
Internship Report
On
**“General Banking Activities in First Security Islami
Bank Limited.”**

Submitted to:

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Department of Masters in Business Administration

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Department of Masters in Business Administration

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Letter of Submission

August 12th, 2015

Mr. S.M. Arifuzzaman
Internship Supervisor
Department of Business Administration
BRACUniversity
Dhaka

Subject: Submission of internship report

Dear Sir

It is a great pleasure for me to submit the proposal of report on the basis of “**General Banking Activities in First Security Islami Bank Limited.**”

I will do the work for this project as per as your instructions and my internship experience on FSIBL Bank. I have found the work quite interesting and valuable. Undoubtedly, I will learn a lot and also gain a remarkable experience that will help me in the long run. I will try my level best to provide all the relevant information about the topic.

Thanking you
Sincerely

.....

Sk. Yaishi Binte Zaman
ID: 12264035

Letter of Acceptance

This is to certify that student of department of MBA major in HRM has completed the Internship Report titled "General Banking Activities in First Security Islami Bank Limited." successfully under my supervision.

I wish him every success in life.

Supervisor

Department of Business Administration

Acknowledgement

Allah is Almighty to mock internship report of my port of study of MBA program. The accomplishment and completion of this report would not have been viable without the contribution of some people who took the time and effort to guide me in my report work. I deeply appreciate and value their suggestions and recommendations through the entire course of my report work.

I would like to extend my heartiest thanks and my sincerest gratitude to all those who directly or indirectly contribute to the compilation of report.

I am especially grateful to my teacher, my internship supervisor. I could not prepare my Internship Report without his proper guidance and inspiration.

Last but not the least; I would like to give my thanks to all the members of First Security Islami Bank Limited Banani Branch because working with them was such a wonderful experience in my life that I will never forget.

ফার্স্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ

فارسٹ سيڪيورٽي اسلامي بنڪ لميٽيڊ FIRST SECURITY ISLAMI BANK LTD.

FSB

ISLAMI BANK

Executive Summary:

A banking institution is indispensable in a modern society. It plays a pivotal role in the economic development of a country and forms the core of the money market in an advanced country. In recent times the banking sector over the world has been undergoing a lot of changes due to deregulation, technological innovation, globalization etc. Bangladesh banking sector is lagging for behind in adopting these changes. Bank plays an important role in the business sectors and in the industrialization of a country. Basically the banks take deposits from the customers against interest and lend it to the borrowers against interest cessation period. Under these circumstances of bank offers different interest rates and other options to the customers to remit and deposit their money. These options are vary common among all the banks, but only the customer services and other facilities vary from bank to bank. In our country there are Govt. Banks, Semi Govt. Banks, and Private Sector Commercial Banks of Bangladesh and also it is the third generation private commercial bank in Bangladesh. It started its crucial moment when Bangladesh economy was undergoing through massive economy reforms and pursuing unilateral and multilateral trade liberalization with the backdrop of the World Bank made International Monetary Fund (IMF) recommendations. The First Security Islami Bank Ltd. (One of the Third generation Bank) with its eighty four (84) branches is providing the best quality services to the customers and client. Head Office of the FSIBL located in Dilkusha, Motijheel.

First Security Islami Bank Limited (FSIB) was incorporated in Bangladesh on 29 August 1999 as a banking company under Companies Act 1994 to carry on banking business. It obtained permission from Bangladesh Bank on 22 September 1999 to commence its business. The Bank carries banking activities through its 67 branches in the country. The commercial banking activities of the bank encompass a wide range of services including accepting deposits, making loans, discounting bills, conducting money transfer and foreign exchange transactions, and performing other related services such as safe keeping, collections and issuing guarantees, acceptances and letter of credit. From January 01, 2009 bank has converted into islami shariah based banking system instead of conventional banking system. The bank has constituted a shariah council consisting prominent FSIBL has variety of Asset and Liability products, which can provide it a strong foothold in the current banking world. The financial condition of the bank is also very progressive and I think it will be able to achieve a great market share in the future. Ulama, bankers, lawyer and Economists to advice and guide on the implementation of islami shariah in business activates. Now a day of modern technology, computer and online leads every sphere of lives including banking system, First Security Islami Bank Ltd (FSIBL) have experts in computer and online communication system.

I have done my internship on a new and important bank, the First Security Islami Bank Ltd. (FSIBL). My internship report is based on the General Banking Activities: A Case study on First Security Islami Bank Ltd, to gather knowledge for my future career and to identify the problems regarding this matter and to overcome the problems.

Table of Contents

Introducion	1
Broad objective	Error! Bookmark not defined.
Specific objectives.....	Error! Bookmark not defined.
Corporate Information.....	Error! Bookmark not defined.
Organ Gram Of FSIBL	Error! Bookmark not defined.
SWOT Analysis of FSIBL.....	Error! Bookmark not defined.
General Banking	Error! Bookmark not defined.
Foreign Exchange	Error! Bookmark not defined.
Loan & Investment:	Error! Bookmark not defined.
Bai-Murabaha (Mark Up Sale):	Error! Bookmark not defined.
Bai-Murajjal (Sales on Credit).....	Error! Bookmark not defined.
Hire- Purchase (Participatory Ownership):.....	Error! Bookmark not defined.
Sale.....	Error! Bookmark not defined.
Law of General Banking	Error! Bookmark not defined.
Account Opening	Error! Bookmark not defined.
Clearing Department	Error! Bookmark not defined.
Local Remittance	Error! Bookmark not defined.
Cash Section.....	Error! Bookmark not defined.
SMS Banking	Error! Bookmark not defined.
ATM Banking	Error! Bookmark not defined.
My activities in General Banking of FSIBL.....	27
FINDINGS.....	29
Recommendations.....	31
Conclusion.....	33
References.....	Error! Bookmark not defined.

1.1 Introduction:

Now a day, Banking organization has become essential for almost every person. As a result, Bank has become essential for every person to have some idea on the Bank and Banking procedure. At present time, the Banking procedure is becoming faster, easier and the Banking area is becoming wider. As the competitive field of the Banking sector, the Banking organizations are coming with innovative ideas. Banking sector plays an important role on strongest economic sectors in our country. Banks provide necessary funds for executing various programs to enhance the economic development. They collect savings of large masses of people scattered throughout the country, which in the absence of banks would have remained idle and unproductive. These scattered amounts are collected, pooled together and made available to commerce and industry for meeting the requirements. Economy of Bangladesh is in the group of world's most undeveloped economies. To overcome our obstacles in banking sector we need to focus on the loan & advance facilities of credit department which is very important in this globalize world. First Security Islami Bank Limited is one of the leading private commercial bank (Shariah Based Islami Bank) having a spread network to be in line with its objectives where it works as a blend of development and commercial bank. To successfully complete the Masters of Business Administration (MBA) degree we need to do internship program on a topic related to major courses. As I am a student of HRM and I am doing internship program in Dutch Bangla Bank (DBBL), Gulshan Branch. I was supposed to make a report assigned by my course instructor. Present world is changing rapidly to face the challenge of competitive free market economy. To keep pace with the trend of banks need execution with modern knowledge. Therefore my honorable course instructor of BRAC University, S.M. Arifuzzaman assigned me the task of "An Appraisal of Dutch Bangla Bank Limited" and based on the appraisal, I was told to sum up all the information and prepare a report on this topic. My study on this bank will give an edge on my professional learning. This study will help me to increase my skills as a future banker. In addition, this study will also open an opportunity for the student of business

administration for future studies. Finally the study will give a feedback to the industry people to understand the business in the banking industry.

1.2 Objectives of the study:

This following report has two types of objectives which are described as follows:

Broad objective

To get a clear idea about the different issues regarding Investment (loan) & advances

Specific objectives

- To observe the major outline of investment proposal procedure.
- Understanding the legal formalities required in taking investment proposal of Exim Bank Ltd.
- Observing each procedural step to learn the operations as an amateur and be experienced to perform it as a professional banker to near future.
- To know about the strategy change according to situation.
- To know the problems and different solutions.
- Understanding the overall procedure of investment proposal.
- Overview and analyze the performance of the investment division of Exim Bank Ltd.

1.3 Scope: The primary objective of this study is to complete my internship in bank as a student of MBA. But the objective behind this study is something broader. Objectives of the study are summarized in the following manner

- To comply with the entire branch banking procedures
- To make a bridge between the theories and practical procedures of banking day to day operations
- To analyze the performance of the branch as well as First Security Islami Bank Limited as a whole.

1.4 Methodology:

We the students of Masters of Business Administration (MBA) study the subject's related to business. BRAC University familiarizes each student as they move comfortably in the business environment but only the theoretical study in the class room is not enough rather a practical experience and the only means of practical experience is internship program.

In the business environment there are lots of financial institution, business firms and industries that provide this facility towards us. If we could not get this facility of internship then a wide gaps will take place between our study and experience, I think this is valuable for us.

We do our internship program usually for three months. In our country there are many banks particularly the esteemed private sector banks, and elite business firms provide this. In this respect I have done my internship at First Security Islami Bank Limited (Banani Branch), the one of the most renowned private bank in Bangladesh. I am thankful for this. I started my internship in First Security Islami Bank Limited (FSIBL) , Malibagh Branch in 19th May, 2015. My internship was for 90 days. I tried my best to achieve absolute knowledge & experience from the internship.

1.4.1METHODSOFDATACOLLECTION

Both the primary as well as the secondary form of information was used to prepare the report.

The details of these sources are highlighted below:

(a)Primary Source

I have collected primary information by interviewing employees, managers, observing various organizational procedures, structures. Primary data were mostly derived from the discussion with the employees of the organization.

(b)Secondary Source

I have elaborated different types of secondary data in my research. Sources of secondary information can be defined as follows:

Internal Sources:

- Bank's Annual Report – 2011-2015
- Group Instruction Manual & Business Instruction Manual
- Prior research report

External Sources:

- Different books and periodicals related to the banking sector
- Bangladesh Bank Circulars
- Website Information

Above all, to add effective contribution to the national economy. Eventually the bank also emphasize on:

- Provide high quality financial services in export and import trade
- Providing efficient customer services
- Managing corporate and business ethics
- Bring trusted depository of customers money
- Making its products superior and rewarding to the customers
- Display team spirit and professionalism
- Sound capital base & Enhancement of shareholders wealth

Strategies of the First Security Islami Bank:

- To achieve our customer's best satisfaction & win their confidence.
- To manage & operate the bank in the most effective manner.
- To identify customer's need & monitor their perception towards meeting those requirements.
- To review & update policies, procedures & practices to enhance the ability to extend better customer services.
- To train & develop all employees & provide them adequate resources so that customers can reasonably addressed.
- To promote organizational efficiency by disclosing company plans policies & procedures openly to the employees in a timely fashion.
- To ensure a congenial working environment.

Corporate Slogans of the First Security Islami Bank:

“Green In Living”

Goal of First Security Islami Bank:

Goal of FSIBL to establish & maintain the modern banking techniques to ensure the soundness & development if the financial system based on Islami principles & to become the strong efficient.

- To be most caring & Customer friendly & service oriented bank.
- To create a technology based most efficient banking environment.
- To ensure sustainable growth.

To add effective contribution of the national economy

Core values:

FSIBL's core values consist of 6 key elements. These values bind our people together with an emphasis that our people are essential to everything being done in the bank.

✓ Integrity

FSIBL protects & safeguards all customer information.

FSIBL treats everyone in an equitable & consistent manner

FSIBL creates an environment which earns & maintains customer trust.

-
- ✓ Open communication

FSIBL builds customer relationships on integrity & respect.

FSIBL offers a full line of products & excellent service.

FSIBL is committed to the prosperity of the customers & shareholders.

- ✓ Performance driven

In FSIBL customers & employees are judged in terms of their performance.

- ✓ Continuous self Improvement

Continuous learning self –challenge & strive make ways for self improvement of work force at FSIBL.

- ✓ Quality

FSIBL offers hassle free better service timely.

FSIBL builds-up quality assets in the portfolio

- ✓ Teamwork

Interaction, open communication, and maintaining a positive attitude reflect FSIBL is commitment to supportive environment based on teamwork

Corporate Information

Name of the Company	: First Security Islami Bank Ltd.
Chairman	: Mohammad Saiful Alam
Vice Chairman	: Alhaj Mohammad Abdul Maleque.
Managing Director	: A.A.M. Zakaria
Company Secretary (Current Charge)	: Abdul Hannan Khan
Legal Status	: Public Limited Company
Date of Incorporation	: 29 August 1999
Date of Commencement of Business	: 29 August 1999
Date of Permission from Bangladesh Bank	: 22 September 1999
Date of Opening of First Branch	: 25 October 1999
Registered Office	: House#SW(I)1/A, Road#8, Gulshan-1, Dhaka-1212, Bangladesh.
Line of Business	: Banking
Authorized Capital	: Tk.3, 600 Million
Paid up Capital	: Tk.2, 300 Million

Date of consent of IPO : 04 June 2008
Phone : 9560229 (Hunting), 9550334, 7171029-30
Fax : 880-02-9561637
E-mail : bcs@fsiblb.com
Website : www.fsiblb.com
SWIFT : FSEBBDDH

Auditors:

SyfulShamsulAlam& Co.

Chartered Accountants

15, Dilsusha C/A (6th Level)

Dhaka-1000, Bangladesh

Phone: 7169487, 9569256

Email: syful@intechworld.net

The Law Counsel:

K.M. Hasan& Co.

Chartered Accountants

HomeTower Apartment (8 th& 9 th)

87, New Eskaton Road , Dhaka

Phone: 9351457,9351564

Fax: 8358817

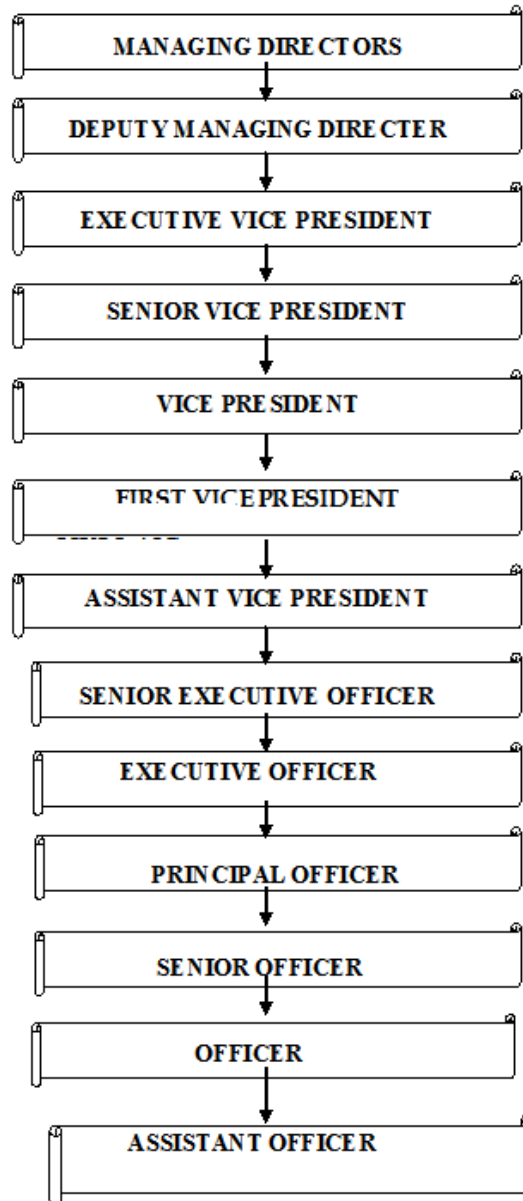
Shariah Council of FSIBL

SI No.	Name	Position	Address
1	Sheikh (Moulana) Mohammad Qutubuddin	Chairman	BaitushSharaf Complex Shah Abdul Jabbar (R) Road Dhanialapara Chittagong-4100
2	Mufti Sayeed Ahmed	Vice Chairman	MarkazeEshaete Islam 2/2 Darus Salam Mirpur, Dhaka
3	MoulanaMd. Shamaun Ali	Member Secretary	491, Wireless Railgate Bara Moghbazar.
4	MoulanaAbdusShaheedNaseem	Member	2/C GreenValley Apartment 493 Moghbazar Wireless Railgate.
5	Mr. Mohammad Azharul Islam	Member	Lecturer, Department of law, University of Dhaka, Dhaka- 1000

Board of Directors:

Chairman-	Mohammad SaifulAlam.
Vice Chairman-	Alhaj Mohammed Abdul Maleque.
Directors:	Ms. FarzanaParveen
	Ms. RahimaKhatun
	Ms. ShamsadJahan
	Ms. AtiqunNesa.
	Mr.Md. Sharif Hussain.
	Mr. A. K. M. Ali Johar.
	Mr.Md. WahidulAlam Seth.
	Mr. Shahidul Islam.
	Mr. Mohammed OheidulAlam.
	Mohammad QutubUddowlah
	Md. Abdul Hamid Miah
Managing Director-	Mr. A. A. M. Zakaria.

Organ Gram Of FSIBL:



SWOT Analysis of FSIBL:

SWOT analysis means strength, weakness, opportunity and threat analysis of company. It is very important for a bank to know the strength and opportunities they have. On the other hand, weakness and threats is the area bank need to improve. Here SWOT analysis of FSIBL bank are given below-

- **Strength:**
 - ❖ First strength is that it is a Shariah based bank.
 - ❖ By this time it has established an integral, customer friendly relationship with its clients
 - ❖ It has prominent saving scheme named DPS for a fixed or lower income group of people of this society.
 - ❖ It provides services even after the banking hour to special clients.
 - ❖ Sound profitability growth and high assets.Experienced management team.
 - ❖ Honest, sincere and dedicated employee competency.
 - ❖ Wide market share and stable source of fund.
 - ❖ High attention on recovery of overdue amount and or pre-overdue situation.
 - ❖ High attention on individual performance.
 - ❖ High attention on making quality investment and disposal of proposals.
 - ❖ All the officials are dedicated and honest to serve their own duty.
 - ❖ As a whole the human resource is the main capital of the division.
 - ❖ Business ethics of the division is similar to the ethics and values of mass people of our country.

- **Weakness:**
 - ❖ Traditional network system and lack of full scale automation.
 - ❖ Poor marketing of investment products.
 - ❖ Lack of required information specifically on SME.
 - ❖ No growth on carrier advancement. So the employee wants to switch elsewhere.
 - ❖ FSIBL Bank Ltd. does not have an individual marketing department.
 - ❖ They have limited advertising strategy on behalf on their bank and accompanied by conservatism rule in this sector.
 - ❖ FSIBL Bank Ltd. does not use the share mode of investment.

- **Opportunity:**
 - ❖ Scope of market penetration through diversified investment products.
 - ❖ Increasing awareness of Islamic banking among the clients.
 - ❖ Scope develops new committed entrepreneurs.

-
- ❖ Country wide branches having wide opportunities to access in different kinds of business.
 - ❖ Service charges in other banks are comparatively higher than FSIBL Bank Ltd.
 - ❖ No other banks could provide as much integral working atmosphere as FSIBL Bank Ltd.
 - ❖ Bank introduce Islamic card, which is a first time in Bangladesh.
- Threats/ Challenges:
 - ❖ Because of the intense competition, most of the competitor banks of FSIBL Bank Ltd. are coming up with new service line ATM.
 - ❖ The competitor banks of FSIBL Bank Ltd. have more geographical coverage than FSIBL Bank Ltd.
 - ❖ State law defers with the Islamic Shariah.
 - ❖ In the money market of Bangladesh there is no call money system of Islamic Shariah.
 - ❖ Some other conventional banks have opened their Islamic banking branch

Functional Department of the First Security Islami Bank:

There are basically three functional departments in First Security Islami Bank. These are:

- General Banking
- Foreign Exchange
- Loan & Investment

General Banking:

Bank is nothing but an intermediary between lender (surplus unit) and borrowers (deficit unit). Savings and deposits are the main strength of the banks to provide loan. And the interest earned from the difference borrowing and lending is the major portion of banks income. Banks also earns from variety of operation.

General banking is the side where banks offer different alternatives to the clients to deposit and remit their money. Accounts division is also included in general banking. To encourage the clients, bank offers different options in front of their clients. Most of these options are very much similar between the banks, but the customer services and facilities may not be the same. First Security Islami Bank Limited has variety of services provided to the retail as well as for corporate clients..

General banking activities of the First Security Islami Bank Ltd. Are included:

- **Account Opening**
- **Cheque Book House**
- **Account Closing**
- **Clearing Department**
- **Local Remittance**
- **Cash Section**
- **Online Banking**
- **SMS Banking**
- **ATM Banking**
- **Locker Services**

Foreign Exchange:

Foreign exchange is the means and methods by which rights to wealth in a country's currency are converted into rights to wealth in another country's currency. In banks when we talk of foreign exchange, we refer to the general mechanism by which a bank converts currency of one country into that of another. Foreign Exchange Department (FED) is the international department. Bangladesh Bank issue license to scheduled banks to deal with

foreign exchange. These banks are known as Authorized Dealers. If the branch is authorized dealer in foreign exchange market, it can remit foreign exchange from local country to foreign country.

Foreign Exchange department of FSIBL, Ring Road branch has been divided into two sections:

- Import section.
- Export section.

Loan & Investment:

This is the survival unit of the bank because until and unless the success of this department is attained, the survival is a question to every bank. If this section does not properly work the bank it self may become bankrupt. This is important because this is the earning unit of the bank. Bank are accepting deposits from the depositors in condition of providing profit to them as well as safe

keeping their profit. Now the question may gradually arise how the bank will provide profit to the clients and the simple answer is Investment and Advance.

FSIBL provides different types of investments. Those are as follows:

- Bai-Murabaha (Deferred Lump Sum/ Installment Sale)
- Bai-Muajjal (Deferred Installment / Lump Sum Sale)
- Ijara (Leasing)
- Musharaka (Joint-Venture Profit-Sharing)
- Mudaraba (Trustee Profit-Sharing)
- Bai-Salam (Advance Sale and Purchase)
- Hire-Purchase
- Direct Investments
- Post Import Investment
- Purchase and Negotiation of Export Bills
- Inland Bills Purchased
- Murabaha Import Bills
- Bai-Muajjal Import Bills
- Quard-ul-Hasan (Benevolent Investment)

Specialized Schemes

- Consumer Investment Scheme,
- SME Investment Scheme,
- Lease Investment Scheme,
- Earnest Money Investment Scheme,
- Mortgage Investment,
- EmployeesHouseBuilding Scheme

From the above schemes below three are generally in action

- Bai-Murabaha (Mark up sale)
- Bai-Murajjal (Sales on credit)
- Hire-Purchase (Participatory ownership)

Bai-Murabaha (Mark Up Sale):

Meaning

The terms “Bai-Murabaha” have been derived from Arabic words ‘Baiun’ and ‘Ribhun’. The word Baiun means purchase and sale and the Ribhun means an agreed upon profit. “Bai-Murabaha” means sale on agreed upon profit.

Definition

“Bai-Murabaha” may be defined as a contract between a buyer and seller under which the seller sells certain specific goods permissible under Islamic shariah and the law of the land to the Buyer at the cost plus agreed profit payable in cash or on any fixed future date in lump sum or by installments. The profit marked-up may be fixed in lump sum or in percentage of the cost price of the goods.

Bai-Murajjal (Sales on Credit) :

Meaning

The terms “Bai-Muajjal” have been derived from Arabic words ‘Baiun’ and ‘Ajalun’. The word Baiun means purchase and sale and the word Ajalun means a fixed time or a fixed period. “Bai-Muajjal” means sale for which payment is made at a future fixed date or within a fixed period. In short, it is a sale on credit.

Definition

“Bai-Muajjal” may be defined as a contract between a buyer and a seller under which the seller sales certain specific goods(permissible under Islamic shariah and the law of the country) to the Buyer at an agreed fixed price payable at a certain fixed future date in lump sum or within a fixed period by fixed installments. The seller may also sell the goods purchased by him as per order and specification of the buyer.

Hire- Purchase (Participatory Ownership):

Meaning and definition:

Hire-Purchase (Participatory ownership) is a special type of contract which has been developed through practice. Actually, it is a synthesis of three contracts:

- ShirkatulMelk
- Ijarah
- Sale

These may be defines as follows:

- **ShirkatulMelk**

Shirkat means partnership. Shirkatul means participation in ownership. When two or more persons supply equity, purchase and asset; own the same jointly, and share the benefit as per agreement and bear the loss in-proportion to their respective equity, the contract is called ShirkatulMelk contract.

- **Ijarah**

The term ijarah has been derived from the Arabic words Ajr and Ujrat which means consideration, return, wages or rent. This is really the exchange value or consideration, return, wages, rent of service of and assets. Ijarah has been define as a contract between two parties, the Hiree and Hirer where the Hirer enjoys or reaps a specific service or benefit against a specified consideration or rent from the asset owned by the Hiree. It is a Hire agreement under which a certain asset is hired out by the hiree to a hirer against fixed rent on rentals for a specified period.

- **Sale**

This is a sale contract between a buyer and seller under which the ownership of certain goods or assets in transferred by seller to the buyer against agreed upon price paid/to be paid by the buyer.

Therefore, there are generally five departments always remain active in any branch of this bank. These are-

- Account Opening Department,
- Cash Department,
- Accounts Department,
- Clearing Department,
- Investment Department.

A) Account Opening Department: The main task of this department are given below-

General Activities of this department are given below:

Account opening, Account closing, Account transfer, giving bank statement, bank certificate, dispatch, issuing check book and savings book.

B) Cash Department: The main tasks of the cash department are Receiving Cash from Clients and Paying against instrument. Instead it also maintains the locker service.

C) Account Department: All kinds of preservation of documents/voucher, paying bills, paying salary is the main task of this department.

D) Clearing Department: Receiving all kinds of inward & outward checks for collection/ payment, issue pay order/ pay slip is the main task of this department.

E) Investment Department: In this department, consumer credit scheme criteria are served with their different facilities. The facilities categorized as Consumer Credit Scheme are given as bellow:

- Bai-Murabaha (Deferred Lump Sum/ Installment Sale)
- Bai-Muajjal (Deferred Installment / Lump Sum Sale)
- Ijara (Leasing)

- Musharaka (Joint-Venture Profit-Sharing)
- Mudaraba (Trustee Profit-Sharing)
- Bai-Salam (Advance Sale and Purchase)



3.1 General Banking In FSIBL:

Banks are the pillars of the financial system of any country. Specially, In Bangladesh, proper banking system is very important and essential to play a vital role, because our capital market system is not advanced like other country's capital market.

.To encourage the clients, bank offers different options in front of their clients. Most of these options are very much similar between the banks, but the customer services and facilities may not be the same. First Security Islami Bank Limited has variety of services provided to the retail as well as for corporate clients.

The general banking activities which done by First Security Islami Bank Ltd are given below:

Principles of Islamic Banking

Islamic banking has the same purpose as conventional banking except that it operates in accordance with the rules of Shariah, known as Fiqh al-Muamalat.

Amongst the common Islamic concepts used in Islamic banking are profit sharing , safekeeping , joint venture , cost plus .

In an Islamic mortgage transaction, instead of loaning the buyer money to purchase the item, a bank might buy the item itself from the seller, and re-sell it to the buyer at a profit, while allowing the buyer to pay the bank in installments.

In theory, Islamic banking is an example of full-reserve banking, with banks achieving a 100% reserve ratio.

Islamic banks have grown recently in the Muslim world but are a very small share of the global banking system.

Micro-lending institutions founded by Muslims, notably Grameen Bank, use conventional lending practices and are popular in some Muslim nations, especially Bangladesh, but some do not consider them true Islamic banking. However, Muhammad Yunus, the founder of Grameen Bank and microfinance banking, and other supporters of microfinance, argue that the lack of collateral and lack of excessive interest in micro-lending is consistent with the Islamic prohibition of usury.

Law of General Banking

Banking law is based on a contractual analysis of the relationship between the *bank* and the *customer*—defined as any entity for which the bank agrees to conduct an account.

The law implies rights and obligations into this relationship as follows:

1. The bank account balance is the financial position between the bank and the customer: when the account is in credit, the bank owes the balance to the customer; when the account is overdrawn, the customer owes the balance to the bank.
2. The bank agrees to pay the customer's cheques up to the amount standing to the credit of the customer's account, plus any agreed overdraft limit.
3. The bank may not pay from the customer's account without a mandate from the customer, e.g. a cheque drawn by the customer.
4. The bank agrees to promptly collect the cheques deposited to the customer's account as the customer's agent, and to credit the proceeds to the customer's account.
5. The bank has a right to combine the customer's accounts, since each account is just an aspect of the same credit relationship.
6. The bank has a lien on cheques deposited to the customer's account, to the extent that the customer is indebted to the bank.
7. The bank must not disclose details of transactions through the customer's account—unless the customer consents, there is a public duty to disclose, the bank's interests require it, or the law demands it.
8. The bank must not close a customer's account without reasonable notice, since cheques are outstanding in the ordinary course of business for several days.

These implied contractual terms may be modified by express agreement between the customer and the bank. The statutes and regulations in force within a particular jurisdiction may also modify the above terms and/or create new rights, obligations or limitations relevant to the bank-customer relationship.

3.2 General banking Activities are given below

General banking activities of the First Security Islami Bank Ltd. Are included:

- **Account Opening**
- **Cheque Book House**

-
- **Account Closing**
 - **Clearing Department**
 - **Local Remittance**
 - **Cash Section**
 - **Online Banking**
 - **SMS Banking**
 - **ATM Banking**
 - **Locker Services**

Account Opening

There are various types of accounts in First Security Islami Bank Ltd. These are listed and described below.

- **Current Account [CD A/C] or Al-Wadiah Current A/C**
- **Saving Account [SB A/C] or Mudarabah Saving A/C**
- **Short Term Deposit A/C or Special Notice Deposit A/C**
- **Mudarabah Fixed Deposits Account [FDR A/C]**
- **Mudarabah Monthly Saving Scheme [MMSS]**
- **Mudarabah Double Benefit Scheme [MDBS]**
- **Mudarabah Monthly Profit Scheme [MMPS]**

1. I. Current Account [CD A/C] or Al-Wadiah Current A/C

Basically this type of account is opened by the business organization or by any organization or by a partnership business for the purpose of business. No extra profit is given on the deposited amount. To open this account various types of documents are required. These are listed below.

1. i. A/C opening form
2. ii. Introducer of Current Account holder in the Bank
3. iii. Trade License
4. iv. National ID Card
5. v. Photocopy of TIN paper if applicable
6. vi. An application to open the Account
7. vii. Certificate of Incorporation and Resolution
8. viii. 2 copy passport size photo of the account holder. If there are joint members then they need to also include 2 copy passport size photo of each to the form.

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1. ix. If it is a partnership business then Partnership deed, partnership letter, jointly operated signature must be enclosed with the Account opening form. Any time if arise any question of change in partner; the firm must inform the Bank.
 2. x. Memorandum and Articles of the Association. Valid Documents.

Rules and regulation regarding Current Account maintained by the Bank:

1. Current accounts are opened with sum of money not less than Tk. 1000 in the name of the parties known to the bank or properly introduced by another account holder.
2. Service charge for Current Account is yearly Tk. 200/=
3. The account holder must maintain at minimum balance of Tk. 1000/= all the time in the respected account.
4. Only the form of Cheque Books supplied by the bank should be used.
5. Application of cheque book should be made by the cheque requisition paper given in the cheque book from the inserted near the end of each book. Customers are always requested to keep cheque book under lock and keys. The bank will not be responsible in any way for unauthorized payment resulting mishandling of cheque books.
6. In drawing cheque the amount must be written in words and figure distinctly and the cheque should be drawn in such way to prevent the insertion of any words.
7. Constituents are requested to observe the same style of signature as the specimen left at the bank.
8. No receipt will be recognized unless it bears the initial or signature of an officer of the bank.
9. Cheque book, passbook, pay-in-slip charges Tk. 50/- if it has been replaced by the bank due to lost or damage.
10. The bank reserves the right to close the account of any client for suspicious transaction or if the client provides misleading information about the client's business profession, source of the transaction to the bank.
11. The bank basically does not recognize trusts.

1. II. Saving Account [SB A/C] or Mudarabah Saving A/C

The bank normally offers profit on the deposited amount monthly to the savings account. A minimum balance of Tk. 500/= must be maintained all the time in the account. Basically Savings accounts are used as non-business account or in other words it is a personal account. By the instruction of the Bangladesh Bank now a days each Bank is providing 7% profit or interest on the deposited amount in the savings accounts. The service charge may differ one Bank to another. But in case of FSIBL the service charge is only Tk. 200/- per year. Two (2) copy passport size photo of the account holder and one passport size photo of the decedents of the account holder.

III. Short Term Deposit A/C or Special Notice Deposit A/C

It is also a time deposit account. The formalities for opening this account are same as current account. The only difference is that, frequently withdrawal is discouraged and 7% interest is paid.

IV. Mudarabah Fixed Deposits Account [FDR A/C]

Fixed deposit is the one, which is repayable after the expiry of a predetermined period fixed by the client. The period varies from One Month to 12 months. These deposits are not repayable on demand but they can be withdrawing able subject to a period notice. Normally the money on a fixed deposit is not repayable before the expiry of the fixed period.

In case of fixed deposit account the bank needs to maintain a cash reserve. So FSIBL offers a high profit rate in Fixed Deposit Accounts. For 1 month and above but less than 3 months – 8%. Three months and above – 9.5%

V. Mudarabah Monthly Saving Scheme (MMSS)

The prime objectives of this scheme are to encourage all class of people for building an important habit of saving. In this scheme, one can save a fixed amount of money every month and get a lucrative lump sum amount of money after five years, eight years and ten years.

MMS Scheme Chart:

Monthly Deposit	100 Tk		250 Tk		500 Tk	
Years	Total Deposit	Profit	Total Deposit	Profit	Total Deposit	Profit
5	6000	1720	15000	4300	30000	8600
8	9600	4860	24000	12150	48000	24300
10	12000	8160	30000	20400	60000	40800
Monthly Deposit	1000 Tk		1500 Tk		2000 Tk	
Years	Total Deposit	Profit	Total Deposit	Profit	Total Deposit	Profit
5	60000	17200	90000	25400	120000	34400
8	96000	48600	144000	72900	192000	97200
10	120000	81600	180000	134400	240000	163200
Monthly Deposit	2500 Tk		5000 Tk			
Years	Total Deposit	Profit	Total Deposit	Profit		
5	180000	193000	300000	86000		
8	288000	361500	480000	243000		
10	360000	504000	600000	408000		

Terms and Condition for MMSS Account:

1. To open a MMSS Account the client has to use its specified form. No introducer is required to open this account.

2. The Depositors can select any types of installment system from the chart. But he/she will not be able to change the system installment after opening the account.
3. The Minor can also open the account under the guardian's supervision in this project.
4. One person can open one or more accounts. The time period may be same but the installment amount must be different or the installment amount may be same but the time period must be different.
5. After the maturity the total amount will be paid after one week of the maturity period.
6. 10% source tax will be deducted form the profit portion according to the rules of Bangladesh Bank.
7. If the client changes his/her residual address then he/she must notify it to the bank.
8. The client can transfer his/her account to another branch of the same bank. 100 Tk will be charged as transfer cost.
9. If the client want to terminate the account before the maturity period then he/she will be get the profit at the rate of saving accounts.
10. The nominee name and photo must be given in the form.

VI. Mudarabah Double Benefit Scheme (MDBS)

Under this scheme depositor's money will be kept for a period of seven years and the total amount will be double in the following period. This scheme is one of highest yielding deposit scheme in Bangladesh Banking System. This offer is very attractive for the person who has additional money in hand. By this account people can use their ideal money by which he can't earn or can't able or don't feel secure to invest on business. Under this project his/her money can be fully secured with some benefit after the term period.

A Sample Chart is given below:

Period	Principal Amount Or Deposited Amount	Profit with Deposit	Payment At the end of the Term Period
6.5 Yrs	50000 Tk	Double	100000 Tk
6.5 Yrs	100000 Tk	Double	200000 Tk
6.5 Yrs	150000 Tk	Double	300000 Tk
6.5 Yrs	500000 Tk	Double	1000000 Tk

VII. Mudarabah Monthly Profit Scheme (MMPS)

Mudarabah Monthly Profit Scheme is for those people who have some money in their hand and wants to get some income per month with that money. This account is mainly for the people who have retired from the job or the middle class people. In this project depositors have to invest his money for five years, by this time he/she will get some interest or benefit on that amount per month. The sample has been given in a chart below:

Deposited Amount (Tk)	Monthly Benefit (Tk)
25000	210
50000	420
75000	630
100000	840
500000	4200

Cheque Book House

On the submission of the requisition slip attached with the cheque book given during the account opening, the assigned person or the person authorized by the account holder will be given a cheque book.

Account Closing

It is a general right for each account holder to close his or her account at any time if he /she is inconvenient to continue. But it requires also some formalities. The person needs to apply an application to the manager of the specified branch mentioning the reason for account closing also the date when he/she would like to close the account by paying Tk 250. as a closing charge.

Clearing Department

Each Bank has its own clearing department. This department has several jobs. These are:

a)Inward cheque clearing: Whenever the branch of FSIBL receives a cheque from other Bank to collect money, then the branch send the cheque to the Head Office. The Head Office arranges the cheque separately by the name of different Banks and then it send to the respective bank for its clearing. Bangladesh Bank has given condition for this job of clearing house name HOUSE. This is done twice in a day. First house and return house. First house is to deliver the cheque and the collect cheques from different banks. And return house is to return the honored cheques. As soon as the principal branch gets the clearance it sends an Inter Branch Transaction Advice (IBTA) to the respective branch, who has send the cheque for collection.

b)Outward Cheque Clearing: This is the opposite flow of the Inward Cheque clearance. When FSIBL send cheque to another person of another bank, that bank do the same things to claim the money from the First Security Islami Bank Ltd. with the same procedure. The clearing department will charge 100 Tk for this service.

c)Parties of a Cheque: Four parties can be found for a cheque. These are listed below:-

- Drawn by a person who orders the bank to pay money from his account.
- A person who pays the amount of the cheque
- Payee
- A person who receive the amount of the cheque

d)Payment Procedure of a Cheque

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- The cheque must be written in the bank's supplied printed cheque form.
 - The cheque should be submitted with a specified date.

 - The amount in words and figure must be same.
 - The account holder must sign in the cheque.
 - There should be sufficient balance to meet the cheque.

e) Refuse Condition of a Cheque

- If the date on the cheque date does not match.
- If the cheque is out of date.
- Whether the fund is not sufficient.
- Whether the bearer does not sign in the cheque
- Whether the account holder does not sign.
- On receipt of customer's stop payment instruction.
- On receipt of the notice of a client's death.

f) Answers to be given in case of Dishonored cheque

- Refer to drawer
- Not arranged for
- Exceeds the amount
- Effects not cleared
- If figure and words amount differs
- Payment stopped by the account holder
- If Account holders signature does not match.
- Cheques are multilateral.

g) Punishment for BouncingCheque

If the drawer is found guilty of a criminal offense under section 138 he would be punished with a imprisonment of one year or a fine to the extent of the twice amount mentioned in the cheque.

Local Remittance

Bank remittance are safe, simple, swift and inexpensive. The main instruments for transfer of funds in case of First Security Islami Bank Ltd are given below:

- **Payment Order or P/O:**

The banker's payment order or P/O means making payment of the banker's own or of the customer's dues locally and not for affecting any remittance to an outstation. In a sense the payment order is used for making remittance to the local creditor. The P/Os are in the form of receipt, which value against payment in cash or through an account. The payment order is not negotiable instrument and can't be endorsed.

Cash A/C —————Dr

Bills payable (P/O) A/C ——— Cr

Income A/C Commission ——— Cr

Income A/C Postage ——— Cr

- **Issue of a Bank Draft:**

The person intending to remit the fund through a bank draft has to deposit the money to be remitted together with the commission depends on the amount to be remitted. On receipt of the required amount long with duly filled on prescribed form the banker issues a draft and hand over it to the purchaser.

Cash A/C ————— Dr

HO A/C ————— Cr

Commission ————— Cr

- **Mail Transfer Advice (MTA):**

When the remitter desires the banker does it through a mail transfer advice. The payee must have an account the paying office as the amount remitted in such a manner is meant for credit to the payee's account and not cash payment.

Cash Section

Cash section is the very important and most busy section for all Banks. So it has such importance in FSIBL too. This branch uses several moving cameras in cash to identify the movement of authorized person. Time factor is also vital for this section. Operation of this section begins at the start of the banking hour. Cash officer begins the transaction with taking money from the vault, it's known as opening cash balance. Vault is kept in a much incumbent. The amount of opening balance is entered in the daily register. After the whole day's transaction the surplus amount of money receipts in the cash counter is put back in the vault and it is known as closing balance.

- **Receipt:** Receiving officer should draw his attention to avoid these types of notice when he/she takes money from the customer. A Mismatched Note

A Discolor Note

A Soiled Note

A Burn Note

An Un-current Note

A Forged Note

- **Payments:**

The officer should draw extra care while making payment of a cheque some of the important points are given below:

Amount of in the cheque

Who is the bearer of the cheque

Verifying the signature

Total amount in the Account

Posted or cash paid stamp of the cheque

Name of the branch

Online Banking:

First Security Islami Bank Ltd has offered a broad array of innovative financial service to the customers specially designed to match the specific requirements of the clients. FSIBL has already launched the Online Banking services. FSIBL has also set up Wide Area Network (WAN) through radio, fiber optics and other available communication media system to provide any branch banking to its valuable clients. Under the schemes, the clients of one branch will be able to do banking transaction at any other branch of the Bank. As all branches are included through the WAN so there will be no need to make carrying cash.

SMS Banking

First Security Islami Bank Ltd has officially launched the SMS banking system from 17th December, 2007. Through this service client can sms his account numbers the banks no. for balance inquiry. After getting a balance inquiry request from a client the bank will sms his/her back with a respective answer.

ATM Banking

First Security Islami Bank Ltd. (FSIBL) provides ATM Banking facility against Mudarabah Savings and Al-Wadiah Current Deposit Account to their valuable clients. Clients can use their ATM card provided by First Security Islami Bank in Dutch Bangla Bank's ATM Booth. As soon FSIBL is having its own ATM booth.

Locker Service:

For safe keeping the customer's valuables such as important documents and goods like jewelries and gold ornaments. Locker services are available in most of the branches of FSIBL. By the end of the year 2010 each branch of FSIBL will have the locker services.

To get this service the client have to pay an amount as rent for the locker monthly / half-yearly / yearly as contracted.

3.3 My activities in General Banking of FSIBL:

I did my three month internship program in FSIBL, Banani branch. During my internship program, I gained lots of experience about corporate environment. My internship experience are given below:

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The report has been prepared on the basis of experience gathered during the period of internship.

Within this time of period, I mainly worked with departments namely General Banking and Accounts department. Bank is not follow any guideline or fixed any responsibilities for internship student. Mainly I have done many pending works of the account opening section and account and clearing department. Besides that I have done different types of tasks in different desks whenever they assigned me to do.

Account Opening Department

I worked at FSIBL, Banani branch where firstly I have started with the account opening department

Here, I have learned the procedure of opening an account and the documents that are needed for opening an accounts & types of accounts dealt by FSIBL. My immediate supervisor tried to give me a brief description of his routine tasks before deploying me to any specific task. Later on through my personal observation and superior officer's guidance, ultimately allow me to understand the purpose of various types of accounts along with their features which includes, current account (C/A), saving accounts (SB), STD, FDR etc. He also assist me, how to deal with clients versatile questions regarding different accounts opening, what amount of interest rate they will get from these different categories of accounts, how to locate desired check books from the bundle according to customers requirements and many more.

The following activities which had done by me

- Giving the customers the information what type of documents will be required to open an account. I used to tell them they need two copies of their photograph and two copies photograph of the nominee and the photocopy of the client's and nominees national ID
- Prefix wise filing & sequencing different account forms in different files. For

current,

savings & SND account I have maintained 111,121&131 series files. Where for MTDR the series code was 243,241,242,245.

- Upgraded of MIS by collecting TIN number due to change of monetary policy FY2014

2015 for collection of imposition 15% tax from NonTIN holder. While previously it was 10% for all whether client was TIN holder or not.

- Correction of uncompleted forms which have detected by internal audit. Like there were some forms which were filing up without putting account number, title name, nature of organization etc. Some form kept without proper address, TIN, National ID card number and so on. My job was to complete those information from attached required certificates or copies.

- Fill up Know Your Customer (KYC) form for personal and corporate risk rating. There my task was to find risk level and risk rating of personal or corporate by considering TP form for the purpose of measuring overall risk assessment.

- Making phone calls for collecting necessary photograph, photocopy of trade license, National ID card or any other inquiries.

- Distribution of desired cheque book by asking their name, account number and then verifying them, receiving them from the courier moreover sometimes making phone calls to those clients who did not collect their cheque book after passing 2 or 3 month.

- Finding the MTDR, DPS and old account opening forms which have closed

Accounts & clearing Department

Accounts department is sensitive part of a bank. I have worked in the accounts Department for few days. This department is one of the important and busy departments. Actually, in this department, all the department task, all department transaction vouchers are maintained. All accounts are finalized and maintained and send its one copy in corporate branch. Moreover, all kinds of daily expenses are maintained and office materials and equipment Clear material everything purchase documents and its accounting procedure all are maintained in this department.

I Have done the works in below;

- Printed out the transaction listing of previous day for checking Debit and credit voucher.

- Voucher sorting, counting and filing by checking the number of accounts has been debited or credited, check the account holder signature, account number so on.

- Debit and credit voucher separation.

- Registered the entire vouchers in register book after checking the voucher with the trail list of branch in details. Here the amount of debit and credit voucher will be same but the number can differ.

After check requisition, a list of check book holders name with a/c no are given to write down incheque book register.

- Stamping various kinds of documents with authorization and endorsement seal.
- ✚ Cash Department:for 1 week I worked in cash department.
- Here I verified the cheque and also varied the signature.
- I also count the voucher.



4.FINDINGS:

FSIBL is one of the potential banks in the banking sector. The Banani branch of FSIBL is a small branch. It was a wonderful experience working at FSIBL. The employees of the bank were very helpful and nice to me. In spite it was not an easy job to find so many things during the very short period of practical orientation program. Now, I would like to present my observations and give, my opinion to improve the banking service and make their customer more satisfied.

➤ Lack of dynamic and prompt customer service:

Since a number of new banks are coming to existence with their extended customer service pattern in a completely competitive manner. Customer services must be made dynamic and prompt. Now a day, people have very little time to waste but want fastest and unique services in short time. Moreover they seek the bank which will provide more facilities and attractive offer compare to other bank. Therefore FSIBL should think sincerely about the renovation of their customer service and facilities which will be more attractive and innovative rather than traditional one.

➤ Lack of Proper Division of Labor and man power:

There is lack of division of labor in the branch. Therefore everybody has to handle every type of banking services. Moreover if one personnel is absence in a department then extra burden will fall to another. This decreases the level of performance of the personnel, though it reduces monotonousness. But lack of division of labor hampers the discipline of working environment. So customers have to wait for some time for the desired service, which is contrary to the Premium Banking objective.

➤ Lack of Branches:

Most of the customers are service holder and businessman; they like to come to FSIBL because near to residence / office / work place, better service, easier banking procedure. But the branches of FSIBL are very less.

➤ Lack of ATM Booths:

According to the customers opinion more ATM booths needed to be setup in different places

➤ Lack of Proper compilations & Maintenance of Files:

FSIBL, Banani Branch gives personalized services. All the officers have to give concentration to the customers, while doing this they cannot properly completed and maintain the customer files. In many cases, most of the files and papers are kept here and there by the officers during the busy hour.

➤ Shortage of availability of Machineries:

Banani Branch is supposed to be very well equipped by advance and available machineries. But there are shortages of photocopy and printing machine therefore most of the time employees activities are hampered for maintaining serial as well as it create gathering on their short space. This loses its glamour. Moreover as because of lacking of maintenance and over used when one machine of any department stops working then the load shift to another department badly.

➤ Employee Dissatisfaction:

Because of late promotion and longer probationary period there is dissatisfaction among the employees. More over some sort of internal politics also another reason behind proper recognition and promotion of employees. In addition most of the time over duties and huge working pressure makes their life monotonous and hamper their family life.

➤ Lack of friendly relationship between the employees:

Employees are not cooperative with each others.

➤ Lack of effective advertising and promotion:

Advertising and promotion is one of the weak point of FSIBL, FSIBL does not have any effective promotional activities through advertisement, but other banks have better promotional strategy.

➤ Lack of Computer Knowledge:

All the organizations including banks are now mostly depends on computer but employees do not have much knowledge on computer.

➤ Absence of proper Decoration and congested office area:

Decoration of the FSIBL has become old. So, young people are not attracted to this branch as well as employees are not getting the congenial environment. Customers are also facing the problem with as because of its congested office area. Most of the time at busy hour customer rarely get any seat which hamper their service as well as such gathering also hamper office environment.

➤ Unsatisfactory software performance

FSIBL use Ultimus software for performing their banking activities. But the software often hanged as because of slower upgrade of data by vender. Therefore it delays to performing banking activities at time

➤ Unsatisfactory corporate behave:
Managers do not provide any brief/ discussion or guide to communicate the performance appraisal system of the bank.

➤ No desk and specific task for internee FSIBL doesn't arrange any desk and fixed any task for their internee. Therefore they don't get any chance to learn banking activities by doing practical task. It is not possible for any fresh graduate to learn banking activities by getting few lecture from specific personnel rather if they involve them to some specific activities it would be easy for them to learn more and fell confident to perform any activities properly. Moreover as they do not pay any allowance to internee so some time it does not motivated them to present and learn eagerly.



5.1.Recommendations:

- Different types of products and services are available in FSIBL but clients are not concerned about that so advertisement and promotional activities should be increased.
- Increasing more deposit schemes under consumer banking.
- Providing prompt service in account opening.
- Now a day, the online banking service is very much popular in all over the world, so the bank should try to develop in this side.
- FSIBL online service should be fast & accurate.
- The website of FSIBL is not good enough; most of the pages are under construction. The page should be constructed as soon as possible.
- Should increase the ATM Booths.
- More manpower is required to run the business smoothly.
- Employee trainings and workshops should be administered in order to give them knowledge and professionalism in customer interactions. They should be taught about how to deal with the problem of customers and problematic situations.
- Physical and technological facilities should be increased in evaluating credit proposals.
- Experienced and expert personnel should be kept within the bank, which will lead to a quality selection of clients
- FSIBL should more focus on customer needs. They need to concentrate more on their existing services and product innovation.
- A yearly conference with the employees should be arranged where they will exchange their views with the management about different aspects. This will help to increase the efficiency of the employees.
- Informal training can be a way to improve the skills of the employee. Allocating job responsibility to the employees according to their profit.
- Try to create a good image to customers through different promotional tools
- In respect of cash receive and cash payments, service should be very prompt.

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- Management should carefully handle the different departments of general banking in regard to provide better service in terms of accounts opening, cash receive and cash payment
 - Charges should be decrease as like as nationalize bank.
 - They should improve their electricity backsystem.
 - There should be at least two officers to handle the accounts department.
 - The bank should take new marketing strategy which will responds and take effective steps to increase faith on them.
 - The HRD should look into the matter that the branches are well staffed with the right people in the right position.

The following are some others recommendation of FSIBL:

)Improvement of the Human Resource Development (HRD):

The HR department of the bank is one of the weakest areas and many of the human resources development and policies are not being followed or implemented. Though there has been performance appraisal for the employees but still it is lying idle and no action has been taken. The management should immediately apply the performance appraisal system and take appropriate actions on the basis of that appraisal.

(ii)Better recruitment:

FSIBL must pursue a strong and an effective recruitment system so that the right people are recruited at the job. It must focus on attracting, getting and retaining qualified personnel for filling up the positions. It is worth spending more on attracting qualified human recourses rather than getting wrong people in the wrong position.

(iii)Stop reference appointment:

FSIBL management and particularly the Board of director must change the system of appointing people by giving their reference. It has been deeply observed that most of the appoint references are not up to the standard and have a poor performance. It may not be absolutely possible to eliminate the reference appointment system as it is a local private company, but still the tendency can be reduced to a certain extent if bold steps are undertaken by the management and the board of directors.

5.2. Conclusion:

Doing internship in First security Islami Bank Ltd. is really a great experience for me. From the learning and experience point of view I can say that I've really enjoyed my time in FSBL

Ltd. I am confident enough that this program will definitely help me to realize my career in the job market, specially in banking sector.

First Security Islami Bank is the pioneer in introducing many new products and services in the banking sector of the country. It is currently enjoying a very good position in banking sector, but it is very important for the bank to have up to date information of recent situations and proper planning and policies so that the bank can always have position in the list of market leaders.

An organization's most important asset is Human Resource. FSIBL should give a great focus in collecting appropriate candidates for future success. Right person in Right position is very important for further development in future.

Performance analysis of a bank is not so sufficient to measure and express perfectly within this short time period. But it is a great opportunity for me to get used to with the operational environment of commercial banking of FSBL. I have tried by soul to incorporate the necessary relevant information in my report.

Top management of FSBL should conduct a comprehensive study or survey on the branches' performance, its management's performance and the employees' performance and their motivation as well.

Marketing department should come out with fresh and unique new ideas frequently. Customers want to know about new products and services which are profitable for them. Constant researches and updated information about market is very important for improving new ideas. Because competitors are constantly developing new ideas to compete.

To conclude, I want to say that "Every thing has a positive and negative side". Banking sector in Bangladesh is too much competitive. As an emerging bank First Security Islami Bank limited is doing a great and I feel proud to get chance and worked with this bank and its personnel's. I hope that FSIBL will be one of the leading private banks within few years.

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