

# Internship Report

“General Banking Functions:

Mutual Trust Bank Ltd”



*Prepared by:*

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*Submitted to:*

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*Date of Submission:*

**February 13, 2014**

## Letter of transmittal

February 13, 2014

**Samina Haque**

Senior Lecturer, BBA Program,  
BRAC Business School, BRAC University,  
Mohakhali, Dhaka.

**Subject : “Submission of Internship Report Titled as “General Banking Functions: Mutual Trust Bank Ltd”**

Dear Madam,

With due respect, I am submitting herewith this Internship Report on the above-mentioned title for the partial fulfillment of the requirements of BBA Program.

I have striven hard in preparing this dissertation and tried to make the report vivid and comprehensive within the constraints. I sincerely believe that it will serve the required purposes. I shall always be obliged to furnish any clarification regarding this paper, if required.

Sincerely Yours,

-----  
**Sadat Ahmad**

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BRAC Business School

## **Acknowledgement**

The successful completion of this Internship Report is not a result of my own effort only; rather it is an aggregate of contributions from many others.

I must keep in record my sincere and deep gratitude to my respected Supervisor, **Ms. Samina Haque**, Senior Lecturer, BBA Program, BRAC Business School, BRAC University, for her whole-hearted supervision during the Internship Report. Her suggestions and comments to make the study a good one was really a great source of inspiration and spirit for me. She used to extend her helping hands whenever I was in trouble with work and whenever I was in a fix what to do.

I wish to express my gratitude to the officers and top level executives of Mutual Trust Bank Ltd, who were always available with their overall guidance, keen interest, encouragement and valuable suggestions in various aspects of the work.

.....  
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## Declaration

I, Sadat Ahmad, a student of Bachelor of Business Administration (BBA), Major in Finance from BRAC University, Dhaka, do hereby declare that this Internship Report titled as **General Banking Functions: Mutual Trust Bank Ltd** is prepared and submitted by me as a partial fulfillment of the degree course.

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## **Executive Summary**

A group of highly acclaimed businessmen of the country grouped together and established Mutual Trust Bank Ltd (MTBL). Since inception, the bank is pursuing for continuous growth and already achieved reasonable amount of market share and brand image, but these are not strong enough to be attain the objectives and vision of the bank to be a world class best performing banking institution in Bangladesh. This report primarily focuses on finding out the existing position of the bank in terms of General Banking activities and ways of improvement in this department of the bank. In this respect, the report is divided into six broad chapters.

The things outlined in Chapter one enumerates the preliminary division which includes introduction, origin of the report, objectives, scope, limitations and methodology. Chapter Two defines the Organizational Overview of Mutual Trust Bank Ltd (MTBL) which includes Mission and Vision, objectives, products and services etc. Chapter three defines my job at Mutual Trust Bank Ltd includes nature of the job, responsibilities and observation. In my observation part I wrote my own observations like the workings in the bank are never left pending, performance in the bank is always praised by the other colleague in the bank etc. Chapter four is about the general banking activities of MTBL. This chapter includes front desk, foreign remittance desk, accounts department and cash counter section of the bank. Chapter five includes SWOT analysis and findings of MTBL. Chapter six includes recommendation part of the report and ends with conclusion.

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*Chapter-1*  
*Preliminary Division*



## ***A. Introduction***

In general sense we know “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 and 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, paying the deposited money with interest on demand of the client or otherwise and employing the deposits in the form of loan and investment to meet the financial needs of businesses and other classes of society.

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

Mutual Trust Bank Ltd 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 loans, 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.

## ***B. Origin of the Report***

This term paper on General Banking is prepared as a partial fulfillment of the BUS 400 course. The report is primarily concerned on the General Banking issues of Mutual Trust Bank Limited, which will give an opportunity to relate theoretical concepts with real life business situation.



Internship program “professed work attachment program” is essential for every Business graduating students because it helps him or her to acquaint with the real life situation. Bank is one of the most important financial intermediaries so I have selected Mutual Trust Bank Limited (MTBL) for doing my internship which is one of the most leading banks in the banking sector. MTBL arrange internship program to give an opportunity to the graduating students to learn and have practical experience about the banking activities which will help the graduating students in their future life.

## *C. Objectives of the study*

The first objective of writing this report is to fulfill the partial requirement of the BBA degree. 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 transactions of different departments of the bank.
- To know about the Credit products and the way of disbursement.
- 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 build- up awareness among the people not to be a 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.
- Coordinate the economic development with the social development.



## *D. Scope of the study*

As an intern in Mutual Trust Bank Ltd (Uttara Model Town Branch), employees of the bank have helped me to do my work in the bank throughout the internship period.

- Assistance of local management at any time.
- Bank website is very much informative.
- Supply of financial data.

## *E. Limitations of the study*

Due to some legal obligation and business secrecy the bank was reluctant to provide some sensitive data. Thus, this study limits only on the available published data and certain degree of formal and informal interview and limited survey. Although the particular study is extensive in nature, hard effort was given to make the study worthwhile and meaningful even then there exists some limitation. Altogether the internship period in the bank was not free from limitations. I faced some problems during the study, which I am mentioning below:

- **Lack of time:** I was in the bank for three months so within this short span of time it is very difficult to be familiar with all the activities of the bank.
- **Lack of Supervision by the bank officers:** As the officers were busy with their daily working activities, they were not able to give me much time apart from their daily working activities.
- **Restricted Information:** There were various types of information's that the bank officers cannot disclose due to the security and other corporate obligations.
- **Other limitation:** As I was a newcomer and had no previous experiences in the banking sector and many practical matters in the bank were in written form so my own observations may vary from person to person.



## *F. Methodology of the study*

### *Sources of Data*

The report is descriptive in nature. To prepare a report gathering data is very important. 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 clients and employees.
- ✓ Relevant file study as provided by the bank officers concerned.

- **Secondary data**

- ✓ Study on Annual Reports of Mutual Trust Bank Limited.
- ✓ Online data from MTBL website.
- ✓ Published unpublished or personally collected data from bank officers.
- ✓ Different journal regarding Mutual Trust banking.





*Chapter-2*  
*Organizational Overview of*  
*MTBL*

## ***A. Introduction of MTBL***

Mutual Trust Bank Limited (MTBL) is a Public Limited Company by shares in Bangladesh, with commendable operating performance. Directed by the mission to provide with prompt and efficient services to clients, MTBL also provides a wide range of commercial banking services. 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.

## ***B. Historical Background of MTBL***

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public limited company by shares for carrying out all kinds of banking activities with Authorized Capital of Tk. 3800,000,000 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. 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 through its Head Office at Dhaka and with 94 branches in the country. The Company/ Bank carry out international business through a Global Network of Foreign Correspondent Banks.

Mutual Trust Bank Ltd (MTBL) is a member of different chambers, associations and institutions in our country. These are given below:

- a.* Metropolitan Chamber of Commerce and Industry, Dhaka (MCCI,D)
- b.* The Institute of Banker's Bangladesh (IBB)
- c.* Bangladesh Foreign Exchange Dealer's Association (BAFEDA)
- d.* Bangladesh Institute of Bank Management (BIBM)
- e.* International Chamber of Commerce Bangladesh Limited (ICCB)
- f.* Association of Bankers Bangladesh Limited (ABB)
- g.* Bangladesh Association of Publicly Listed Companies (BAPLC)
- h.* American Chamber of Commerce in Bangladesh (AMCHAM)
- i.* Primary Dealers Bangladesh Limited (PDBL)

## *C. Mission and Vision of MTBL*

### *Mission*

“We aspire to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company that offers an array of products and services in the search for excellence and to create an impressive economic value.”

MTBL Management

### *Vision*

Mutual Trust Bank's vision is based on a philosophy known as MTB3V. The

Envision of MTBL to be:

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



## ***D. Bank Philosophy***

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

## ***E. Objectives***

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

- 1.** To establish a partnership relationship with customer and to eliminate the idea of the debtor-creditor relationship of traditional banks.
- 2.** To establish welfare oriented banking system.
- 3.** To mobilize savings towards productive sectors.
- 4.** To invest on profit and risk sharing basis.
- 5.** To accept deposits on profit and loss sharing basis.
- 6.** To create employment opportunities by investing savings towards prospective economic sectors.
- 7.** 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.
- 8.** To contribute to establishment of a society by equitable distribution of wealth.
- 9.** To establish justice in the trade and commerce in the country.
- 10.** To render services for the economic development of the nation.

## ***F. 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.

## ***G. Products and Services***

MTBL aims to satisfy all the clients, regardless of how big or small they are as a bank client. 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. 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 banking operations and offer higher return to its clients.

- ***Retail banking***

Retail banking means when a bank executes transactions directly with the banks clients rather than corporations or other banks. Mutual Trust Bank Ltd (MTBL) has designed various types of retail banking products to meet its client's different needs. MTBL have designed various retail banking products to meet all clients different needs. The followings are the range of retail banking products. The ranges of retail banking products are given below:

- ✓ Deposit Products
- ✓ Retail Loan Products
- ✓ MTB Card Products

- ***Deposit Products***

Deposit products falls under the retail banking. Mutual Trust Bank Ltd (MTBL) offers different types of deposit products for their clients. The types of deposit products are given below:

- ✓ Current Account
- ✓ Regular Savings Account
- ✓ Fixed Deposit
- ✓ Brick by Brick
- ✓ Monthly Benefit Plan



- ✓ MTB Senior
- ✓ MTB Inspire
- ✓ MTB Double Saver
- ✓ Children's Education Plan
- ✓ MTB Junior
- ✓ MTB Graduate
- ✓ MTB Ruby
- ✓ MTB Millionaire Plan
- ✓ MTB Shanchay
- ✓ MTB Kotipati
- ✓ MTB Care

➤ ***Current Account***

A Current account is ideal for carrying out day-to-day business transactions. With the MTB Regular Current Account, one can access his or her account anytime, anywhere and pay using payable at par cheques or deposit cheque at any MTB bank branch.

**Features and Benefits:**

- Wide network of branches.
- Access to largest ATM fleet of the country.
- Bank conveniently with facilities like Internet Banking and SMS Banking  
Cheque-book facility.
- Opportunity to apply for safe deposit locker facility.
- Collect foreign remittance in Taka draft.
- Transfer of fund from one branch to another by Demand Draft or  
Telegraphic Transfer.
- Online banking service.

➤ ***Regular Savings Account***

Clients open Regular Savings Account for different reasons. Some are saving for the arrival of baby, a new car, a well-deserved holiday or simply for



emergencies. So MTBL Savings Account meets all saving needs through monthly and flexible savings. An easy-to-operate savings account that allows you to issue cheques, draw Demand Drafts and withdraw cash. Check up on client balances from the comfort of their home or office through Internet and SMS banking.

**Features and Benefits:**

- Wide network of branches.
- Access to largest ATM fleet of the country.
- Bank conveniently with facilities like Internet Banking and SMS Banking.
- Cheque-book facility.
- Opportunity to apply for safe deposit locker facility.
- Collect foreign remittance in Taka draft.
- Transfer of fund from one branch to another by Demand Draft or Telegraphic Transfer.
- Online banking service.

➤ **Fixed deposit**

If someone believes in long-term investments and wish to earn higher interests on savings then anyone can invest his or her money by opening a Fixed Deposit account.

**Features and benefits:**

Fixed deposit account offers different types features and benefits to the account holders. These are given below:

- Automatic renewals: Upon maturity, your deposit will be automatically renewed for the same tenor at the prevailing interest rate unless you instruct otherwise.



- Overdraft facility: You can use your Fixed Deposit as collateral to apply for an overdraft facility at a competitive rate.

### ➤ *Brick by Brick Saving 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 3, 5, 8 and 10 years. Monthly installments are Tk. 250/=, 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 first ten (10) days of each month. This plan is so flexible that at the maturity they can earn a handsome amount depending on the size of installment amount of savings and tenure.

#### **Features and Benefits:**

- No initial deposit required.
- The monthly installment of this Plan is BDT 250/-, 500/-, 1,000/-, 2,000/-, 5,000/- and can be multiples of BDT 500/-.
- The savings periods are 3, 5, 8 and 10 years.
- No hassle of depositing money from long queue, rather option of depositing installment through standing instruction.

A few examples of deposit and income are given below:



Monthly installment (Tk.)	3 years(Tk.)	5 years(Tk.)	8 years(Tk.)	10 years(Tk.)
250.00	10,913.00	20,734.00	40,743.00	58,751.00
500.00	21,826.00	41,468.00	81,487.00	1,17,502.00
1,000.00	43,652.00	82,936.00	1,62,974.00	2,35,004.00
2,000.00	87,304.00	1,65,872.00	3,25,948.00	4,70,008.00
5,000.00	2,18,260.00	4,14,680.00	8,14,870.00	11,75,020.00

➤ **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. 1,00,000 or in multiples thereof. There is no upper limit and this plan is for a 1(one) year term that cannot be changed subsequently. People will require opening a savings or current account. Monthly income will be credited to their account.

**Features and Benefits:**

- A person or persons can open this plan singly or jointly. More than one account can be opened by the same depositor at the same branch.
- The plan is for 3(three) years and 5(five) years and on maturity the account will be renewed automatically.
- The minimum deposited amount is BDT 100,000.00 and multiples of BDT 100,000.00 of any amount.
- A Savings or Current account is required to open a Monthly Benefit Plan. The monthly benefit will be credited to the account.
- The customer may avail loan up to 90% of the deposited amount.

A few examples of deposit and income are given below:



Deposited Amount	Tenure	Monthly Benefit (before tax)	Monthly Benefit for TIN holder (deduction of 10% source tax)	Monthly Benefit for non TIN holder (deduction of 15% source tax)
100,000.00	3 Years	958.00	862.00	814.00
200,000.00		1,916.00	1,724.00	1,628.00
500,000.00		4,790.00	4,310.00	4,070.00
100,000.00	5 Years	979.00	881.00	832.00
200,000.00		1,958.00	1,762.00	1,664.00
500,000.00		4,895.00	4,405.00	4,160.00

Amount (Tk.)	Tenure	Monthly Benefit (before tax) Tk.	Monthly Benefit for TIN Holder (deduction of 10% source tax) Tk.	Monthly Benefit for non TIN Holder (deduction of 15% source tax) Tk.
100000.00	1 Year	1000.00	900.00	850.00
200000.00		2000.00	1800.00	1700.00
300000.00		3000.00	2700.00	2550.00
400000.00		4000.00	3600.00	3400.00
500000.00		5000.00	4500.00	4250.00

➤ **MTB Senior**

MTB Senior is designed in such a way for those who are seeking a banking style that complements their status. MTB Senior has been designed keeping in mind the fact that a senior citizen's banking requirements are wholly different and deserve special attention. MTBL like to empower our senior citizens, so that they can carry out their day-to-day banking transactions independently, and with dignity and confidence.



**Eligibility:**

- Must be a citizen of Bangladesh
- Age 60 and above

**Features:**

- Lifetime free Debit Card
- Free internet banking
- Attractive discount on locker charge
- Free cheque books
- Interest calculated on daily basis and paid monthly
- Unlimited transactions
- Online banking facility across MTBL branches and access to largest ATM network

➤ ***MTB Inspire***

Now a day when all savings accounts are offering similar services, MTB Inspire provides a range of enhanced services, while letting you enjoy unique benefits of getting return on your deposit monthly instead of traditional half yearly. With extra access and convenience of banking, enjoy the full convenience of a savings account and access your savings anytime.

**Eligibility:**

- Must be a citizen of Bangladesh
- Age 18

**Features:**

- Interest calculated on daily basis and paid monthly
- Free Debit Card
- Free internet banking
- Online banking facility across MTB branches and access to largest ATM network



➤ ***MTB Double Saver***

MTB Double Saver is a fixed deposit scheme where the deposit doubles in 6 (six) years time.

**Eligibility:**

- Must be a citizen of Bangladesh
- Age 18

**Features and Benefits:**

- Minimum Deposit amount of Tk. 50,000/- or its multiple and there is no limit for maximum amount.
- The deposit amount will be double in 6 years
- Customers can avail credit facility up to 90% of deposit amount
- More than one account can be opened by the same depositor
- Customer can encash the facility before maturity

➤ ***Children's Education Plan***

Mutual Trust Bank Ltd (MTBL) offers Children's Education Plan for those parents who have children's and planning to save money for their children's education.

Features and benefits of this account are given below:

**Features and Benefits:**

- No initial deposit required
- Monthly installments are Tk. 1000 or multiples of Tk. 1000 but not exceeding Tk. 20,000.
- The savings periods are 4, 7, 9 and 12 years
- No hassle of depositing money from long queue, rather option of depositing installment through standing instruction
- Overdraft facility against deposited amount





➤ ***MTB Junior***

MTBL knows how important it is to plan for your child's financial security. MTBL has the solution to help people do that while showing the virtue of saving. MTB Junior is a savings account for minors that offer the opportunity to save for today and the future.

**Eligibility:**

MTB Junior is a savings account for school and college students below 18 years.

**Features:**

- Attractive interest rate
- Free debit card
- Free internet banking
- No account maintenance fee
- Minimum account opening balance is Tk.100.

➤ ***MTB Graduate***

MTBL understand that starting college or university can be both exciting and challenging. That's why MTB Graduate, a contemporary savings account, is packed with everything a student need to meet all his or her banking needs, offering monthly income while helping you save for future financial emergencies.

**Eligibility:**

MTB Graduate is a savings account for college and university students who are 18 years and above.



**Features:**

- Attractive interest rate
- Interest adds on daily and pays out monthly
- Free debit card
- Free internet banking
- No account maintenance fee
- Minimum account opening balance is Tk. 500.

➤ ***MTB Ruby***

MTB Ruby enables today's independent women to enjoy hassle-free banking services. Besides the core MTBL banking advantage, MTBL Ruby, an exclusive savings account for women, is packed with special benefits for women clients. A client gets the opportunity to enjoy her present and plan for the future with the help of this account.

**Features and Benefits:**

- Interest will add on daily basis and it will be credited monthly
- Higher interest rate
- Minimum account opening balance is Tk. 10,000. Minimum daily qualifying balance to earn interest is Tk. 10,000
- No debit card fee for 1st year
- Free Internet Banking

➤ ***MTB Millionaire Plan***

MTB Millionaire Plan is a monthly savings plan, which is designed to make account holder millionaire in a few years.

**Features and Benefits:**

If account holder is an individual or if the institution is an NGO or an Educational institution or any other institution, one may invest his or her savings in this scheme for



6/8/10/12/15/20 years. Different installment facilities are available in this deposit. At maturity you will get Tk. 10,00,000.

Account holder can even avail loan up to 80% of the deposited amount after 1 (one year).

Monthly installment and Deposit:

Monthly installment (Tk.)	Year	Payable after the tenure (in BDT)
9,400.00	6	1,000,000.00
6,140.00	8	1,000,000.00
4,260.00	10	1,000,000.00
3,060.00	12	1,000,000.00
1,950.00	15	1,000,000.00
1,030.00	20	1,000,000.00

➤ **MTB Shanchay**

MTB Shanchay, a savings product like the “Base of the Pyramid”. Low income group who are unable to manage their finance due to the lack of available banking facilities; opening the MTB Shanchay Account would help them minimize their financial risks.

**Features and Benefits:**

- Minimum account opening balance is Tk. 50
- Type of Account: Savings, non-checking.
- No account maintenance fee.
- Interest will be calculated on monthly average balance and credited to account on half yearly basis, similar to regular savings account
- Cash withdrawal option: Only through withdrawal slip and Debit Card.

**Eligibility:**

- Any Bangladeshi with photo ID document is applicable for savings account.
- Age must be 18 years or above.



➤ **MTB Kotipati**

The Bengali term “Kotipati” is a dream for many people in our country. MTBL is here to make people’s dream to come true. MTBL offers a product named "MTB Kotipati" to turn clients into a “Kotipati” after a certain span of time depending on the client’s capacity to deposit on a monthly basis.

**Features & Benefits:**

- Attractive return on deposit.
- Any Bangladeshi citizen can operate the account singly or jointly.
- The customer may avail loan up to 90% of the deposited amount.
- More than one account can be opened by the same depositor.
- Option of depositing installment through standing instruction or at any MTBL branch within 20<sup>th</sup> day of every month.

**Monthly Installment and Maturity Periods:**

Monthly Installment (BDT)	Maturity Period (Years)
62,050.00	8
43,175.00	10
31,150.00	12
19,470.00	15
12,775.00	18
9,760.00	20

➤ **MTB Care**

MTB Care, a unique proposition of MTBL, is a savings product for children with special needs. Through this product, children’s who need special care will get assistance from the employees of the branches in opening and maintaining the account at a lower cost compared to other savings products. This is also MTBL’s commitment towards helping special children to have access to banking services.

**Eligibility:**

Any Bangladeshi with photo Identification (ID) document is applicable for savings account. The account holder will always require a guardian who will operate the account along with the client, especially when he or she has no mental capacity to sign.



**Features:**

- Interest calculated on monthly average balance.

***Retail Loan Products***

- ✓ MTB Auto Loan
- ✓ MTB Personal Loan
- ✓ MTB Home Loan
- ✓ MTB Home Equity Loan

➤ ***MTB Auto Loan***

MTBL offer lucrative interest rates in MTB Auto loan so that a client can buy a car that he or she always dreamed by taking a little help from the bank. MTB Auto Loans are built for utmost speed and competence. MTB Auto Loan is available for financing both new and reconditioned cars.

**Features:**

- Loan amounts from Tk. 3,00,000 to Tk. 20,00,000
- Flexible repayment of 12 - 60 months
- No hidden charges
- Competitive interest rate
- Easy documentation and quick processing
- Option for early settlement

**Eligibility:**

- Age: minimum 21 and maximum 60 years at the end of loan maturity
- Experience: Salaried executive total - 2 years
- Business person/self employed - 2 years
- Monthly income: Minimum Tk. 30,000



➤ ***MTB Personal Loan***

MTB Personal Loan is one-stop-solution for the clients all financial needs to fulfill any of their desires. MTB Personal Loan is simple, convenient and quick.

**Features:**

- Loan amounts from Tk. 50,000 to Tk. 10,00,000
- Flexible repayment option of 12 - 60 months
- No hidden charges
- Competitive interest rate
- Easy documentation and quick processing
- Option for early settlement

**Eligibility:**

- Age minimum 21 and maximum 60 years at loan maturity

**Experience:**

- Salaried person : 1 year with 6 months permanent employment status
- Self employed : 1 year of practice in the profession
- Businessperson : 2 years of involvement in the same nature of business
- Minimum monthly income:
- Salaried executive Tk. 15,000
- Self employed Tk. 30,000
- Businessperson/Land lord/Land lady Tk. 40,000

➤ ***MTB Home Loan***

Planning to own a home is one of life's most rewarding challenges. Whether it is purchasing a new house or a new apartment, MTB has a wide range of home loan options that can be customized to client's specific need. An experienced, dedicated team of experts and a complete loan package is in place, to meet clients all housing finance needs. MTB Home Loan helps people to fulfill their dream.



**Features:**

- Loan for residential apartment/house purchase
- Loan amounts from Tk. 5,00,000 to Tk. 1,00,00,000
- Loan tenor from 3 to 25 years
- Loan amount up to 70% of the property value
- Aggregation of co-applicant's income
- Competitive interest rates
- Quick and simple processing and approval time
- Loan for apartment under construction
- Partial or early settlement options available

➤ ***MTB Home Equity Loan***

MTB Home Equity loan provides a packaged financial assistance to individuals for fulfillment of his or her dream home. It's time to get clients coveted home by MTB Home Equity Loan.

**Features:**

- Loan for house construction, extension, renovation and finishing work
- Loan amounts from Tk. 5,00,000 to Tk. 1,00,00,000
- Loan tenor from 3 to 25 years
- Loan amount up to 70% of the property value
- Financing at different stages of construction work
- Partial disbursement facility of approved loan
- Aggregation of co-applicant's income
- Competitive interest rates
- Quick and simple processing and approval time
- Partial or early settlement options available

**Eligibility:**

- Any financially able person
- Age: minimum 21 to maximum 65 years at loan maturity
- For 100% cash covered loan: Age - minimum 18 to maximum 70 years at loan maturity
- Minimum Income Range:
  - Salaried person Tk. 25,000
  - Self employed Tk. 30,000
  - Businessperson/Land lord/Land lady Tk. 40,000



## ***SME Products***

MTBL offers different types of Small Medium Enterprise (SME) products to the SME businessmen. These products are helping the businessmen to go forward with their own SME business and indirectly helping the SME sector to run smoothly so that it can contribute more to the economy of our country. SME products that Mutual Trust Bank Ltd (MTBL) offers are given below:

- ✓ MTB Bhagyobati
- ✓ MTB Krishi
- ✓ MTB Mousumi
- ✓ MTB Revolving Loan
- ✓ MTB Small Business Loan
- ✓ MTB Digoon
- ✓ MTB Green Energy Loan

### **➤ *MTB Bhagyobati***

MTB Bhagyobati loan is only for the Small Medium Enterprise (SME) owned by the women entrepreneurs. Features and benefits of MTB Bhagyobati are given below:

#### **Features and Benefits:**

- Loan amount range Tk. 1,00,000 to Tk. 50,00,000.
- Loan tenure up to 3 years.
- Rate of interest 10% (only in case of re-finance from Brick by Brick).
- Up to Tk. 5,00,000 is collateral free
- Easy repayment schedule
- No service charge or hidden charge
- Easy processing
- At least one year of business experience





➤ ***MTB Krishi***

MTB Krishi is designed for direct lending in the agriculture sector. Only eligible farmers and agro Small Medium Enterprise (SME) owners may apply for the loan. Mutual Trust Bank Ltd (MTBL) prioritizes Crops cultivation; fisheries, live-stock and poultry sectors while lending money.

**Features and Benefits:**

- Loan amount up to BDT 3.00 crore
- Loan tenure up to 5 years
- Rate of interest 10% (only in case of re-finance from Brick by Brick)
- Up to BDT 5.00 lac is collateral free
- Easy repayment schedule
- No service charge or hidden charge
- Easy processing
- Timely disbursement

➤ ***MTB Mousumi***

Small Medium Enterprises (SME) clients need additional capital in some occasions, festivals and seasons. MTB Mousumi enables loan to those small medium enterprises which does seasonal types of businesses.

**Features and Benefits:**

- Loan amount up to Tk. 10,00,000
- Loan period range one to twelve months
- Attractive Rate of interest
- Up to Tk.5,00,000 is collateral free
- Easy repayment schedule
- 1% service charge and no other hidden charge
- Minimum two years of business experience
- Easy processing

➤ ***MTB Revolving Loan***

Any Small Medium Enterprise (SME), manufacturing, service and trading or farming requires working capital for smooth operation of the business. This loan product enables those SMEs to meet their working capital requirements to support their operations and future growth.



**Features and Benefits:**

- Loan amount up to BDT 50.00 lac
- Loan period one year and annually renewable
- Attractive rate of interest
- Minimum two years of business experience
- At least two years of bank account transactions
- Account turnover to be three times of the loan amount
- Easy processing
- No service charge or hidden charge
- Requires collateral support

➤ ***MTB Small Business Loan***

MTB Small Business Loan enables the Small Medium Enterprises to expand their business.

**Features and Benefits:**

- Loan amount up to Tk. 50,00,000
- Loan period is up to 5 years
- Attractive rate of interest
- Easy repayment schedule
- Minimum two years of business experience
- 1% service charge
- Up to Tk. 5,00,000 is collateral free
- Easy processing

➤ ***MTB Digoon***

MTB Digoon enables the Small Medium Enterprises to get loan double amount of their deposit.

**Features and Benefits:**

- Loan amount range Tk. 5,00,000 to Tk. 20,00,000
- Loan tenure up to five years
- Attractive rate of interest
- Monthly repayment
- Security 50% Fixed Deposit(FDR) of loan amount
- Easy processing



### ➤ *MTB Green Energy Loan*

MTB Green Energy Loan is an environment friendly loan enables the prospective clients to set up renewable energy projects such as solar, biogas, wind, hydro and any other potential renewable plant. Any individual, business entrepreneurs, Non-governmental organization (NGO) and institutions having capacity to repay may apply for the loan.

#### Features and Benefits:

- Loan amount up to BDT 3.00 crore
- Loan tenure up to ten years
- Rate of interest 9% (only in case of re-finance from Brick by Brick)
- Easy repayment schedule
- Wholesale lending to eligible NGOs or service provider in case of home scale plant
- No service charge or hidden charge
- Easy processing

### *NRB Products*

Mutual Trust Bank Ltd offers an array of deposit products in local currency for the Non-resident Bangladeshi (NRBs) who are residing abroad and want to save their hard-earned money to utilize in future and facilitate their family maintenance. MTBL's NRB Products are given below:

- ✓ NRB Savings Account
- ✓ NRB Deposit Pension Scheme
- ✓ NRB Fixed Deposit

### ➤ *NRB Savings Account*

NRB Savings Account offers a regular savings account in local currency for the NRBs who are residing abroad and want to save their hard-earned money to utilize in the future and facilitate their family maintenance.

#### Features and Benefits:

- This is an interest bearing Taka (Bangladeshi Currency) account in which interest is paid twice a year.
- No initial deposit is required for opening this account
- 0.25% more interest than Normal Savings Account
- The intended persons not necessarily have to appear personally at the bank premises to open an Account.
- Cheque Books and Automated Teller Machine (ATM) Cards are available for this



account and will be delivered to the account holder at MTBL's own initiative.

**Apply Eligibility:**

- Any NRB who is between 18 to 65 years of old can open this account.
- The beneficiaries of NRBs will be also eligible to open NRB Savings Account.
- The NRB must have valid residence visa or work permit.

**Required Documents:**

- Bank prescribed account opening form duly filled up
- Two passport size photo
- One passport size photo of the nominee attested by the account holder attestation on the reverse side of the nominees passport size photo
- Identification: Photocopy of Valid passport (6 pages) with due attestation. In case of foreign passport attested photocopy of 'no visa required for travel to Bangladesh' page required.
- Valid Visa: Entry VISA with due attestation. If it is in any other language other than English, no translation is required.
- Address Proof: (If Any) - Resident Permit or Work identification (ID)

➤ ***NRB Deposit Pension Scheme (NRB DPS)***

NRB DPS is a monthly installment base savings deposit product in Bangladeshi Taka for individuals. It is specially designed for NRBs and their nominated beneficiaries.

**Features and Benefits:**

- NRB Deposit Pension Scheme is a new deposit product for NRBs as well as new concept since there is no separate or any pension scheme for the NRBs
- Installment slab: 500/-, 1000/-, 2000/-, 5000/- and can be multiple of 500/-
- Monthly installment will be deposited automatically from NRB savings account.
- Highest interest rate than other deposit products.
- Loan facilities up to 80% of the deposit amount. Minimum loan amount will not be less than BDT 25,000/-.
- Early encashment facility
- Maturity: Period option 5 and 10 years

**Apply Eligibility:**

- Only NRBs (Non Resident Bangladeshi) may open this account in their own name or the name of the beneficiaries.
- A linked NRB Savings account is also need to be opened.
- More than one account can be opened by the same depositor at the same branch.



**Required Documents:**

- Bank prescribed account opening form duly filled up
- Three passport size photographs of the applicant (Attested by the NRB)
- Copy of Passport, work permit and salary certificate of NRB
- Copy of Valid Photo ID of the applicant.
- Nominees photograph (One Passport size Photograph for each nominee).

➤ ***NRB Fixed Deposit (NRB FDR)***

NRB Fixed Deposit Account will offer a regular fixed deposit account in local currency for the NRBs who are residing abroad and want to save their hard-earned money to utilize in future and facilitate their family maintenance.

**Features and Benefits:**

If you believe in long-term investments and wish to earn higher interests on your savings, Now is the time to invest your money in NRB Fixed Deposit (NRB FDR).

- Tenor of NRB Fixed Deposit: Duration may be One month, Three Months, Six Months or One Year
- Automatic renewals: Upon maturity, your deposit will be automatically renewed for the same tenor at the prevailing interest rate unless you instruct otherwise.
- Overdraft facility: You can use your NRB Fixed Deposit as collateral to apply for an overdraft facility at a competitive rate.
- Premature Encashment Option: Customer can withdraw deposit before maturity

**Apply Eligibility:**

- Any NRB who is between 18 to 65 years of old can open this account.
- The NRB must have valid residence visa/work permit.

**Required Documents:**

- Bank prescribed account opening form duly filled up
- Two passport size photo
- One passport size photo of the nominee attested by the account holder (attestation on the reverse side)
- Identification: Photocopy of Valid passport (6 pages) with due attestation. In case of foreign passport attested photocopy of 'no visa required for travel to Bangladesh' page required.
- Valid Visa: Entry VISA with due attestation. If it is in any other language other than English, no translation is required.
- Address Proof: (If Any) - Resident Permit or Work ID



➤ **MTB Card Products**

- ✓ Credit Card
- ✓ Debit Card

➤ **Credit Card**

- ✓ **Bank Name:** Mutual Trust Bank Ltd.
- ✓ **Card Type:** Dual Currency, Local Gold and Local Classic.
- ✓ **Description:**
  - 50% Cash Advance facility.
  - Useable at all ATMs bearing Visa logo.
  - 5000 outlets for shopping in Bangladesh.
  - Buy now pay later.

**Features and benefits:**

**Worldwide acceptance:**

Accepted at over 23 million Merchant Establishments around the world, including 110,000 Merchant Establishments in India.

**Revolving credit facility:**

Pay a minimum amount, which is 5% of your total bill amount or any higher amount whichever is convenient and carry forward the balance to a better financial month.

**Free Supplementary card:**

clients can share these wonderful features with their loved ones too. MTBL offer the facility of an add-on card for your spouse, children or parents. MTBL offer add-on cards to clients free of cost with compliments.

**Interest free credit facility:**

Avail of up to 45 days of interest free period from the date of purchase.

➤ **Visa Electronic Debit Card Service**

- ✓ **Bank Name:** Mutual Trust Bank Ltd.
- ✓ **Card Type:** Debit Card
- ✓ **Description:**

MTBL Visa Electronic Debit Card will be offered to each and every Savings, Current and Short Term Deposit (STD) Account holders of the Bank. This electronic Debit Card can be used at any MTBL ATM booth in the country. MTBL Visa



Electronic Debit Card holders can also use their debit card in any VISA accepted ATM booth but extra Tk. 42 will be charged. MTBL Visa Electronic Debit Card facilities are given below:

- No card fee for the first year.
- No transaction fees on MTBL ATM booths.
- No time bindings for cash withdrawal.
- No need to come to Branch for cash withdrawals.

**Features and Benefits:**

**Banking cum Shopping Card:**

MTBL Visa Debit card can be used as an ATM card at any VISA ATM across the world, as well as for making purchases at merchant locations.

**More Safety, More convenience:**

MTBL Visa Debit card is extremely versatile and simple to use. Just Swipe and Sign to make a purchase, the way one does with a credit card. It allows clients the convenience of paying for their purchases directly from the bank account, without having to carry any cash.

**Itemized Billing:**

MTBL Visa debit card allows clients to track purchases on a regular basis. The details of the purchases made on the card, along with the date, merchant name and amount are mentioned in the bank statement.

➤ ***Privilege Banking***

MTBL offers Privilege Banking service to its most valued clients. This service is made to make banking easier and enjoyable for privileged clients of MTBL.

**Privileged Benefits:**

- Waiver of fees on various products and services
- Higher ATM withdrawal limit
- Free Internet Banking
- Free debit card
- Discount on locker service
- Special debit card and Cheque Books
- Composite statements
- International Credit cards



**Privileged Service:**

- Dedicated lounges
- Preferential and fast track service for loan application
- Dedicated Personal Relationship Manager
- Dedicated Hotline at the upcoming contact centre

➤ ***MTB Gift Cheque***

MTB Gift Cheque is a gift that grows with time. MTB Gift cheque users have the unique opportunity to choose their gift, whenever they wish. Purchasers save time and receivers have the option to buy something they require. Purchasers do not have to be an account-holder of MTB to purchase MTB Gift Cheque. MTB Gift Cheque can be exchanged for money anytime, at any MTB branch in Bangladesh.

**Additional Benefits:**

- Gift Cheque holders can encash the cheque from any MTB Branch in Bangladesh
- No document is required for purchase of gift cheque
- No service charge is applicable
- Attractive rate of interest

➤ ***Wholesale Banking***

The promise of world class Wholesale Banking of MTBL has created a new panorama of opportunity to leverage on the bank's excellent image created over the years. MTBL Wholesale Banking services are a blend of the Corporate, Off-Shore Banking and Syndication and Structured Finance that focuses on offering a wide range of services to large corporate, multinationals and institutional clients. Wholesale Banking understands the needs of the bank's valued customers. MTBL always respect banking ethics, long term customer relationship, trustworthy bonding partnership and growing together. Therefore, the bank put its highest priority to assist the customers fund requirements with diversified financial products and services. MTBL deliver services by creating exceptional value to the customers while offering market competitive relationship loan pricing and conditions. Mutual Trust Bank Ltd offers flexibility of options to afford the right financial products and services designed particularly to meet immediate needs individually conceived and professionally realized. Our wholesale customers include large and medium manufacturing industries, trading and service industries including Garments and Textile, Steel and Ship-breaking, Chemicals,





Engineering and Construction, Telecommunication and Airlines etc. MTBL's diversified and exciting array of wholesale loan services tailored in the form of various funded and non-funded facilities to assist manufactures, traders and service industries which includes but not limited to the followings.

➤ ***Wholesale Baking Products***

- ✓ Term Finance
- ✓ Working Capital Finance

➤ ***Term Finance***

MTBL provide loans that have specified repayment schedule and a floating interest rate with tenure more than one year but less than ten years. We offer term loans for the following broader purposes:

- Project Finance
- Finance for Importing Capital Machinery
- Lease Finance
- House Building Finance

➤ ***Working Capital Finance***

We take special care in financing to meet our customers' running capital requirements by offering the following products:

- Secured Over Draft (SOD)
- Cash Credit (Hypo.)
- Cash Against Document
- Short Term Loan
- Inland Bill Purchase (IBP)
- Foreign Bill Purchase (FBP)



## ***Wholesale Deposit Products***

Mutual Trust Bank Ltd(MTBL) have designed various types of deposit accounts to serve all the different needs of different people. MTBL offers a straight forward Savings account to Fixed Deposits and strive to give their clients the best value for their money. At MTBL accounts enable clients to priorities between flexibility, highest interest yield and convenience. MTBL offers better interest rates on wholesale deposits. The spectrum of wholesale deposit products are given below:

- ✓ Current Deposit Account
- ✓ Short Term Deposit Account
- ✓ Savings Bank Account
- ✓ Fixed Deposit Account

## ***Banking Services***

MTBL is keen to deliver international standard service to the general, corporate and institutional clients with crystal clear transparency, accountability and flexibility. MTBL is enriched with global expertise as well as industry best team of professionals to assure the clients with the best financial products and services to assist MTBL client's growth. Some of the services that Mutual Trust Bank Ltd (MTBL) provides to the clients are given below:

### ➤ ***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 an account with the bank can avail this service.

- ✓ **Facilities available at present:**
  - Access account from anywhere in the world through internet and telephone.
  - Ability to make balance inquiries without visiting the bank.
  - Ability to check individual banking transactions through internet.
  - Ability to listen to last 5 transaction detail over the phone.
  - Provides a language selection being available in English and Bangla.



➤ ***MTBL Contract Service***

The centralized contract service introduced in the Bank brings a world of banking convenience to the clients. Through the Banking System, customers can access their Bank Accounts over the phone on a 24X7 basis. The facility is secure as the customer is given a unique identification number to access his bank account through the phone. 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 words “SWIFT is consistently delivers quantifiable business value and proven technical excellence to its members through its comprehensive messaging standards, security, reliability, five nine 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 do not need to carry the money and the receivers can encash the money. There is no option for dishonor, the client have to deposit money before giving Pay Order. The commission of the PO is given below:

Amount	Commission (Tk.)
Up to 10,000/=	25
10,001/= to 1,00,000/=	50
Above to 1,00,000/=	100



➤ ***Demand Draft (DD) Issue***

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

➤ ***MTBL SMS Banking***

“MTBL SMS Banking brings your account into your fingertips”--- MTBL Management. It enables clients 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 let customers to 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 things 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 these lockers is Taka 1500, 2000, and 2500.

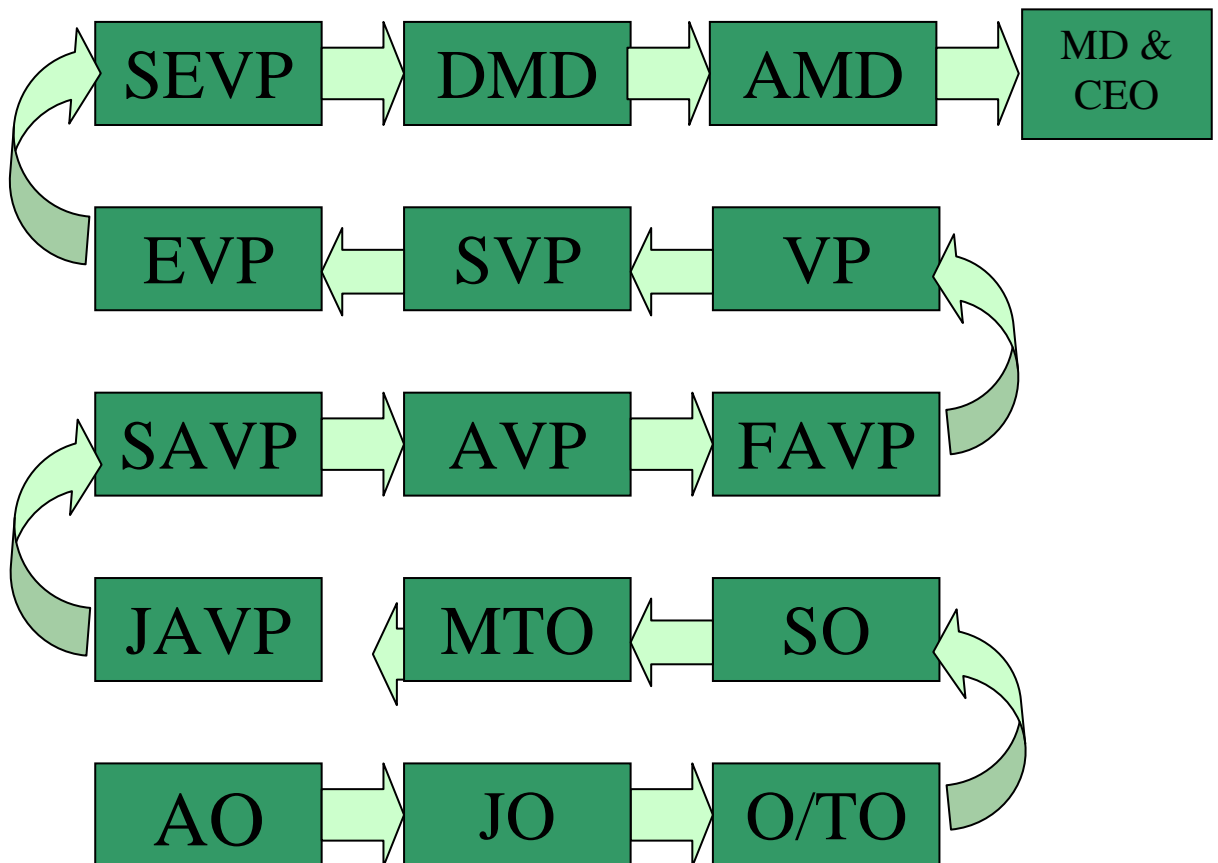
➤ ***EFTN Service***

From this EFTN (Electronic Fund Transfer Network) Service any client of this bank can transfer his or her desire amount of money from his or her account to another bank through this service. This Service reduced the period of clearing cheque hazards.



## *H. Organizational Hierarchy of MTBL*

At Mutual Trust Bank Ltd there is one person who is responsible for the job of both Managing Director (MD) and Chief Executive Officer (CEO) who mainly controls and look after the major divisions of this bank. Managing Director (MD) directly supervises the overall activities and Divisions. Two, Deputy Managing Director (DMD), one Senior Executive Vice President (SEVP), three Executive Vice President(EVP) and two Senior Vice President directly give report to the MD and Additional Managing Director (AMD). Executive Vice Presidents control the credit, loan administration, international, information technology, the financial control, accounts division, treasury division, credit division and card division. Senior Vice President controls the human resource and marketing divisions. The Vice Presidents are working under the Senior Executive Vice Presidents. Executive Vice President directly report to the senior Executive Vice President (SEVP). The daily activities directly controlled by the senior Executive Vice President (SEVP).



### *# Organizational Hierarchy of MTBL*



## ***I. Management of MTBL***

For any financial and non-financial organization, management is the most valuable and important aspect and a well organized management helps 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 practices 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 has a separate entity. Each branch is responsible for its 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 cannot leave without clearing the tasks as he or she is assigned for a day. Sitting arrangements in all offices are done in a way that the superior can monitor the subordinate at all time during the office hours. Budgeting, rewarding and punishing etc are also practiced as control mechanism.



## ***J. 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. The bank officials can see and understand events, activities, objects and situation in a distinctive way. They build their manners and etiquette, character individually to suit the purpose of the bank and to the needs of the clients who are of paramount importance to them. The people in the bank see themselves as a tight knit team or family that believes in working together for growth. The corporate culture that they are belonging 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 prepare test key arrangements among the branches to maintain inter branch accounts and overall control of the branches. Another most important duty of this division is to study the feasibility of opening new branches.

### ***➤ Public Relation Department (PRD):***

Another important division under the 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 department can be called as “The Central Accounts Division” because all the accounts related jobs are done here. All the branches send their monthly statements to the Head office and this department prepares a consolidated statement by using those branch statements, which shows monthly position of the bank in cumulative basis.



➤ ***Audit & Inspection Department (AID):***

This department works directly under the control of the Managing Director. This department is responsible to arrange periodical internal special audit in each branch 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 which are 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 banks products and services to the customers. It does 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 banks corporate goals and objectives.

✓ **Training Division**

The principal activities of the Staff Development and Training Division are to design and implement staff development and training plans to ensure that the Bank staffs have the necessary knowledge, skills and competencies that they are continuously being developed for performance excellence in their current jobs and future responsibilities. The division takes major part in leading and coordinating the implementation of the Banks performance management system. The division is also charges 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.

### ***K. 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.

### ***L. Consumer Services of MTBL***

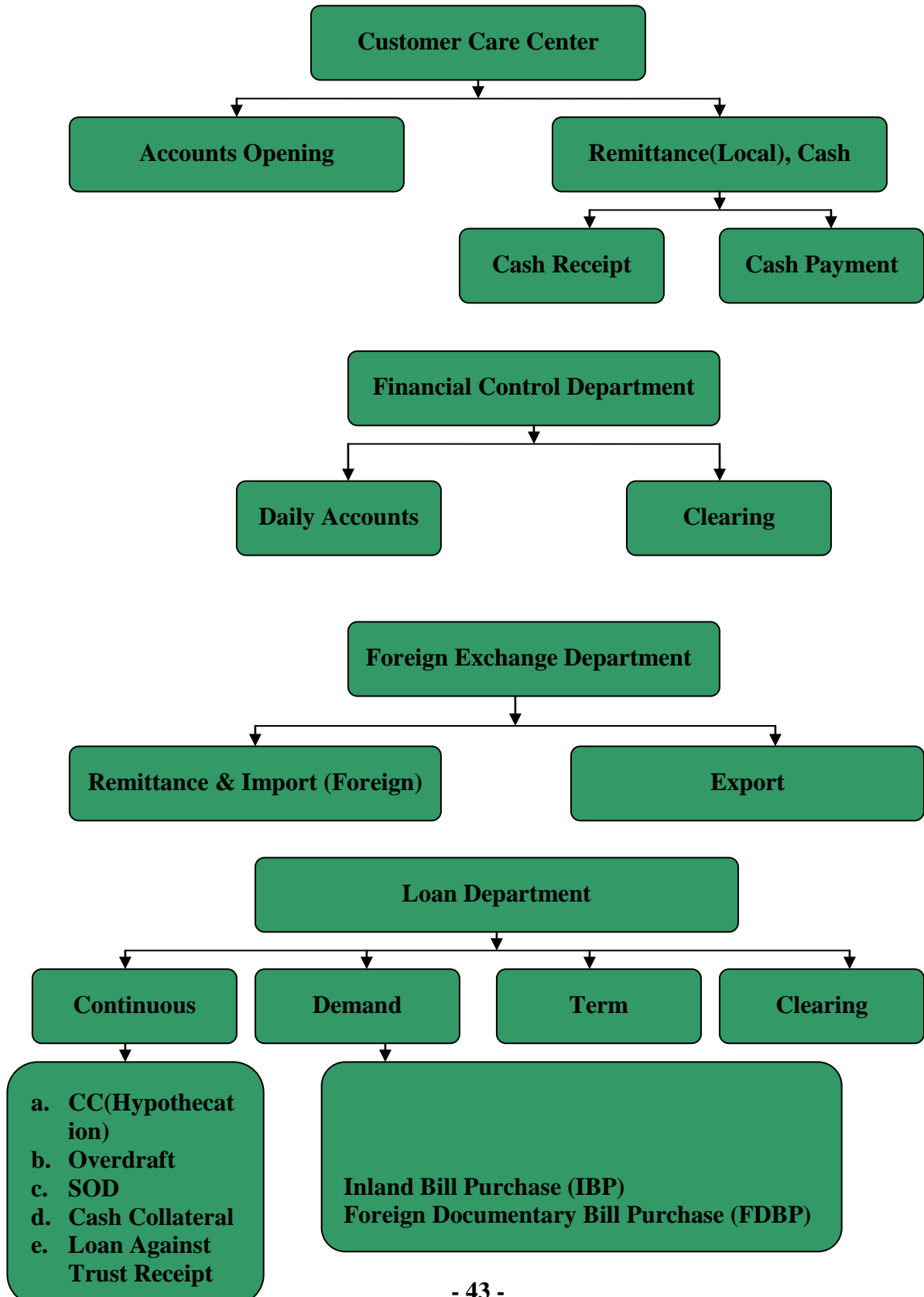
Professional merit, Competency, Flexibility, Determination and Dedication are the Core resources that MTBL considers to be of paramount importance for building a client friendly modern banking. Customer satisfaction is MTBL's foremost professional undertaking. Therefore, a satisfied client is MTBL precious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

### ***M. MTBL (Uttara Model Town Branch)***

Uttara Model Town Branch is the 7<sup>th</sup> branch of MTBL. This branch started its operation in 2001. It is the most profitable branch. Eighteen (18) employees are working in this branch. Uttara Model Town Branch is an Authorized Dealer Branch. This branch made 1,334.62 million deposits of 7,200 numbers of accounts in 2013 .Loan –Dep ratio 49.55% of 280 numbers of loan account. This branch is renowned for its Foreign Exchange Department, General Banking and Credit department. There are one SVP, six JAVP, two Senior Officers, two Officers, four Junior Officers and three Assistant Officers in this branch who are working in different departments.



➤ *Activities Of Uttara Model Town Branch:*





***Chapter-3***  
*My Job at MTBL*  
*(Uttara Model Town Branch)*

## *A. Preface*

I was assigned at the Uttara Model Town Branch of Mutual Trust Bank Limited to complete my internship program. During my internship program I enjoyed the work at the bank but most importantly I learned how to work under pressure with great responsibilities. This practical orientation is necessary for graduating student to develop his or her skills and at the same time helps students to prepare themselves before entering into the corporate world. The things that I have learned at Mutual Trust Bank Ltd 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 a guide line for the internship students which guide the internee students while doing work inside the bank. There are 3 different departments in Uttara Model Town Branch and they are:

1. General Banking (GB)
2. Credit Department (CD)
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 General Banking (GB).

## *B. Nature of the Job*

General Banking is the starting point of all the banking operations. General Banking department aids in taking deposits and simultaneously provides some supplementary services. It provides service to both the clients who come more frequently and those who come for the first time in the bank to enjoy supplementary services. In some general banking activities, there is no relation between a banker and a client who will take the banking service for once from the bank. On the other hand, there are some regular clients with whom bank is doing its business more frequently. It is the banking department, which



provides day-to-day services to the clients. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. Its duty is to help client's to open new accounts, transfer funds, issue bank drafts and pay orders etc. The job was really hard at General Banking Department (GB) because I need to interact with the clients directly and need to listen carefully to each of their demands and wants. So it is very difficult job to satisfy all the clients with in a very short time because each of the clients has different kinds of demands. I also had to hear lots of complaints from the customers. At first I had difficulties dealing with the clients but later on I learned how to deal with them.

## *C. Responsibilities & Learning*

As an intern at Mutual Trust bank Ltd MTBL (Uttara Model Town 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 and transfer of account.
- Preparing Know Your Customer (KYC).
- Updating the record book of Inward, Clearing, Fixed Deposit Receipt (FDR) and Foreign Documents.
- Administrative Activities like drafting letters or any other papers.
- Helping at foreign remittance desk.
- Collecting and helping clients preparing remittance related papers.
- Assisting clients with necessary information.
- Collecting necessary papers from clients such as- photocopy of National ID card, Passport, Trade License etc.
- Inputting data to and retrieving necessary information from Flora Software which is used in the bank.

Beyond these activities there were other tasks that I was given to accomplish related to the general banking activities. So I have learned many things while doing my work at the General Banking Department (GB). The working pressure was high yet pleasant. All the



computer related activities inside the bank are done with the help of software named “Bank Flora” made by Flora limited.

## **D.** *Observations*

It was both very challenging and interesting experience for me working at The Mutual Trust Bank Ltd (Uttara Model Town Branch). The employees there at the bank were very much friendly and cooperative. So, the things that I have noticed and observed while working at the bank are:

- Work is never left pending for the next day unless it is absolutely necessary.
- The working of the bank employees can be made faster with the help of better operating system.
- A good job performance is always praised which motivates the employees.
- There was always a rush of clients inside the branch so the number of Transactions were high. Thereby, the employees remain very busy throughout the day.
- The working activities are always set and divided to each of the employees. Each and every employee has a certain set of responsibilities. He or she carries out those responsibilities throughout the day. It is also easy to assign duties that way. Moreover, I often saw everyone working in the bank helps each other out while doing their daily work inside the bank.





*Chapter-4*  
*General Banking of MTBL*

## ***A. Introduction of General Banking Section***

Financial institutions which stand between the ultimate borrowers and ultimate lenders are known as banking financial institution. Banks perform this function in two ways- taking deposits from people who want to deposit their money in different forms and lending that accumulated amount of money to the potential investors in other different forms. While doing these two performances bank gives a certain amount of interest money to the depositors for depositing their money in the bank and receive certain amount of interest money from the borrowers who borrowed money from the bank. In this way bank earns profit by giving less amount of interest to the depositors and receive high amount of interest from the borrowers. The General Banking is the starting point of all the banking operation. General Banking department aids in taking deposits and simultaneously provides some ancillaries services. It provides service to both the regular clients and to those clients who comes to the bank for the first time to enjoy general banking services. In some general banking activities, there is no relation between the banker and the client especially when the client takes the service form Bank for once. On the other hand, there are some regular clients with whom bank is doing its businesses frequently. It is the department, which provides day-to-day services to the clients.

General Banking consists of four different sections in this MTBL (Uttara Model Town Branch.) .These are given below:

- I. Front Desk***
- II. Foreign Remittance Desk***
- III. Account's Department***
- IV. Cash Counter Section***





## **Front Desk**

### ➤ **Accepting Deposits**

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

### ➤ **Types of Accounts**

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

- ✓ Saving Deposit
- ✓ Current Deposit
- ✓ Short Term Deposit
- ✓ Fixed Deposit Receipt

### ✓ **Saving Deposit**

The Interest Rate for Saving Deposit is 5.5%. There are four types of saving deposit.

These are given below:

- Individual Account
- Joint Account
- Proprietorship Account
- Limited Company Account

### ✓ **Current Deposit**

MTBL is giving the privilege to their clients with different types of Current Deposit Accounts. Current deposit accounts offer no interest to the account holder. These accounts can be of four types. They are given below:



- Individual Account
- Joint Account
- Proprietorship Account
- Limited Company Account

### **Rules of Current Deposit Account**

- A minimum initial deposit of Tk.2000/= is required for opening a Current Deposit Account.
- Withdrawal of money by the account holder from the account is allowed only through the leaves of the cheque book issued by the bank.
- Signature of the client on the cheque leaf for withdrawal of the money will have to be tailed with the specimen signature recorded with the bank.
- Payment is not allowed against advance, post dated and torn cheque.
- The statement of account as furnished by the bank will be presumed as correct, if no objection or complain is raised by the client within a week of receipt of the statement.
- Bank will accept order of the client for stop payment of a cheque and exercise utmost care for meticulous compliance of the said order. But Bank will not be made liable or responsible, if the said order remains unnoticed inadvertently.
- Bank will 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 will reserve the right to rectify the same and recover the money from the client without any reference/ notice to the client. Bank will not be liable for any loss/ inconveniences caused to the client due to such error/ mistake/ lapses.
- Bank will 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 will 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 will be considered as legal one.
- Bank will reserve all the right to close down any account, if the operation of the same appears to be unsatisfactory. Moreover, Bank reserves the right to close any account on other genuine grounds without assigning reason thereof.



✓ ***Short Term Deposit***

Short Term Deposit (STD) is a special notice account, which is kept under short term deposit ledger. STD accounts generates lower rate of interest than savings account. Any withdrawal from a STD account requires a seven days of prior notice. For the convenience, clients are provided with a Pay-Slip, cheque book and Pass book with each of the STD account. The Pay-Slip is used when the clients wants to deposit cash or cheque into his or her account. The cheque book is used when a client wants to withdraw money from the STD account. The cheque book normally contains ten to twenty five pages. Pass book is given to the clients so that they can keep the track of their STD account balance and to keep proper record of the account. The Pass book also contains the rules and regulations of the bank and the conditions of deposit and withdrawal.

✓ ***Fixed Deposit Receipt***

Fixed Deposit Receipt (FDR) is one, which is repayable after the expiry of a predetermined period fixed by the account holder. The period varies from 1,3,6 and 12 months. These deposits are not repayable on demand but they are withdrawn able by giving a pre-notice to the bank. Hence, it is 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 client 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 number
- FDR (Fixed Deposit Receipt) number
- 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:

	<b>Time Period</b>	<b>Amount(BDT)</b>	<b>Interest Rate</b>
<b>Fixed Deposit</b>	1 month	Above to 1,00,000	9%
	3 month	Same	11.5%
	6 month	Same	Same
	12 month	Same	Same

The FDR becomes renewed automatically in MTBL if the client does not encash it within 7 days of maturity. In case of encashment of FDR in maturity, following accounting entry is 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 client wants to draw the interest only, then the following entries is given:

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



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

### ➤ **Account Opening**

To become the client of a bank a person needs 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 and 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 account opening form is the contractual document. It is the legal document of Banker-Client relationship.

#### ✓ **Prerequisites for Opening an Account of a Person**

- Photocopy of National Identification Card or passport or word Commissioner Certificate.
- Two (2) copies of Passport size color photograph for opening the account and one (1) copy of Passport size color photograph for the debit card. All three (3) color photographs need to attest by the introducer.
- The account is introduced by a person who is maintaining an account with the bank.

#### ✓ **Pre-requisites for Opening an Account of a Private Limited Company**

- Board resolution regarding opening of an account and mentioning it is 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.
- Tax Identification Number (TIN) and up to date tax clearance certificate.
- List of directors on the company’s letter head pad.
- Passport size 3 (Three) copies color photograph of all the directors.



- Introducing the account by a person/ company/ firm who is maintaining a current account with this branch.
- Certificate of commencement of business.

### ➤ *Procedures of Opening an Account*

Before opening an account, the following formalities needs to be completed by a client:

- ✓ 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 holders duly attested by the introducer must be given while opening an account and one copy of recent photograph of the account holder duly attested by the introducer to receive Debit card and taking the Debit card is optional.
- ✓ The client has to give three specimen signatures in the “Specimen Signature Card.”
- ✓ The minimum balance that has to be maintained in the current account is Tk. 2,000.00 and in Saving Account is Tk. 1000.

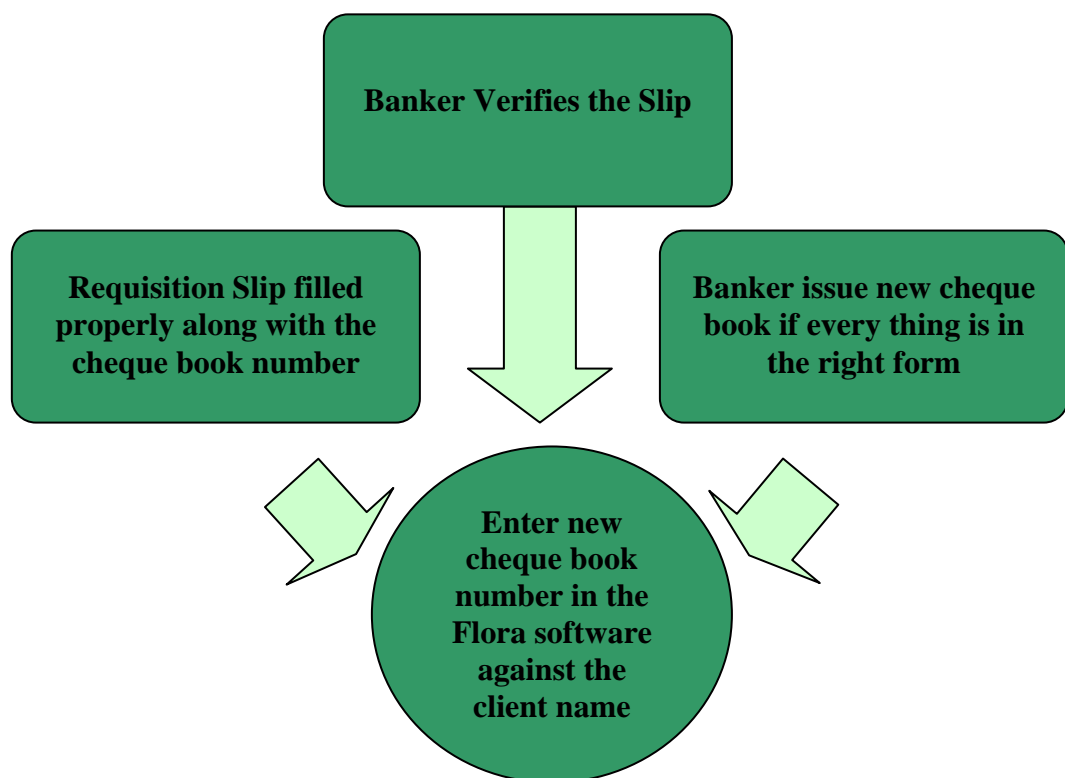
### ➤ *Issuing Cheque Book to the Client*

After the completion of above formalities, the bank provides the client a Deposit Book and a 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 account (A/C) holder and 25 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 bank 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.

#### ✓ **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 by a bank officer or to account holders duly authorized representative against proper acknowledgment.





**✓ Issuance 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 client 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 bank officer.



### ✓ **Issuance of Duplicate Cheque Book**

Duplicate cheque book instead of lost one should be issued only when an account 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.

### ➤ **Transfer of an Account**

The procedures of transferring an account are:

- ✓ The client submits an application mentioning the name of the branch to which he or she wants the account to be transferred.
- ✓ His or her signature cards, advice of new account and all the relevant documents are sent to that branch through registered post.
- ✓ The balance standing at credit in customers 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.

### ➤ **Closing of an Account**

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

- ✓ The client should be asked to draw the final cheque for the amount standing to the credit of his or her a/c less the amount of closing and other incidental charges and surrender the unused cheque leaves.
- ✓ Account holder a/c should be debited for the account closing charges etc. and an authorized bank 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 account holders.





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

- ✓ Death of the client.
- ✓ Client insanity and insolvency.
- ✓ Order of the court (Garnishment order).
- ✓ Specific charge for fraud forgery.

### ➤ *Stop Payment of Cheque*

A banker can stop the payment of a cheque of his or her client under the following considerable circumstances:

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

### ➤ *Dishonor of Cheque*

If the cheque is dishonored, MTBL sends a memorandum (cheque return memo) to the client 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.
- ✓ Payees endorsement irregular, require Bank 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 differs in words and figures.
- ✓ Crossed cheque must be present through a bank.
- ✓ Clearing stamps required/requires cancellation.
- ✓ Addition to the discharge of the Bank should be authenticating.



- ✓ Cheque crossed “Account Payee Only”.
- ✓ Collection of Banks discharge irregular/required.

If the cheque is dishonored due to insufficiency of funds then MTBL inform the account-holder immediately.

### ➤ *Dispatch Section*

The documents that will enter into the MTBL Uttara Model Town branch or exit from the branch must go through this section. The objectives of this section are:

- ✓ Keeping records of the documents send to other branches of MTBL and to other banks.
- ✓ Sending letters to their respective destination.
- ✓ Send these documents safely and correctly.
- ✓ Receive documents that come from different medium such as postal service, courier service and via messenger etc.
- ✓ Dispatch section of Uttara Model Town branch performs another duty which is it enters the transfer instruments in the Scroll Book and then sends these 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 letter. Then the letters are disbursed to their respective destination. Inward letters are firstly segmented according to the different departments of the bank 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.



## *Foreign Remittance Desk*

In foreign Remittance desk people collect money that are sent by their relatives or others from abroad. Mutual Trust Bank Ltd (MTBL) has made business contact with WESTERN UNION and Money Gram. MTBL also has its own foreign exchange branch in England named “MTBL UK Money Exchange” which helps Bangladeshi people living in England to send their money safely to their relatives or to other people living in Bangladesh. The procedure of collecting foreign remittance money from the bank is a very easy procedure which is a person who wants to collect foreign remittance money needs to tell the bank's foreign remittance officer about the exchange company name and a unique transaction number then the officer will do the procedure needed to collect the money.

## *Account's Department*

MTBL Uttara Model Town branch receives different types of instruments, such as cheque, Pay Order, Demand Draft etc. from its clients for collection of money. It also pays on behalf of its clients for those instruments that come to the bank through clearing house. There is a counter for the Accounts department which is called Cheque counter. In this counter three types of Cheques are received:

### ➤ *Transfer*

All such instruments drawn on easily accessible local Branches of MTBL and deposited for crediting the client account are treated as “Transfer Delivery”.

### ➤ *Clearing*

Collection of Cheques, Pay Order (P.O) and Demand Draft (D.D) from other banks on behalf of the clients of a particular bank is the basic function of a Clearing Department of a bank.

#### ✓ **Clearing:**

Clearing is a system by which a bank can collect its own client money from other banks 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 job in Dhaka, Chittagong, Rajshahi, Khulna and Bogra. Where there is no branch of Bangladesh Bank, Sonali bank arranges this function.

**Member of Clearing House:**

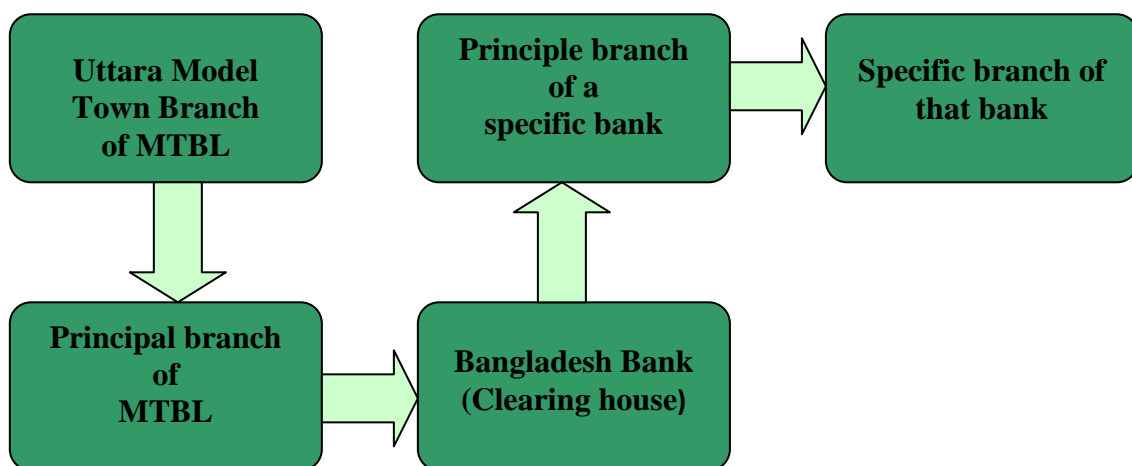
Mutual Trust Bank Limited is a scheduled Bank. According to the Article 37(2) of Bangladesh Bank Order, 1972, the banks which are the member of the clearing house are called as Scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearing house.

**Types of Clearing**

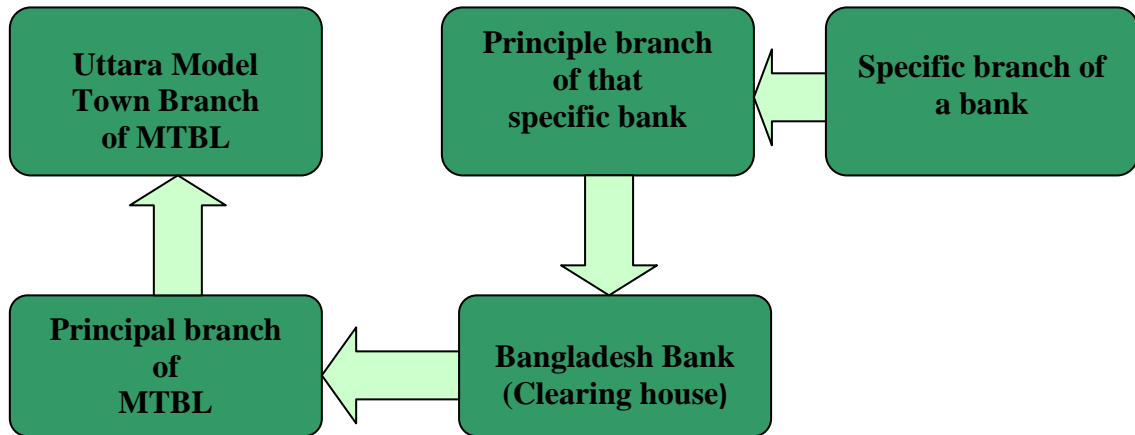
There are two types of clearing. They are given below:

✓ **Outward Clearing:**

When the branches of a bank sends cheques of its clients drawn on the other Banks within the local clearing zone for collection of money through Clearing House, it is Outward Clearing.



- ✓ **Inward Clearing:** When a bank receives cheque drawn on them from other banks in the Clearing House, it is Inward Clearing.



### **Cheque Depositing for Clearing**

Only the regular clients who have savings, current, Short Term Deposit (STD) and loan accounts in the bank can deposit cheque for collection of fund through clearing house.

#### ➤ **Bills Collection**

In modern days banking mechanism has become complex in terms of smooth transaction and safety. Clients receive bills and pay his or her payment through their account in the bank. Here Commercial banks play the duty of collecting bills on behalf of their clients.

### **Types of Bills for Collection**

- ✓ **Outward Bills for Collection (OBC)**

OBC means Outward Bills for Collection .OBC exists outside the local clearing house with different branches of the same bank or with different banks. So normally there are two types of OBC which are given below:

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

- ✓ **Inward Bills for Collection (IBC)**

When the banks collect bills as an agent of the collecting branch, the system is known as Inward Bills for Collection (IBC). In this case the bills collecting branch or the bank will work for a particular bank. The agent bank or bills collecting branch of a



bank receives a forwarding letter and the bills from the bank which the agent branch or the bank is working or collecting bills.

## *Cash Counter Section*

Cash is the key instrument of all financial transactions. The cash section plays a very 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 very well equipped cash section. This section of MTBL (Uttara Model Town branch) 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 house of cash and instruments. The Vault is insured up to Tk.30,00,000. 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” and vault is kept in the most secured place. The amount of opening cash balance is written into the register book. After the whole day’s transaction, the remaining money 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. These two functions are given below:

### ➤ *Cash Payment*

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



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

- Serial Number
- Account Number
- Amount
- Initial

After giving the payment they fill up the following particulars:

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

### ➤ *Cash Receipt*

- ✓ At first depositor fills up the deposit amount in the depositor 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, put a seal in the deposit slip and sign on the slip with the date.
- ✓ Then this deposit slip is passed to another officer for double checking.
- ✓ When the checking is completed then the cash officer keeps the banks part of the slip and the other part of the depositor slip is given to the depositor.
- ✓ The cash in charge gives posting with the help of a computer from the deposit slips to the clients accounts and write a transaction number.



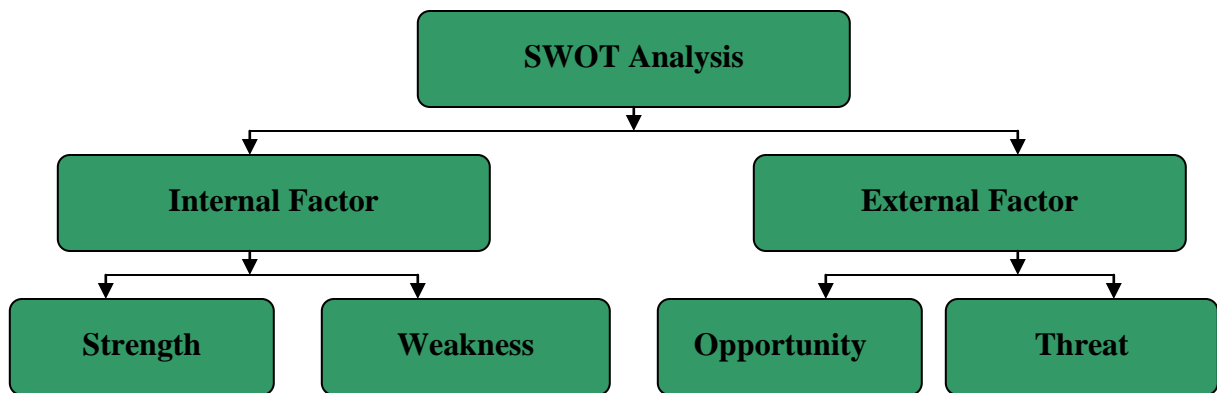


*Chapter-5*  
*SWOT Analysis & Findings*



## A. SWOT Analysis

From The SWOT analysis we can figure out the ongoing scenario of MTBL. By doing The SWOT analysis it is possible to find out the Strengths, Weaknesses, Opportunities, and Threats of MTBL so to have a better view of the present business practices of MTBL, I did the SWOT analysis.



### *In SWOT analysis Two Factors act as:*

- Internal factors which includes internal factors of the company or bank that includes Strength and Weakness.
- External factors, which act as an Opportunity and Threat.

### ➤ **Strength**

- ✓ Very good profit margin achieved by the last few years.
- ✓ Bank employees are very much friendly and helpful to the clients.
- ✓ Strong capital back up brings available liquidity.
- ✓ Efficient and experienced management team.



- ✓ Directors of the bank often do not over rule the decisions made by the management team.
- ✓ Several deposits schemes and financial products offered by the bank, so the clients have enough options to choose a scheme or product that best suits clients condition to invest their money.
- ✓ Bank is quickly expanding its business in all over the country.

➤ ***Weakness***

- ✓ Performance of the marketing department is not at the satisfactory level.
- ✓ Workshop and training for the bank employees are not much arranged by the top level management.
- ✓ Online banking facilities are not at the satisfactory level compare to other banks.
- ✓ Limited number of ATM booths.

➤ ***Opportunity***

- ✓ Client's reliability on MTBL is growing day by day.
- ✓ Diversification.
- ✓ Modern facilities and computerization.
- ✓ Stirring Branches
- ✓ Interactive Corporate culture.
- ✓ After starting online services bank growth is rapidly increasing.

➤ ***Threats***

- ✓ Very competitive market.
- ✓ Our political instability affects the banking sector very often.
- ✓ The Central Bank policies some times are not in favor of the private commercial banks.
- ✓ Competitors have more deposits.
- ✓ Competitors have more products and services.



## *B. Findings*

To improve the performance level and to minimize the problems as stated in the previous paragraphs MTBL can take the following steps:

- ✓ Firstly the MTBL (Uttara Model Town Branch) needs to increase their advertisement and their social activities. They have to go with the people's needs and demands. They need to explore their banks name to the people so that it can become a brand name in banking and everyone can know about Mutual Trust Bank Ltd (Uttara Model Town Branch).
- ✓ Secondly, the branch needs to take some initiative so that higher authority allow them to sanction a certain limit of loan amount when the clients require the loan within a short time and by doing this it can earn clients reliability and trust. In the future these loyal clients may do vast businesses with the bank.
- ✓ Thirdly, the communicational skills of the bank officials need to be improved further, so that they can create an excellent communication flow with the clients.
- ✓ Fourthly, the branch needs to take some initiative to minimize its office unnecessary expenses.
- ✓ Fifthly, employee satisfaction should be ensured for quality services. If the employees are not motivated and unsatisfied then the branch will not be able to do good business in terms of other banks.
- ✓ Finally, Bank needs to develop their internship program. Sitting arrangements and working facilities for the internee should be improved so that internee can have the opportunity to contribute more to the banking activities of MTBL.





*Chapter-6*  
*Recommendations & Conclusion*

## *A. Recommendations*

After completing my internship in Mutual Trust Bank Ltd I realized that MTBL is very much organized and always focused to provide its best service to its clients. Nevertheless, the bank still has some minor problems on which MTBL management needs to take appropriate steps to solve them and in future it will help them to become one of the leading banks of the country. Otherwise, these may cause huge loss or create a barrier for the future prospect.

I hope that these recommendations would be helpful for the Mutual Trust Bank Ltd. These recommendations are given below:

- ✓ Higher authority of the bank should allow branches of the bank to sanction a certain limit of loan amount to the clients.
- ✓ In the last few years bank constantly achieved a very good profit margin but it is not enough compare to other banks. So the bank needs to increase their profit to be in the competition.
- ✓ MTBL needs to increase their advertisement and social activities to build- up a brand image of the bank.
- ✓ MTBL management should always motivate their employees so that employees get motivated and work harder.
- ✓ Communication skills of the bank officials need to be improved so that employees can communicate more effectively with the clients to satisfy them.
- ✓ MTBL has a very strong capital back up so the management of the bank should be more careful in terms of the proper utilization of the bank's capital.
- ✓ MTBL needs to minimize their unnecessary office expenses to earn more profit.
- ✓ MTBL offers several deposit schemes and financial products for the clients but they should concentrate more on the quality of the products rather than the quantity of products.
- ✓ MTBL is expanding their businesses but they should open more branches in the remote areas of the country so that maximum number of people can come under their services.



- ✓ More workshop and training classes should be arranged by the bank authority so that bank employees can have the opportunity to improve their skills.
- ✓ MTBL should improve their online services to make banking easier for their clients.
- ✓ MTBL should open more ATM booths in the country so that clients of the bank can use their ATM cards more conveniently.
- ✓ The competition is very high in the banking sector as many new banks are coming to provide banking services. So, the MTBL management and marketing department should work harder to sustain in this banking sector and for the growth of the bank.
- ✓ Political instability often affects the banking sector so the directors of the banks should take initiative to talk with the political leaders about this issue and try to find out a solution.
- ✓ Some policies made by the Central Bank are not favorable for commercial banks like MTBL so the Bank Association should talk with the Central Bank about these policies and should try to solve these problems.
- ✓ The authority should recruit more employees to serve the clients. They can recruit experienced employees as well as fresh graduates.
- ✓ They should take an 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.
- ✓ To maintain the bank reputation and image in the Banking sector as well as to the general people, Mutual Trust Bank Ltd (MTBL) should involve precisely in mobilization and utilization of local resources like – investing in N.G.O activities, educational, health service expansion activities and poverty elevation etc.



## *B. Conclusion*

In the last three months I was quite intriguing to do my internship at Mutual Trust Bank Limited (Uttara Model Town Branch). I learned about the nature of actually working in a professional environment. The internship program at Mutual Trust Bank Ltd is designed in a such a way that a internee will have the opportunity to gain knowledge of practical banking and to compare this practical knowledge with the theoretical knowledge but it is not possible for a internee to go to the depth of each activities of branch because of the time limitations and bank officials do not want to disclose many internal information's to a internee. However, I gave my best effort to achieve the objectives of the internship program. The value of General Banking is immense. It is the core tool of banking as well as the base of banking. Other departments of a bank depend mostly into this department. Mutual Trust Bank Ltd (MTBL) has established a reliable General Banking departmental image to the clients of the bank. It fulfills the consumer needs in almost every case with dignity and honor. The bank itself is very much well-organized as well as its officers. MTBL is developing its services to compete with 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 the private banking sector of Bangladesh.

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