive range of innovative corporate financial solutions tailored to suit each company's needs. At the center of client's relationship with BRAC Bank is an experienced and professional Management team with extensive industry knowledge. The Relationship Management team works closely with the client to understand and solve the financial requirements of the company. Our knowledge about various industry sectors encompasses global issues, the dynamics of the economy's effect on the industry and business cycles and insight into market activity within this industry. Following are some of the products that we offer our corporate clients:

- Short term loans
- Mid term Loans
- Letter of Credit
- Loans
- Guarantee
- LTR

- LBP
- Overdraft, lease Financing, Working Financing, Floor Financing,
- Channel Financing.

□ **Security:**

For security against the various facilities, BBL usually take cross-corporate guarantee and personal guarantee of the Directors of the private companies. In case sufficient collateral is not available, we create floating charge on present and future assets of the company with Registrar of Joint Stock Companies, equitable/registered mortgage etc.

2.3. Management of BRAC Bank Limited

Boards of directors are the sole authority to take decision about the affairs of the business. Now there are 5 directors in the management of the bank. All the directors have good academic background and have huge experience in business. **Mr. Fazle Hasan Abed** is the chairperson of the bank. The board of directors holds meetings on a regular basis. The current management teams and board of directors' name are given in the following organogram :

Organogram of BRAC Bank Limited

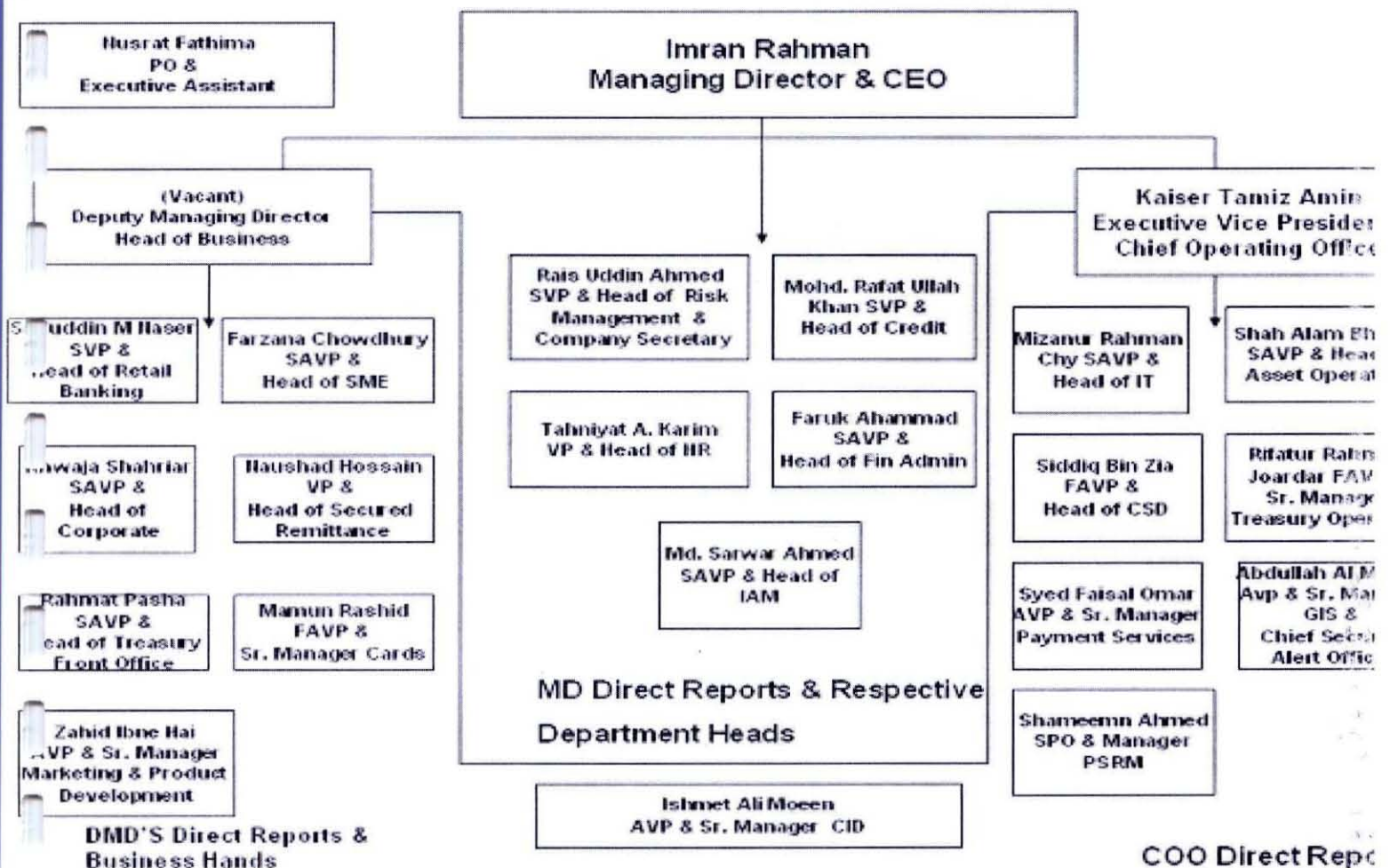


Fig 1: Organogram of BRAC Bank

Visions for the future

BRAC Bank will be a unique organization in Bangladesh. It will be a knowledge-based organization where the BRAC Bank professionals will learn continuously from their customers and colleagues worldwide to add value. They will work as a team, stretch themselves, innovate and break barriers to serve customers and create customer loyalty through a value chain of responsive and professional service delivery.

Continuous improvement, problem solution, excellence in service, business carefulness, efficiency and adding value will be the operative words of the organization. BRAC Bank will serve its customers with respect and will work very hard to instill a strong customer service culture throughout the bank. It will treat its employees with dignity and will build a company of highly qualified professionals who have integrity and believe in the Bank's vision and who are committed to its success. BRAC Bank will be a socially responsible institution that will not lend to businesses that have a detrimental impact on the environment and people. So BRAC Bank operates following a specific vision like:

"Building a profitable and socially responsible financial institution focused on Markets and Business with growth potential, thereby assisting BRAC and stakeholders build a "just, enlightened, healthy, democratic and poverty free Bangladesh".

Mission

- Sustained growth in 'small & Medium Enterprise' sector
- Continuous low cost deposit growth with controlled growth in Retained Assets
- Corporate Assets to be funded through self-liability mobilization. Growth in Assets through Syndications and Investment in faster growing sectors
- Continuous endeavor to increase fee based income
- Keep our Debt Charges at 2% to maintain a steady profitable growth
- Achieve efficient synergies between the bank's Branches, SME Unit Offices and BRAC field offices for delivery of Remittance and Bank's other products and services
- Manage various lines of business in a fully controlled environment with no compromise on service quality
- Keep a diverse, far flung team fully motivated and driven towards materializing the bank's vision into reality

Goals

BRAC Bank will be the absolute market leader in the number of loans given to small and medium sized enterprises through out Bangladesh. It will be a world class organization in

terms of service quality and establishing relationships that help its customers to develop and grow successfully. It will be the Bank of choice both for its employees and its customers, the model bank in this part of the world

2.4 Objectives

The objective of BRAC Bank Limited is specific and targeted to its vision and to position itself in the mindset of the people as a bank with difference. The objective of BRAC Bank Limited is as follows:

- Building a strong customer focus and relationship based on integrity, superior service.
- To creating an honest, open and enabling environment
- To value and respect people and make decisions based on merit
- To strive for profit & sound growth
- To value the fact that they are the members of the BRAC family – committed to the creation of employment opportunities across Bangladesh.
- To work as a team to serve the best interest of our owners
- To relentless in pursuit of business innovation and improvement
- To base recognition and reward on performance
- To responsible, trustworthy and law-abiding in all that we do
- To mobilize the savings and channeling it out as loan or advance as the company approve.
- To establish, maintain, carry on, transact and undertake all kinds of investment and financial business including underwriting, managing and distributing the issue of stocks, debentures, and other securities.
- To finance the international trade both in import and export.
- To develop the standard of living of the limited income group by providing Consumer Credit.

- To finance the industry, trade and commerce in both the conventional way and by offering customer friendly credit service.
- To encourage the new entrepreneurs for investment and thus to develop the country's industry sector and contribute to the economic development.

3. MY DAILY ACTIVITIES IN BRAC BANK LIMITED

I have started my internship program in BRAC Bank Limited from 16th of May 2007. From the very beginning I've started working in Central Processing Center. I was introduced to Mr. Siddique Bin Zia, Head of CSD & AVP of BRAC Bank Limited. I have worked there under the supervision of Mr. Raees Siddique, Manager CSD. In the first day I worked there till 7:30 pm.

3.1 Working hours:

I worked there as like a permanent employee. Every one is suppose to be in the office within 8: 45 am. I have tried to maintain the time line. Though there is a sign out time but most of the employee worked in office till 6.30 pm.

3.2 First month:

In the first month I performed the following activities:

- ☐ Checking customer database
- ☐ Mandate scanning
- ☐ Checking Cheque books
- ☐ Packing "Welcome to BRAC Bank " package
- ☐ Delivery of "Welcome to BRAC Bank " package
- ☐ Data entry for customer database in Finacle system

3.3 Second & Third month:

The last two-month of my internship program was really based on ATM card production

department. In the last two month I performed the following activities:

- ☐ CIF Creating
- ☐ CIF Checking
- ☐ Handling terms & conditions form
- ☐ Handling daily request
- ☐ Preparing database for returned cards
- ☐ Generating text file for production process
- ☐ Preparing card status database
- ☐ Delivery of existing client's card
- ☐ Card production

These are the works that I have done in BRAC Bank Limited. In this three months duration I have tried to learn the total process of Card production department.

SUMMARY

As the name suggests, the Customer Service Delivery department is responsible for facilitating all the back office process required to deliver quality service to our valued clients. These include –maintaining and updating the customer information database, card and cheque book production and delivery, welcome pack arrangement, shanchay patra issuance and follow up, clearing cheques through Bangladesh Bank, etc.

Consumer Service Delivery is the department which tries to deliver specific support to business wing on time so that clients can do business with bank smoothly. The department is responsible for updating information and provides necessary products like check book or ATM card right on time. Therefore the specific products are prepared according to customer needs and provide to different wings of the bank so that it is provided to the customer according to needs.

Therefore it is quite centralized and try to provide service to all the different business wings with the help of information technology. The network is followed to maintain relationship between wings and so that work done in head office can be accessed all around the bank. This helps to lower cost and effectively and efficiently help to provide services to business wings so that it is delivered smoothly to customers.

4.1 Objective of the Study

The basic objectives of this study are as follows:

- To fulfill the partial requirement of BBA program.
- To have an exposure on the banking environment of Bangladesh.
- To gain different functions of banks.
- To have some practical experience that will be helpful for my BBA program.
- To facilitate the students apply their theoretical knowledge in practical level of operation of a bank as well as find out the differences between theory and practice

4.2 Methodology of the Study

I went to BRAC bank Limited, Head Office for my internee. The basic data both primary and secondary used in the preparation of this report are obtained from:

- Personal observation of different tasks.
- Face to face conversation with the bank officers.
- Studying of different files and books.
- Annual report of BRAC Bank Ltd.
- Periodicals published by Bangladesh Bank.

4.3.3 Limitation of the Study

Observing and analyzing the broad performance of a bank and one of its branches are not that easy, particularly in such a short duration like ours (Only three months). Shortage of recent data as well as information of different activities of BRAC Bank was a great problem for me to depict the actual and up-to-date business position of the bank. Moreover, all the employees were always busy with heavy workload. Therefore, they were not able to extend their co-operation properly.

Consumer Service Delivery (CSD)

Consumer Service Delivery (CSD) is a new concept to the Banking industry where real time back offices functions have been processed within prescribed SOP. Mr. Kasier Tamiz Amin, EVP And COO, has implemented this modern idea to BRAC BANK since 13th March 2003. In the very beginning a two-member team was formed with young and experienced professional to conduct day-to-day processes timely, accurately and efficiently. Consumer Service Delivery (CSD) handled primarily only Clearing Cheques Process.

Today Consumer Service Delivery (CSD) consists of 11 (Eleven)-Member team, handling following processes.

- Bangladesh Bank General Check Clearing.
- Bangladesh Bank same Day Check Clearing.
- Account Opening.
- Check Book printing.
- Welcome Letter.
- Account Statement Printing and Delivery.
- Change of Address and Account Mandate.
- Corporate client Salary.
- Treasury Back office Functions.
- Account Dormant and Reactivation.
- Day close and Upload for all Branches within Dhaka.

ATM Card production and delivery

5.1 Accepting Deposits

Accepting deposits is one of the most important functions of commercial banks. The deposits are accepted by BRAC bank may be classified in to

- Demand Deposits
- Time Deposits

Demand deposits

Demand deposits are those, which are withdrawn able on demand by using check. The demand deposits accounts are

1. Saving Account
2. Current Account

Time Deposits

Time deposits are such deposits, which are not, withdrawn able on demand but can be drawn after a stipulated time. Banks pay higher interest rate against such type of deposit account. There are many time deposit accounts

1. Fixed Deposit Receipt Account (FDR)
2. Abiram Account
3. Short Term Deposit (STD)
4. Deposit Premium Scheme (DPS)
5. Premium Term Deposit

(a) Savings Account

Savings bank account is a demand deposit account. It can be withdrawn able by using check. It is a good means of accumulating the savings from the large section of the

population with lower income. Bank pays some interest on saving account. Currently BRAC bank is 'paying interest of 5.50% per annum. The depositor can deposit sum of amount whenever he wants, with minimum balance restriction.

Benefits received from saving account

- Interest is paid on a daily balance method.
- Interest is given for each day for whatever balance is maintained in the account that day.
- Interest paid at 6% per annum on days when the balance is under TK 20,000.
- There is no restriction on the number of withdrawals.
- There is no restriction on the amount or size if a withdrawal.
- No forfeiture rules or hidden cuts.
- There is no requirement for notices to be given before making a withdrawal.

The account holders will receive some other benefits. Such as:

- He/she is eligible to apply for the personal loan packages and can also open other additional accounts and fixed deposit with the bank.
- He/she will receive preferential treatment at the time of processing of their loan applications.
- He/she will receive discounts on remittance commissions.

Opening of Savings Account

Any person who is of sound mind including a minor can open a savings account. The requirement to open an account is as follows:

1. Bank's prescribed account Opening form to be signed by applicant in front of BM/RM/CSM.
2. Two copy of recent passport size photograph attested by the introducer.
3. Specimen Signature Card to be signed by the applicant in front of BM/RM/CSM.
4. Any of the following Identification document like current valid passport, proof of

address, ID card, commissioner certificate etc. In this case Certifier should attest applicant's photograph along with signature.

5.2(b) Current Account

Current account is an account where the account holder -within the funds can make numerous transactions without any restriction. No interest is paid on these deposits. Current account is mainly suitable for business transaction. However, it can be opened by any individuals aged 18 years and above.

Benefits received from Current Account

- There is no restriction on the number of withdrawals.
- There is no restriction on the amount or size if a withdrawal.
- No forfeiture rules or hidden cuts.
- No requirements for notice to be given before making a withdrawal.

Opening of Current Account

Current account is opened by Individual, Joint, partnership Firm, Sole Proprietorship, Club or Society, Public or Private Limited Companies for different purposes. There is also some difference as to open an account by different concerns.

The procedure for individual and Joint Account

The following documents duly completed shall be obtained from the customer at the time of opening of Current Deposit Account for Individual and Joint account.

1. Bank's prescribed account Opening form to be signed by applicant in front of BM/RM/CSM.
2. Two copy of recent passport size photograph attested by the introducer.
3. Specimen Signature Card to be signed by the applicant in front of BM/RM/CSM.
1. Any of the following Identification documents.

Name of Identification document	Issuing Authority
Current valid passport	Passport office
Valid driving License	Bangladesh Road Transport Authority
Voter ID Card	Election Commissioner
Armed forces ID card	Employer or Their Delegate
A Bangladesh employer ID card bearing the Photograph and Signature of the applicant	Employer or their delegate
A certificate form any local government organs such as Union council chairman, ward commissioner etc. In this case certifier should attest applicants photograph along with signature	Up chairman or Ward Commissioner.
Trade License with photograph can be accepted for individual's	Local Government authority. Up chairman, Pourashava Chairman or Ward commissioner.

Procedure for Sole Proprietorship Account

The following documents are required for opening a sole proprietorship account:

1. Bank's prescribed account Opening form to be signed by applicant in front of BM/RM/CSM.
2. Two copy of recent passport size photograph attested by the introducer.
3. Specimen Signature Card to be signed by the applicant in front of BM/RM/CSM.
4. Copy of valid Trade license issued by local Government authority such as City Corporation, Pourashava, Union Parishod etc.
5. Permission from Bangladesh Bank for Buying House, Indenting or other Specific

Business. 6. TIN issued by Income Tax Authority.

7. The personal identity of the Proprietor of the firm has to be established by any of the documents as mentioned in individual or Joint Customer Category. If the Trade license carries the Photo and signature of the Proprietor this is not required.

Procedure for Limited Company Account

1. Bank's prescribed account opening application form.
2. Certified copy of the Memorandum and Articles of Association of the Company.
3. Certificate of Incorporation.
4. Certificate of Commencement of Business (for Public Limited Company only).
5. Extract of Board resolution Sanctioning the account opening and signing authority.
6. List of the Directors with address in form.
7. Photograph of the Signatories.
8. Copy of valid Trade License.
9. Introducer's Signature in the Account Opening form and at the back of the photograph(s) of account holders(s).
10. List of names with appointment letter and Specimen Signature of the persons authorized to operate the account.
11. The personal Identity of all the directors or beneficial Owner(s) Proprietor of the firm has to be established by any of the documents as mentioned in Individual or Joint Customer Category.

Procedure for Partnership Account

1. Bank's prescribed account Opening form to be signed by applicant in front of BM/RM/CSM.
2. Certified copy of Partnership Deed or agreement.

3. List of the Partners with address.
4. Extract or resolution of the partner meeting.
5. Copy of valid Trade License.
6. Photograph of the Signatories or Partners.
7. Specimen Signature card to be signed by the signatories in front of BM/RM/CSM.
8. Introducer's Signature in the account opening form and at the back of the photograph(s) of account holder(s).
9. Identify of all Partner or Directors must be verified in line with the requirement for personal customers, where a formal partnership agreement exists, a mandate from the partnership authorizing the opening of an account and conferring authority on those who will operate it should be obtained.
10. Evidence of the Trading address of the business or partnership should be obtained and a copy of latest report and accounts (audited where applicable).
11. An explanation of the nature of the business or partnership should be ascertained (must not necessarily verified from a Partnership Deed) to ensnare that it has a legitimate purpose.

5.2(c) Fixed Deposit Receipt Account (FDR):

Fixed deposits are time deposit or time liabilities. Banks pays higher rates of interest, as the deposit is not withdrawn able on demand. The Fixed Deposit account is opened for a fixed period; it may be 1 month, 3 months, 6 months, 1 year, 2 years and 3 years. Different rates of interest are allowed for different period and also depend on amount.

Opening of Fixed Deposit Receipt (FDR) Account

Before opening a Fixed Deposit receipt (FDR) Account a customer must have an account with the bank. Then the customer has to fill up an application form that contains the following,

- Amount in figures

- Beneficiary's name and address
Period
- Rate of Interest
- Date of Issue
- Date of maturity
- Instructions if any

After the submission of the Bank's prescribed account opening form dully filled up, the following works have to be done:

1. Specimen Signature Card to be signed by the applicant in front of
BM/ RM/ CSM.
2. Two Passport size photograph of the account holder.
3. Depositing the amount in his account.
4. Bank will issue FDR receipt.

Maturity Date and Withdrawals:

The following points are considered regarding maturity period and withdrawals of Fixed Deposit Receipt (FDR) account:

- The Fixed Deposit Receipt will be matured after the specified period.
- If the FDR is withdrawn before maturity period, interest will be issued.
- Interest is calculated par annum basis. Interest rate is 7.75% to 8.50%.
- At the maturity period the account holder should come himself and put his specimen signature on the back of Fixed Deposit Receipt (FDR) account. Then the banker verifies the signature and gives him the amount in cash or as required.

5.2(d) Abiram Account

BRAC Bank Abiram Account is a special type of Fixed Deposit Scheme, which offers the flexibility and comfort of having a guaranteed monthly return on your investment. An amount of cash is deposited in Bank for a

fixed period specified in advanced in this deposits. Banks pays higher rates of interest, as the deposit is not withdrawn able on demand. The Abiram account is opened for a fixed period. The period may be one year, two year, and maximum of three years. Different rates of interest are allowed for different period and it also depend on amount.

Opening of Abiram account

Before opening an Abiram Account a customer must have an account with the bank. Then the customer has to fill up an application form that contains the following,

- Amount in figures
- Beneficiary's name and address
- Period
- Rate of Interest
- Date of Issue
- Date of maturity
- Instructions if any

Maturity Date and Withdrawal of Abiram

The following points are considered regarding maturity period and withdrawal of Abiram Account:

- The Abiram Account will be matured after the specified period.
- If the Abiram account is withdrawn before the maturity period, interest will be

issued at the prevailing Savings Account rate.

- Interest is calculated on a monthly basis. Interest rate is 8% to 8.5% depending on amount and time. .
- At the maturity period the account holder should come himself and put his specimen signature on the back of Abiram account receipt. Then the banker verifies the signature and retains the Abiram Account receipt and will give him the amount in cash or as required. Abiram account offers loan facilities up to 95% of deposit.

5.2(e) Short Term deposit (STD) Account

In Short Term Deposit account, the interest is calculated on daily basis. The interest offered for STD is less than that of savings account. Various big companies, organizations, Government Departments etc keep money in STD account. Frequent withdrawal is discouraged and requires no prior notice. The rate of interest for STD account is currently 5% per annum and the investment should be minimum one Lac and above.

In BRAC Bank, usually customers give an instruction to the bank that their current account will be debited whenever its deposited amount crosses a certain limit and this amount will be transferred to the STD account. So Bank follows this instruction by giving following entries,

Customers' Current Account	Debit
Customer's STD Account	Credit

5.2(f) Deposit Premium Scheme (DPS):

BRAC Bank introduces the Deposit Premium Scheme (DPS), a truly special savings plan that allows saving on a monthly basis and getting a handsome amount at maturity. An amount is deposited in a bank for a fixed period of time. Bank pays higher interest rate and there are a range of options for both installment size and maturity. Maturity period may be 4/7/11 or 14 years.

In BRAC Bank, usually customers saving account will be debited whenever its deposited amount crosses a certain limit and this amount will be transferred to the DPS account. So bank gives following entry:

Customer's Savings Accounts	Debit
Customer's DPS account	Credit

Opening of Deposit Premium Scheme (DPS):

Before opening a Deposit Premium Scheme (DPS) Account a customer must have a Savings account with the bank. Then the customer has to fill up an application form that contains the following,

- Amount in figures
- Beneficiary's name and address
- Period
- Rate of Interest
- Date of Issue
- Date of maturity
- Instructions if any

Maturity Date and Withdrawal of Deposit Premium Scheme (DPS):

The following points are considered regarding maturity period and withdrawal of Deposit Premium Scheme (DPS) Account:

- The DPS Account will be matured after the specified period.
- Deposit Premium Scheme can be en-cash before the maturity period, and interest will be issued.
- Interest rate is 8.5% to 9.75% depending on amount and time.
- At the maturity period the account holder should come himself and put his specimen signature on the back of DPS account receipt. Then the banker verifies the signature and will give him the amount in cash or as required. Deposit Premium Scheme (DPS) offers loan facilities up to 90% of deposit.

5.2(g) Premium Term Deposit:

BRAC Bank Premium Term Deposit is a 5 year term Fixed Deposit. Unlike conventional Deposits, Premium Term Deposit provides a guaranteed return. Bank pays higher interest rate.

Opening of Premium Term Deposit;

Before opening a Premium Term Deposit a customer has to fill up an application form that contains the following.

- Amount in figures
- Beneficiary's name and address
- Period
- Rate of Interest
- Date of Issue
- Date of maturity

Maturity Date and Withdrawal of Premium Term Deposit:

The following points are considered regarding maturity period and withdrawal of Premium Term Deposit:

- The Premium Term Deposit will be matured after 5 years fixed term.
- Interest rate is 17 % per annum.

Interest Rates of Deposit Accounts

Types of Account	Interest Rate
Savings Bank Account	5.50%
<u>Fixed Deposit Receipt (EQID)</u>	
1 month up to 3 months	7.75%
3 months up to 6 months	To
6 months up to 1 year	
1 year up to 2 years	
2 years up to 3 years	8.50%
Short Term deposit (STD)	5%

5.2(h) Account Opening Process by Consumer Service Delivery (CSD)

Customer requests opening of account and after completing the form, Customer Service Officer scrutinize account opening form and establishes account. Then he enters the account details in numerical control register. Customer Service Officer Submits forms with all documents to Operation Manager for review. Operation Manager rechecks all documents, signs off and submits to Branch Manager for approval. If in order, Branch Manager approves the file and return to Operation manager. Manager Operation sends the file to Customer Service Officer. CSO then do the photocopy of the form and

segregates Specimen Signature Card, keeps one in Signature cabinet sends another with photocopy of the account opening form to Consumer Service Delivery (CSD). CSO enters all account opening form and specimen signature cards in a log sheet in triplicate daily basis and hands over to Operation Manager keeping the log and if satisfied send the account opening form to Central Processing Center to inputs data in Millennium Banking system (MBS) Client Database and Scanning of the Signature Cards. Consumer Service Delivery (CSD) receives the account opening form and signature cards and sign of in the duplicate copy of the log sheet and sends back to branch. Customer Service Officer files the received copy.

Observation:

However, it has been observed that all the procedure regarding opening an account, a great deal or personal judgment is required by the banker to verify the customer. Extra care should be taken in case of Public and Private limited companies regarding the documents. The banker customer relationship is the ultimate key to success, so the customer should be chosen appropriately.

5.3 Shanchay Patra

BRAC Bank sells two types of Shanchay Patra on behalf of the Government. The sales statement of Shanchay Patra must be sent to Bangladesh Bank within 72 hours of sale, otherwise the bank has to pay penalty to Bangladesh bank. BRAC Bank gets commission of the total sales.

Type of Shanchay Patra	Interest Rates
3 years Shailchay Patra	10%
5 years Shanchay Patra	10.5

Shanchay Patra Issuance and Encashment by Consumer Service Delivery (CSD):

Branch Customer Service Officer receives the application form for issuance of Shanchay Patra and a letter of Debit authority along with declaration form. And for Encashment of Shanchay Patra Customer Service Officer receive Coupons along with encashment request form and a photocopy of Registration slip. In both the cases receive stamp will be used, receiver will put initials, and client's signature must be verified by the receiver. At the day end the Shanchay Patra Issuance or Encashment details must be logged in the Form T and forward to Consumer Service Delivery (CSD). After receiving the instruction and instrument, CSD will then transaction. For issuance, Shanchay Patra will be issued respective branch with in 36 working hours. And for Respective account will be credited with in 24 working hours.

5.4 Cheque Book Printing

Customer is issued Cheque books to operate different types of account such as Savings account, Current account etc. The customer is issued new Cheque books whenever the old one is used in full. The following procedures are maintained for issuing a Cheque book.

- The customer can avail the new Cheque book on his own.
- The customer will submit Cheque requisition slip with his signature on it.
- The leaves of the new Cheque book have to be counted to check that all the

leaves are intact.

- The name and the account number of the customer shall be entered in the Cheque book register.
- The name and the account number of the customer shall be entered on all the leaves of the Cheque books.
- The name, the account number and types of account of the customer shall be entered on the requisition slip.

5.4(a) Process of Cheque Book Printing:

Customer fills in Cheque book request slip and Customer Service Officer verifies authenticity. Customer Service Officer prepares a log of all requests in duplicate. CSO hands over the request slips to Cheque Book issuer with the log. Customer Service Officer receives and signs on the duplicate copy of log and send back to other Customer Service Officer. Then he/she issues Cheque books in MBS as requested and send it to Operation Manager. Operation Manager checks and sends the request to Consumer Service Delivery (CSD) to print the Cheque books. In case of new Cheque book Customer Service Officer only issue the Cheque leaf. After printing the Cheque books Consumer Service Delivery (CSD) send the Cheque books to branch. Operation Manager received the Cheque book and sign off in duplicate request paper, which is send by Consumer Service Delivery (CSD) and then send back it to CSD. Operation Manager hands over the Cheque book to front office Customer service along with the request. Front office Customer Service Officer keeps the Cheque books in Cheque book box after entry in the Cheque book register.

5.4(b) Risk of Cheque Book Printing:

Consumer Service Delivery (CSD) takes all the necessary steps to prevent mistakes of Cheque books printing but still there are some risks of Cheque books printing. These are:

- Customer request is not made properly.

- Issuer may issue wrong account number.
- The issuer may issue wrong number of Cheque leaf.
- Authorize person of Central Processing center who print the Cheque book, he/she may print the wrong account number or wrong Cheque leaf.

5.4(c) Risk of Cheque Book Inventory:

There are some risks of Cheque Books inventory. These are

- Proper request may not be placed.
- Head office may send more or less number of leaves.
- On the way Cheque leaves may lost.
- Custodians may supply more or less bundle of Cheque leaves..

5.5 Clearing of Cheque:

BRAC Bank is a scheduled bank. According to the Article 37(2) of the Bangladesh bank Order, 1972, the banks that are members of the Clearing House are called as "Scheduled Banks". The scheduled banks clear the Cheques drawn upon one another through the Clearing House. This is an arrangement by the Central bank where everyday the representatives of the member banks gather to clear the Cheques. The place where the banks meet and settle their dues is called the "Clearing House". The Clearing House sits for two times in a working day.

5.5(a) Process of Outward Clearing Cheques:

Cash and Client Service Officer will receive Other Bank Cheques over the counter. During deposit teller check the following things:

- Whether the particulars bank and branch name have been written in the deposit slip correctly or not.
- Teller check date and amount of Cheque written in the deposit slip.
- Teller verifies the customers account number and name in the Finacle.

After checking the above things, Cash and Client service Officer receives the Cheques and returns the customer's copy of the deposit slip. Then teller enter the details of the beneficiary in the Finacle and at the day end sends all the clearing Cheques to Consumer Service Delivery (CSD) with a deposit slip and calculator tape of Cheque amounts and a form T filled up with the figure and number of Cheques (branch wise). Consumer Service Delivery (CSD) receives the Cheques and put entries in NIKASH for sending to Central Bank for the next day Clearing House. After input in NIKASH, an authorized person of Consumer Service Delivery (CSD) put necessary clearing stamp and endorsement are given in the Cheques. After posting of all Cheques schedules are printed and stapled with the respective Cheques and copy of NIKASH data are taken in floppy disk. All the Cheques and deposit slips are kept in clearing box under safe custody. The: next day the Cheques with schedule and diskette are sent to Central Bank Clearing House. In the afternoon all passed Cheques are cleared in MBS and funds are then available in respective accounts. The return Cheques are entered in return register and kept in the clearing box. The return Cheques are either lodged again as per instruction or send back to customer with the return memo through respective branches showing a cause.

Risk of Outward Clearing Cheques:

Consumer Service Delivery (CSD) does all the necessary processing and steps but there are some risks of outward clearing Cheques. These are

1. The Cheques may be post dated or stale.
2. Amount in words and in figure may be different.
3. Over writing in the Cheques.
4. Cheques number may be wrong.
5. Wrong amount may lead to day end imbalance in clearing.
6. For wrong account number the amount cannot be credited in the customer account.
7. Information entered in the Millennium Banking System may be missed out and thus the amount will not be credited in the account.
8. The Cheques may be lost on the way.
9. The money of the Cheque can be withdrawn through other Bank by fraudulent activity.
10. Cheques may be place with wrong endorsement.
11. Clearing stamp with wrong date.
12. The diskette may be bad or not copied correctly and thus all Cheques cannot be lodge in Clearing House and not returned in MBS. And thus account is credited for which the Cheque is not cleared, bank may incur loss.

Observation

However, it has been observed that all the procedure regarding outward clearing Cheques, the banker should take preventive measure. He/she must check account number and name in Millennium Banking System (MBS) before customer leaves the counter. Special crossing should be put immediate after the receipt of Cheque. The banker should enter every Cheque in the MBS soon after writing the account number of beneficiary on the back of the Cheque and put initials as proof of entering. If possible, photocopy of all Cheques should be retained at branch before sending. Total number of Cheques should be counted and be tallied with the calculator tape. The Cheques should be checked whether there are correct stamps in place when they are stapled with schedule. In case of renewed Cheques supervisor should check the entry in the register and he should put initial in register. In case of hand delivery customer should sign in the return register and that should verified before the Cheque is delivered to customer.

5.5(b) Process of Inward Clearing Cheques:

Clearing man receives Cheques drawn on BRAC Bank Ltd. at Central bank Clearing House. Tally the total amount in each bank schedule by taking calculator tape. Bring the Cheques to Consumer Service Delivery (CSD) and check the apparent tenor of the Cheques. Then the Cheques are posted in Millennium Banking System (MBS) and pass the Cheques by verifying signature. If the Cheques cannot be honored due to any reason the matter should be taken to the notice of the Manager of Consumer Service Delivery (CSD). If any Cheques are returned, that should be returned in NIKASH with specific reason. Return Cheques are entered in Cheque return register with the reason of return. The manager of CSD signs the return memo and put initials in the return register. NIKASH entries are copied in diskette and the return Cheques with schedule and the diskette are sent to return clearing House. Necessary entries for passed Cheques and return Cheques are passed in MBS to the respective GL Heads including inter branch postings. All the passed Cheques accounting vouchers are sent to accounts department after clearing balancing.

Risk of Inward clearing Cheques:

Consumer Service Delivery (CSD) does all the necessary processing and steps but there are some risks of Inward clearing Cheques. These are

1. The amount of total Cheques may differ from the schedule, which will create imbalance in clearing as well as Bank account with Central bank may be transacted for wrong Amount.
2. Wrong drawn Cheques may be paid for which bank may face severe audit comment and even financial loss.
3. Wrong amount may be posted results day end imbalance and chance of forgery.
4. Dishonored Cheques reason identified may not be correct insufficient fund, but the customer has other arrangement like overdraft limit or a collection Cheque pending etc.
5. Wrong entry may be given with wrong reason.

6. Diskettes may have bad sector resulting no copy.

Observation:

It has been observed that the banker should take all the procedure regarding inward clearing Cheques extra care. The amount of each Cheque must be tallied with the schedule. If not the matter should be notified to the respective bank representative immediately in the Clearing House. Special care should be taken in passing clearing Cheques as because a large number of Cheques are passed in a very specific short time span.

Amount should be entered correctly and drawer signature should be matched and due diligence should be applied to pass the Cheques. Manager should check all possible area before taking final decision and he should check the register properly whether correct entry is given or not. Diskette must be formatted before copying.

5.6 Treasury Functions by Consumer Service Delivery (CSD):

BRAC Bank has a strong presence in the Treasury market in Bangladesh. From 24th April 2004, Bangladesh Bank Cheque or Drafts Issuance process and some Treasury Operation functions are centralized in Consumer Service Delivery (CSD).

Bangladesh Bank (BB) Cheques/Drafts Issuance:

Three Signatories have been assigned to head office Consumer Service Delivery (CSD), Customer Service Manager and alternate branch manager. Central Processing Center will keep the Bangladesh Bank Cheques. Drafts in its possession during transaction. In absence or leave situation of head of CSD, Customer Service Manager will officiate his responsibility. After transaction hour Cheque or drafts will be kept in the Vault under dual custody. Transaction hour implies Central Bank prescribed hour. Central cash

Control (CGC) or other Division/ Department will send their fund requisition (in prescribed format) against Bangladesh Bank Cheques or Drafts to Treasury. Only after acknowledgement from Treasury front office, Treasury operations will send request to CSD to issue the Cheques or Drafts. All Bangladesh Bank Cheques or Drafts will be issued by CSD only after the advice from Manager Treasury Operations or Designee through Lotus notes. Treasury Operations will provide Bangladesh Bank Cheques or drafts to CSD. Custodian of Bangladesh Bank Cheques or Drafts will send a request to Treasury Operations for new Cheques or Drafts prior to existing Cheques or drafts. All Cheques or Drafts must be crossed. Cheques or Drafts for cash withdrawal, the authorized Signatories will cancel crossing and the Signatories at the Bank end of the Cheques or Draft will attest authorized person's signature. A register will be maintained to keep the records of the Cheques or Drafts issuance detail. At the day end, head of

Consumer Service Delivery (CSD) or designee will tally the counterfoils with register and put his signature. Photocopy of all issued Cheques or drafts will be retained in a file. For the cancellation of a Cheques or Drafts two authorized Signatories will put signature and marked "Cancelled" on the Cheques or drafts and kept that Cheques or Drafts with the counterfoil, retain it in a safe custody for audit trail. After exhaustion of Cheques or Drafts book, CSD will send that counterfoil of Cheques or Drafts book to Treasury operations. Fund requisition from SME or any urgent Bangladesh Bank Cheque requisition from Head Office will be issued by Treasury Operations.

Bangladesh Bank (BB) Cheques /Drafts Deposit:

Consumer Service Delivery (CSD) will receive Bangladesh Bank (BB) Cheques or Drafts from other Commercial Banks. Bangladesh Bank (BB) Cheques or Drafts from clients will send to CPC before 2 P.M (Saturday-Wednesday) and 12 noon (Thursday) sharp. Bangladesh Bank (BB) Cheques or Drafts receiving Division/ Department should inform Treasury prior to deposit thru Lotus notes. A register will be maintained to keep record of the receiving Cheques or Drafts details. At the end of the day, head of Consumer Service Delivery (CSD) or Designee will tally deposit slips with the register and put his signature. Bangladesh Bank Cheques or Drafts received after cut of time will be

deposited in next working day and over night Cheques or Drafts will be kept in Vault or fireproof cabinet under dual custody. Counterfoil of Bangladesh bank Cheques or Drafts deposit slip will keep in a file sequentially.

Centralization of Treasury Functions:

Bangladesh Bank Cheques or Drafts issued under Treasury function will be delivered to Counter Parties from Consumer Service Delivery (CSD). Bangladesh bank Cheques or Drafts issued by the Counter Party will be received by CSD accumulate other banks Cheques or Drafts upto 2 P.M (Saturday- Wednesday) and 12 noon 9 Thursday) and send those to Bangladesh Bank for deposit. Manager Treasury Operations or Designee will send request to CSD for the issuance of Call Money Receipt, fixed Deposit receipt, Bangladesh Bank Reports, other correspondences. Under advice from treasury Operations, authorized persons from CSD will sign on the document jointly and deliver it to Counter Party. Treasury Operations will pass necessary accounting entries on the above transaction on account of Bangladesh Bank.

5.7 Process of Welcome Letter, Account Statement and Account dormant and reactivation by CSD:

Consumer Service Delivery (CSD) of the Bank in addition performs the following functions as enumerated below:

1. Issues congratulatory letters i.e. welcome letter to the new account holders by post.
2. Prepares centrally all monthly, quarterly account statements and dispatches it to individual customer.
3. Some Welcome letters of new account holders are returned undelivered due to improper address. Such accounts are kept inoperative. However these accounts are reactivated on receipt of requests from the customers.

ATM CARD PRODUCTION

This is new department that is introduced in the service portfolio of BRAC Bank Limited. It started its journey from 15th April 2005. Through this service the clients are enjoying modern technology in withdrawing their money. It represents the development of banking sector in our country. BRAC Bank is offering this service to most of its client as early as possible. A well-trained work force is giving their level best effort to serve efficiently. There are different steps to complete the process of card production. Among the local bank BRAC Bank is the only one bank that is producing ATM card in their premises. Security Pvt. Limited (Singapore) is providing blank ATM card to BRAC Bank. There is a card embossing machine that can produce around 1200 cards per day. ATM card division is producing around 700 cards in different segment each day.

6.1 Function of ATM Card Division:

- ❑ Production of ATM Cards
- ❑ Maintaining the stock of ATM Cards
- ❑ Keeping records of produced cards
- ❑ Reproducing Lost/ stolen ATM Cards
- ❑ Distribution of ATM Cards
- ❑ Maintaining All database related to Card production & distribution
- ❑ Charging against issued cards
- ❑ Resending returned cards
- ❑ Maintaining the vault registrar
- ❑ Coordination with IT in issuing Pin
- ❑ Customer service through handling inquiry of the clients
- ❑ Updating the request of address change into access system
- ❑ Maintaining reject cards till internal audit
- ❑ Sorting out discrepant request branch wise and send back.

6.2 Type of embossed cards:

There are different types of cards that are produced according to the management's decision. The card division is producing cards only for savings and current accounts (Both individual & Joint A/C). ATM card division embossed 4 types of Cards such as:

- ❑ Existing Client's card in their name
- ❑ Staff Card in their salary A/C
- ❑ "Welcome to BRAC Bank" card
- ❑ "Ezee Account" cards.

Existing Client's card: These cards are produced in customer name. The Person who has previous A/C with the bank receives this card. ATM card division gets a list of existing client from IT Department. According to that they produce card. Another way they receive request from different branches for which they produce card. For the first card the bank charge the client only taka 172.50 (Including 15% VAT). But for replacement they charge them taka 345(Including 15% VAT) .

Staff card in their salary A/C: These cards are produce only for those people who have salary account in BRAC Bank. These people are the staff of either BRAC Bank Limited or any concern institute of BRAC. For these cards the bank does not cut any charges

"Welcome to BRAC Bank" cards: These cards are produced with the title embossed "Welcome to BRAC Bank". These cards are produced for a new package named "Welcome to BRAC Bank". Customer gets an n ATM card in every pack. Charges are as like as it is for existing client. Customer gets one Chequebook with every package

“Ezee Account” cards: These cards are produced with the title embossed “Ezee Account”. These cards are produced for a new package named “Ezee Account”. In all “Ezee Account” Customer gets an n ATM card in every pack. Charges are as like as it is for existing client. Customer does not get any Chequebook with this package.

6.3 The process of card production:

- ☐ Receiving request form/ client list from branches/IT
- ☐ Checking the request that received
- ☐ Printing customer information (For daily request)
- ☐ Confirming ATM & POS Enable
- ☐ Generating text file for production in to the system
- ☐ Importing Data/text files into Access card production system
- ☐ Preparing Card pre-production report
- ☐ Producing ATM cards in different segment
- ☐ Generating card production report
- ☐ Importing production report into database

- ☐ Printing card holder
- ☐ Preparing the cards for dispatch
- ☐ Preparing dispatch database and voucher
- ☐ Delivering cards to the courier service
- ☐ Charging for ATM cards
- ☐ In case of replacement; cloning the card and producing a new one.

All these process are done automatically except delivery so there is very low risk in the total process.

6.4 Production Process:

Receiving request form/ client list from branches/IT:

Firstly the department gets a list from IT and/or request form the branches in daily basis. Then they sort out these requests according to their branch.

Checking the request that received:

In this stage they check the whole request form or list and separate appropriate forms for next stage.

Printing customer information (For daily request):

In this stage they print customer information for each and every request form. They cross check the form with the printed information. They also segment joint a/c, salary a/c and replacement request

Confirming ATM:

Importing Data/text files into Access card production system: After successful generation of text file they import them into access software to produce card.

Preparing Card pre-production report:

After importing the data the system get prepared for card production. But to be confirm about successful production they print a card pre-production report. The report contains PAN Number, a/c number, a/c title and address of the customer. They attached this with the request.

Producing ATM cards in different segment:

In this stage the data are ready for emboss. They give command in the system for production. In one batch the machine can produce 100 cards. After one batch they produce another batch. This is the most important part of the production process. Due to technical fault of the machine many cards can come out faulty. So during this process one person always keeps attention to the machine.

Confirming ATM & POS Enable:

After checking they confirm whether ATM & POS facilities are enabled for the a/c or not. If necessary they confirm ATM & POS Enable.

Generating text file for production in to the system:

After confirming ATM & POS enable they generate text file in MBS (Millennium Banking System) and save it to BBLHQ server. It is one of the important stages of card production system. Because if one entry is missed generated it can't be generated in future. So they cross check the text file different time to avoid this situation.

Importing Data/text files into Access card production system:

After successful generation of text file they import them into access software to produce card.

Preparing Card pre-production report:

After importing the data the system gets prepared for card production. But to be confirmed about successful production they print a card pre-production report. The report contains PAN Number, a/c number, a/c title and address of the customer. They attach this with the request.

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Different Picture of CARD Production process:**Importing Data/text files into Access card production system:**

After successful generation of text file they import them into access software to produce card.

Preparing Card pre-production report:

After importing the data the system get prepared for card production. But to be confirm about successful production they print a card pre-production report. The report contains PAN Number, a/c number, a/c title and address of the customer. They attached this with the request.

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Generating card production report:

In this stage they generate a card production report, which contains PAN number, a/c number, a/c title. This stage completes the total process.

6.5 Delivery procedure importing production report into database:

This is the first step of delivery process. In this step they import the production report into database. **Printing card carrier letter:**

After preparing database they print card carrier letter in which the address of the client has been printed.

Preparing the cards for dispatch:

Then cards are prepared for dispatch. All necessary documents are put inside of a window envelope and arrange them sequentially.

Preparing dispatch database and voucher:

After having proper record they prepared a dispatch database which keeps the record of the card given to courier service. One voucher is given to the courier to track the documents accordingly.

Delivery:

This is the final step of delivery process. In this stage cards are handed over to the courier service for delivery. All the cards are delivered to the address of the client. Only staffs cards are send to the Gulshan branch. Some times they deliver the cards to respective branch as per client's request.

This is all about the production and delivery process of ATM card division.

DRAWBACKS OF CONSUMER SERVICE DELIVERY (CSD)

Every work has some drawbacks. While working in Consumer Service Delivery (CSD) I have noticed some of their drawbacks. The fields in which they have lacking are as follows:

- Need professional data entry operator
- Skilled human resource in every department
- Inadequate work force
- Lack of proper coordination among different departments
- Inadequate facilities of Finacle
- Conservative Management
- Unauthorized use of different ID in system
- Lack of motivation and training program
- Absence of proper guideline/ planning of respective job
- No structured reconciliation process
- Limited knowledge about PC and related software
- Duplication of work like; Checking and over documentation
- Less secured than the department should be
- Less structured than other departments

RECOMMENDATION

As I have gone through all the departments under **Consumer Service Delivery (CSD)**. I have come up with some points, which can improve the efficiency as well as quality of the work. The points are as below:

- Setting proper planning for each and every work as well as for the whole department.
- Designing jobs on priority basis
- Assigning necessary manpower for every job
- Proper maintenance of files and necessary files and documents on daily basis
- Proper managerial observation and cooperation
- Separating Card department and concern operations
- Avoiding duplication Through accuracy and efficiency
- Developing motivational program and training program
- Ensure that every one working in MBS knows it properly and giving them personal ID
- Proper coordination with Branches and IT Department
- And most of all change of managerial attitude and view point

CONCLUSION

I was authorized to prepare a report on central function of BRAC Bank Ltd. for partial fulfillment of my course requirement. I went to BRAC bank Limited, Head Office, where I worked as an intern from 16th May to 16th Aug 2007. This report has been prepared based on my practical experience on the day-to-day banking activities. It was a great experience for me to have exposure in the practical field. As a new bank it has a long way to go. There is huge pressure of work in BRAC Bank Limited but the coordination that I get from some officials was very helpful for me.

Though having some drawbacks the bank's overall performance is satisfactory. I wish a prosperous future for the bank.

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