



INTERNSHIP REPORT ON IFIC BANK LIMITED

Green Banking



**The Roles of Proper Data Storage system of Bangladesh Bank
Sanchayapatra Bond Holders in IFIC Bank LTD.**



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Date of Submission: 7 December, 2017

7 December, 2017

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Subject: Submission of Internship Report

Dear Sir,

As a part of the requirements of the internship program, I have conducted a research on “**The Roles of Proper Data Storage System of Bangladesh Bank Sanchayapatra Bond Holders in IFIC Bank Ltd**” and have written an internship report on the topic. For this report, I have collected the relevant information from available sources. I have tried to collect and assimilate all those information and make this report informative and comprehensive as much possible.

I have successfully completed the internship program working in IFIC Bank LTD. Shantinagar Branch. In last three months I have been taught a lot of things and I believe that these will be useful in my professional life. Working in corporate environment, I can distinguish between practical experience and theoretical knowledge.

It has also to be mentioned that without your innovative advice and cooperation, it would not have been possible to complete this report. I will be pleased to answer any sort of questions from you regarding this report.

Sincerely Yours,

Kazi Muhtasim Tazwar

ID: 13104043

BRAC Business School

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Letter of Endorsement

I am convinced to declare that Kazi Muhtasim Tazwar, ID No. 13104043 with academic session: 2013-17 of BRAC Business School, BRAC University has completed his internship report on the topic “**The Roles of Proper Data Storage System of Bangladesh Bank Sanchayapatra Bond Holders in IFIC Bank Ltd.**”

I have supervised his throughout preparation of the report. He has put frantic and sincere efforts to write a contributory report on the subject matter. I also certify that, to the best of my knowledge, the report is original and was not submitted elsewhere before for publication in any form whatsoever.

I wish him Good luck.

.....

K.M. Nafiul Haque

Lecturer

BRAC Business School

BRAC University

Acknowledgement

At the very beginning, I am very much grateful to almighty Allah for giving me strength and opportunity and sound mind to complete the internship report within the allocated time. It is an etiquette to thank all those people who supported to complete the task and I see no reason to change this custom. Preparing the Internship Report on “**The Roles of Proper Data Storage System of Bangladesh Bank Sanchayapatra Bond Holders in IFIC Bank Ltd.**” was not an easy job for me that the tasks I did just wrote theoretically. This research paper is the denouement of my practical working experience in IFIC Bank Ltd. (Shantinagar Branch). Behind the successful completion of this report, I have been fortunate to have the support, assistance and encouragement from few individuals. Most of them played a crucial role in helping me making this report. There are those people who contributed in conducting my report, those who have provided information and those who have read, reviewed and provided moral support and encouragement. First of all I am very much thankful to my honorable faculty, **Mr. K.M. Nafiul Haque** sir, Lecturer, BRAC Business School, BRAC University. He always gave guidelines and suggestions regarding usage of confidential information of the organization without exposing them, which was a challenge for me during the period of completing my internship report. I like to thank especially to honorable sir **Mr. A.B.M. Mohsin Kamal Molla**, Vice President & Manager of IFIC Bank Ltd. (Shantinagar Branch), who has been encouraged me and helped me from the beginning of my internship period with his valuable advice. My gratefulness to **Mr James Rollense Sarkar**, Principal Officer, IFIC Bank (Shantinagar Branch), who have guided me by motivation and giving directions about doing the right works where I can have some corporate experiences to utilize. My special thanks goes to **Mrs Royena Parvin, Naheed Hasan**, Senior Officer, who helped me with providing lot of information regarding my internship report. They were very supportive in supervising my works and I am so much grateful to all the employees of IFIC Bank LTD. Shantinagar Branch for their whole hearted co-operation and guidance.

Executive Summary

The internship report has composed based on my internship program and the data of Bangladesh Bank Sanchayapatra which has been issued by IFIC Bank LTD. Shantinagar Branch from 2012 to 2017 time period. During my internship period I spend my three month work opportunity in Shantinagar Branch. It was a great opportunity to work in one of the leading bank in banking industry and gather ample amount of corporate experience. My supervisor faculty helped me choosing the topic **“The Roles of Proper Data Storage Syystem of Bangladesh Bank Sanchayapatra Bond Holders in IFIC Bank Ltd”** which is a research based report prepared on the basis of 2012-17 Sanchayapatra bond raw data. The banking sector is getting more competitive in this new era of business. To cope up with the competition, the banks have to be proactive with least amount of error with regular database update process.

While working in accounts division, I used to work with the Sanchayapatras. Transferring installment money, writing vouchers was my regular task. But after the internal audit, a lot of error came out which may create problem in future accountability to Bangladesh Bank. Most of the branches of IFIC Bank LTD. were having trouble with collecting the claimed money which has been paid to customers against previously issued sanchayapatra. Because there were lack of transparency in the records maintained by those branches. So, the decision was taken by the head office to take control of all the database maintenance and transactions of sanchayapatra. As per the instruction from head office, the process of recording database has been started from register copies to MS Excel worksheets. On top of that, the pending claimed money was claimed by maintaining softcopies of each token and OBC no. so that there is no money to be claimed after handing over the control of sanchayapatra to headoffice.

Maintaining an updated database system is a must for every bank, specially a bank like IFIC Bank LTD. who is leading in home loan interest rates, takeover rates and FDR. Taking lead in the competition is necessary but to maintain internal operations is necessary as well for a flawless banking operations.

Serial No.	Contents	Page no.
1	Part 1: Profile of the organization	1-09
1.1	Historical Background of IFIC Bank Limited	2
1.2	Mission and Vision of IFIC Bank Limited	3
1.3	Goal of IFIC Bank Limited	3
1.4	Position of IFIC Bank Limited in Credit Rating	4
1.5	Products and Services of IFIC Bank Limited	4-6
1.5.1	Corporate Banking	4
1.5.2	Retail Banking	5
1.5.3	SME Banking	6
1.5.4	Agricultural Credit	6
1.6	Information and Technological Structure of IFIC Bank Limited	7
1.6.1	Computer System	7
1.6.2	Computerized Service	7
1.7	Board of directors	8
1.8	Organizational Principals of IFIC Bank Limited	9-10
2	Part: 2 Introduction of the Report	11-27
2.1	Title of the report	12
2.2	IFIC in a Sketch	12
2.3	Rationale of the Study	13-14
2.3.1	Broad Objective	12
2.3.2	Specific Objective	13
2.4	Statements of the problems	15
2.5	Scope and Delimitation of the Study	16
2.6	Objectives of the Study	17
2.7	Methodology of Study and Data Collection	18
2.8	Analysis and Interpretation of Data	19
2.9	Findings of the study	25
2.10	Recommendations and Critical Observations	26
2.11	Conclusion	27
2.12	References	28

Part-1

Profile of the organization

1.1 The Historical Background of IFIC Bank LTD.

International Finance Investment and Commerce Bank Limited (IFIC Bank Limited.) is a banking company assimilated in the People's Republic of Bangladesh with limited liability. It was established at the specimen of the Government in 1976. At the very first stage of its journey, the company was a joint venture between the Government of Bangladesh and sponsors in the private sector with the objective of working as a finance company within the country and configuring joint venture banks/financial institutions abroad. When the Government authorized banks in the private sector, IFIC was converted into a full-fledged commercial bank in 1983. The Government of the People's Republic of Bangladesh now holds 32.75% of the share capital of International Finance Investment and Commerce Bank Limited (IFIC Bank). Directors and Sponsors having vast experience in the field of trade and commerce and 11.31% of the share capital owned by them. The remaining portion is in the clutch of the general public.

International Finance Investment and Commerce Bank Limited (IFIC Bank Limited.) is a first generation Private Commercial Bank with unique combination of Private and Government sector experience. Government of the People's Republic of Bangladesh holds 32.75% of the share capital of our bank and the Government equity is represented by 4 (four) senior government officials ranked Additional Secretary/Joint Secretary in the Board as Director.

A total network of 138 Branches including 6 SME service Centers, functioning within the country are under possession of IFIC Bank Limited. The joint venture operation are expanded in Pakistan and Nepal. Besides, a joint venture exchange house have also established in Oman to facilitate remittance by Bangladeshi expatriates working in Oman.

The world renowned MISYS On-line Banking Solutions have already been implemented to all of the branches. In addition, the bank have 22 authorized dealer branches (dealing foreign exchange business) all over the country and most competitive BC selling rate for import finance are also being offered by IFIC Bank Limited.

1.2 Mission and Vision of IFIC Bank Limited:

The **mission statement** for IFIC Bank LTD. is to provide dedicated service to the clients and to be committed to the welfare and economic prosperity of the people of the community so that the bank may have the leadership position among the banks in Bangladesh to make an indelible mark as an active partner in regional banking operating beyond the national boundary.

The **vision statement** of IFIC Bank LTD. to be the preferred financial service provider.

1.3 Goal of the Bank:

The goal of the bank is to satisfy customer expectations through offering innovative financial products & services and establish a strong presence to recognize shareholders expectations and optimize their rewards through dedicated workforce.

a) Long Term Goal is to stay ahead from other competitors in terms of productivity and profitability.

b) Short Term Goal is to attain the budgetary targets those has been fixed.

1.4 Position of IFIC Bank Limited in Credit Rating:

The Credit Rating Agency of Bangladesh Limited (CRAB) has recently upgraded rating of IFIC Bank Limited.

CRAB Credit Rating	Y 2016	Y2015
Long Term Rating	AA2	AA2
Short Term Rating	ST-2	ST-2
Outlook	Stable	Stable

[Date of rating: 21 June 2017 – Validity of Rating: 30 June 2018]

“AA2” rated banks have very strong magnitude to fulfill their financial commitments and judged to be very high quality and are issue to very low credit risk. Banks with a “ST-2” rating are considered to have strong proficiency for timely repayment and standing in praiseworthy positions in terms of liquidity, internal fund generation and access to alternate source of funds.

IFIC Bank Limited has been maintaining collection (SND) Accounts/FDR of different individual/government/nongovernmental agencies under the regulations and guideline of Bangladesh Bank; and providing personalized services at their satisfaction.

1.5 Products and Services of IFIC Bank Limited:

1.5.1 Corporate banking:

A wide range of financial services and specialists’ advice are provided by IFIC Bank LTD. to corporate clients in order to meet diverse demands of changing market. The bank is equipped with expert skills in the field of customized products and services to meet the requirements of each and every client. To face the challenges and realize future possible opportunities of a business entity, IFIC Bank LTD. is always there to facilitate the business.

The components of IFIC Bank Ltd. corporate banking are:

1. Working capital finance: Avails working capital loans for business enterprises.
 2. Project finance: loans provided for long term infrastructure/industrial project assessing the debt. and equity of the project sponsors.
 3. Term Finance: Short term and midterm finance
 4. Trade Finance: Financial assistance for import and export. (Ex: LC, LIM, pre/post shipment finance etc.)
 5. Lease finance: Helps the customer to have better financial flexibility under budgetary constraints and to enjoy tax benefit.
- Syndication finance: Financing large scale projects to meet huge credit need of a company.

1.5.2 Retail Banking:

IFIC Bank LTD. is specialized and advanced to provide one stop financial services to all individual customers through the innovative products and services to cater their needs. In this segment, the bank has a mass banking facility for individual customers to avail banking services directly from the wide branch network all over the country. To provide uninterrupted services and more convenient centralized online banking services, most of the branches have been brought under the real time online banking system.

Services those are provided under this mass banking facility for individuals are:

1. Consumer Finance : Loans and Overdrafts for all the financial needs of customers.
2. Deposit Products : Savings and investment plans to ensure a brighter future for the customer.
3. IFIC cards : IFIC debit and credit cards for all the financial needs of a customer
4. NRB Account : IFIC Bank is offering foreign currency account in USD/GBP/EURO for NRB's.
5. Student file : Authorized dealer branches issue Draft for: tuition fees, living expenses.
6. SMS Banking : Online and mobile banking facilities to help the customers and account holders to manage their finances.

1.5.3 SME Banking:

IFIC Bank provides collateral free credit facilities to the small & medium entrepreneurs across the country whose access to traditional credit facilities are very limited. They are offering 15 different products for selected target groups, such as -

Easy Commercial Loan	Retailers Loan
Muldhan Loan	Women Entrepreneur's Loan (Protyasha)
Transport Loan	Working Capital Loan
Project Loan	letter of Contractor's Loan
Bidder's Loan	Working Capital Loan
Project Loan	Letter of Guarantee
Letter of Credit Loan against Imported Merchandize (LIM)	Loan against Trust Receipt

1.5.4 Agricultural Credit:

Bangladesh is an agriculture centered country where most of the people habited in rural area. Realizing the fact that maximum of the total population is dependent on agriculture the bank is committed to increase present loan portfolio in agricultural sector. So, the agriculture loan products which IFIC Bank LTD. is offering are:

- Krishi Saronjam Rin - For Agriculture Equipments
- Shech Saronjam Rin - For irrigation equipments
- Poshupokkhi & Motsho Khamar Rin - For Live Stock & Fish Culture &
- Phalphasali Rin - For Fruit Orchard for individuals & group at micro level.

1.6 Information and technological structure of IFIC Bank Limited:

Present information technology structure of IFIC Bank

1. Computer System
2. Computerized Services
3. Future Computerization

1.6.1 Computer System

Computerized Branches: 136 out of 136 (i.e. 100%) branches are computerized throughout the country.

Local Area Network: All Branches (i.e. Motijheel, Federation, Dhanmondi, Gulshan, Moulvi Bazar, Narayanganj & Agrabad) are operating in Local Area Network environment.

Banking Software: Currently all the branches are using BexiBank 4000+.

Operating System: Most of our Branches, which are using BexiBank 4000+, are operating their Computer System in DOS (Disk Operating System). Branches, which are operating in LAN environment, are using Windows seven or Novell NetWare operating system.

Central Backup System: Presently Information Technology & Computer Division of Head Office is maintaining an Office Central Backup System for all the Computerized Branches and Division of Head Office of our Bank.

1.6.2 Computerized services:

Tele Banking (Computerized Phone Banking): The management has implemented computerized phone banking technology in 82 Branches (i.e. Motijheel, Federation, Dhanmondi & Gulshan).

SWIFT Network: Presently our International Division of Head Office is operating their Foreign Trade related transaction through SWIFT Network.

Electronic Mail: 82 Branches has (i.e. Motijheel, Federation, Gulshan, Dhanmondi, Narayanganj & Agrabad) are using Email facility for international and internal correspondence. In future, all AD Branches will be brought under Email facility.

Home Banking: Our Bank is currently engaged in implementing this new service for Bank's high net-worth selected business clients.

At present now, all the branches are using MISYS software system. This software system has been brought from the USA.

1.7 Board of Directors:

Mr. Salman F Rahman is the honorable chairman of International Finance Investment and Commerce Bank Limited (IFIC Bank Limited). Mr. Monirul Islam and Mr. Anwaruzzaman Chowdhury are the independent directors. Mr. Jalal Ahmed, Mr. A.R.M Nazmus Sakib and Mrs. Quamrun Naher Ahmed playing the role of government nominated directors. Mr. M. Shah Alam Sarwar is the Managing director and the CEO of this organization.

Operational Management Committee:

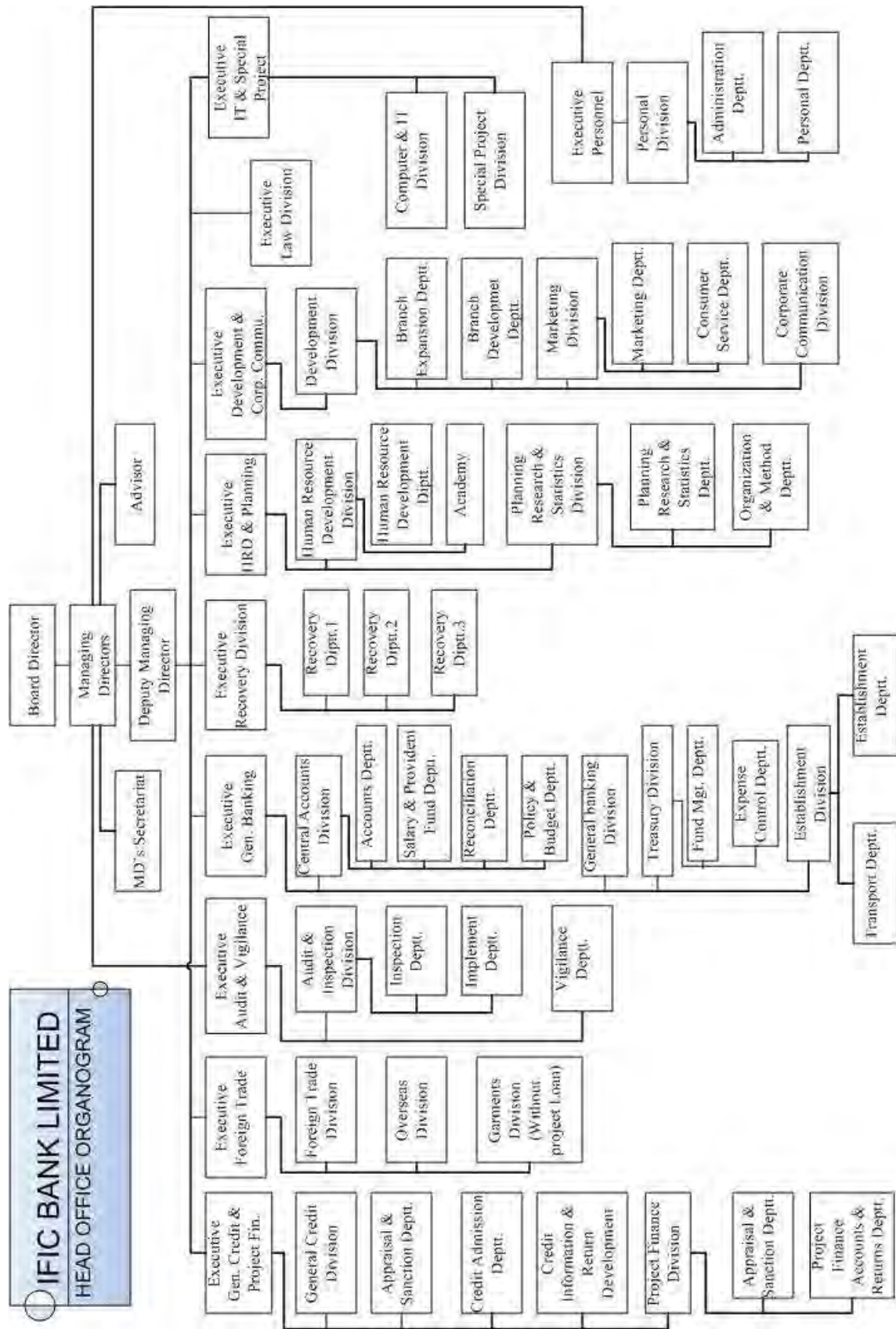
Mr. M. Shah Alam Sarwar	Managing director and the CEO
M.M. Haikal Hashmi	Deputy Managing Director and Chief Risk Officer
Raihan ul Amin	Deputy Managing Director and Chief Operations Officer
Shah Md. Moinuddin	Deputy Managing Director and Head of Business
Md. Nurul Hasnat	Deputy Managing Director and Head of Business Delivery

1.8 Organizational Principles of IFIC Bank Limited:

IFIC Bank Ltd. has a flat and flexible organizational structure with limited levels of management and broad spans of control, including project teams and task forces. Networking and horizontal communication are encouraged with clear accountability in supervision of the managers and the hierarchical chain of command.

Clear levels of responsibility and well-defined objectives are mandatory element to be maintained. The bank has a structure which assures transparency in operational speed and personal responsibility, with strong focus on results, reducing bureaucracy as much as possible.

IFIC Bank Limited maintains a chain of command of top down approach to take necessary decisions for the company. Basically the management of this organization follows the centralized strategy where the Head Office of the Bank controls and monitors all the activities of its branches. In case of marketing strategy the bank basically depend on „word of mouth“ as IFIC Bank LTD. is already well reputed for its long-term service in the banking industry.



Part-2

Introduction of the Report

2.1 Title of the Report:

The report has been prepared as per instruction in order to completion of the Bachelor of Business Administration (BBA) program under the Department of BRAC Business School, BRAC University, Bangladesh. This report has been entitled as **“The Roles of Proper Data Storage System of Bangladesh Bank Sanchayapatra Bond Holders in IFIC Bank Ltd.”** My institutional supervisor Mr. K.M. Nafiul Haque assigned me the topic for the report. The primary goal of the project papers is to provide on the job coverage to the student and an opportunity for translation of theoretical conceptions in real life situation.

2.2 IFIC in a Sketch:

IFIC Bank LTD. has been spread with 165 branches throughout whole Bangladesh. The branch where I got opportunity to work on is the Shantinagar Branch. This Branch is a One Stop branch and the working experience I gained in the accounts and in credit departments such as home loan and Import Export. I learned the ways to maintain the cash received and payment vouchers, the processing of clearing vouchers by cross checking and matching with the statements to avoid further disturbance. I also used to write cash debit vouchers if there was any cash disbursement regarding daily petty expense maintenance, interest paid of sanchayapatra, water bill, electricity bill, telephone bill and property maintenance service charges.

But the task I used to do in a daily basis which is important for the bank as well is the Bangladesh Bank Sanchayapatra Bond. IFIC Bank LTD. Shantinagar has the right to sell these Sanchayapatra which requires an updated data record process on a daily basis. So an effective recording process of information required to be maintained in the period of issuance of the bond, paying periodical interests and the time of maturity.

I started my work in General banking sector. GB is one of the most important departments where all kind of banking activity starts. Because it includes multi tasks & all kind of transactions actually run in this department. During my internship period I’ve learned most from this section.

I worked in the following section under GB division:

- FDR section
- Dealing with the clients
- Helping clients to fill up FDR form and account opening form
- Provide assistance support according to the need of clients
- Updated client's data in software (Mysis) through AIM and CIM
- Account opening
- Account closing
- Cheque book issue
- Pay Order Section
- Cash Section

2.3 Rationale of the study:

The core objective of this report is to analyze the data and information maintenance system of the Sanchayapatra Bond holders in IFIC Bank Limited, Shantinagar Branch so that the gaps in data maintenance process can be identified. The objective of the report are as follows:

2.3.1 Broad Objective:

- ✓ To partial fulfillment of my BBA degree.
- ✓ To utilize my academic knowledge based on the light of the real corporate activities set up.
- ✓ To enlarge my experience regarding a DSE listed entity.
- ✓ To enhance my adaptive quality with the real life situation.

2.3.2 Specific Objective:

- ✓ To know the general banking (GB) procedure of IFIC Bank Ltd.
- ✓ To be familiar with the process of maintaining accounts and the ways to serve customers.
- ✓ To rectify the factors responsible for performance variation of the bank.
- ✓ To find out areas where improvement is possible.

The reason behind my proposal of this study is to identify the bond management credibility of IFIC Bank LTD. and the gaps in the process of serving and maintaining. The relevance of this study to me as a student is to having experience of maintaining customer information and their financial management to avoid future dilemma regarding payment of interest or principal and to be accountable to the internal and external auditors (auditors from Bangladesh Bank). This experience will be beneficial for my career if I got an opportunity to enroll my career in banking sector. When it is about the contributions to the BRAC Business School or the university as a whole, this report will uphold the importance of proper IT based information and database. It will also be a part of learning that all the students should adopt to handle situations when they will be out of academic life and enrolling themselves in a corporation.

2.4 Statements of the Problems:

Some questions might have arisen after having an overview on this report such as-

Q.1. Why the topic of the report is so narrowed where there were lot of things to work on?

Answer: As per instruction given in internship report format of BRAC Business School, the report should not be an explanatory report but it should be a research based report where a specific problem has been solved by the intern while working in the organization.

Q.2. Why there is no graphical representation in the report?

Answer: The report is based on creating database of customers who has bought the Bangladesh Bank Sanchayapatra from IFIC Bank LTD. Shantinagar. So the tools used in developing the database was MS Excel through which, each and every single information and calculation of instalments were done. And MS Access has been used to find relationships among the databases by developing queries, tables, summary and report.

Q.3. How come the employer let their confidential information use in this report?

Answer: The information of the bond holders were collected from the previous raw records in registers and it has been organized through MS Excel. **Due to the privacy of confidential information policy, the working process has been done through MS Access** where the information of the customers such as account no., contact no., address, name, nominee information, registration number, denomination of the bond etc. has been hidden through using **virtual data instead of the real ones.**

Q.4. Why such attempt was taken to record such huge amount of information at a time?

Answer: Till now, the sanchayapatra has been sold and monitored by some authorized branches as per Bangladesh Bank instruction. But such attempt has been taken by the management of IFIC Bank LTD. to centralize the control of Sanchayapatra management under the head office for security issue and to prevent money laundering. Thus, all the brunches having the rights to sell sanchayapatra has been instructed to make a softcopy of the bond holders and the payment portfolio of each instrument which has to be handed over to the head office.

2.5 Scope and Delimitation of the study:

If the coverage and limits of this studies are to be discussed, there are a lot of data to be discussed in terms of specific location, timeframe or duration, people or organizations involved, variables to be used/applied, sources of data and specific respondents.

The study was done on the Sanchayapatra bond holders which are also the account holder in IFIC Bank LTD. at the same time. The data collection, processing, evaluation and creating database everything was done through MS Excel which was prepared and delivered from the head office to work on. So normally the account holders were categorized in Dhaka Zone. And because the branch was in Shantinagar, most of account holders were from the surroundings of the Shantinagar branch.

Now if the discussion on the people selection are to be explained then there are some classifications based on the Sanchayapatra people bought. For example:

Sanchayapatra type	People Eligible for Purchase
5 years Sanchayapatra	Each and every employed person
Family Sanchayapatra	<ul style="list-style-type: none">➤ Any Bangladeshi Women Aged 18+➤ Any physically handicapped (men & women)➤ Bangladeshi Aged people 65+ (Men & Women)
3 months Sanchayapatra	<ul style="list-style-type: none">➤ An adult person➤ A minor➤ Two adult person on joint account

The Variables used in developing the database were zone, sanchayapatra type, denomination, script no., sold registration no., Issue date, Total sale amount, customer type (Single/joint), operated by (singly/jointly), customer name, birthdate, NID, present address, permanent address, joint customer's information (name, present/permanent address), nominee information (name, present/permanent address), nominee's relation with account holders and the percentage to be nominated to the nominee based on weight.

The source of these data are the sanchayapatra application form of all the individuals who bought sanchayapatra from IFIC Bank LTD. Shantinagar since 2012. The bond holders before 2012 was not brought under this database because those issued bonds has already been matured and the money has been claimed by the bond holders. All the variables of information has been collected from the application form of each individual and have been recorded them individually.

2.6 Objectives of the Study:

Each and every study has some objectives to fulfill. I got opportunities to work in various departments but this task was done with a purpose of solving an institutional problem which was done as per Bangladesh Bank instruction as well.

General Objectives:

- ✓ To be familiar with the centrally database development process of a large entity.
- ✓ Get opportunity to have experience of selling govt. bonds and their monthly payments.

Specific Objectives:

- ✓ To develop a research based report
- ✓ To know the relevance of MS Access in terms of developing a report without limitations.
- ✓ To create a fine report using organizational database without exposing them (confidential data).
- ✓ To enroll myself doing something worthy which contributes to a problem solving task for the organization.

2.7 Methodology of Study and data collection:

The report which is being created based on a huge amount of database. A branch of a bank have thousands of customers who holds Bangladesh Bank Sanchayapatra Bond. On top of that, every customer has their own information along with their joint account holders and nominee. So it is clearly realizable that the database was huge. Based on the database development, the report was fully exploratory in nature. 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 Data:

I have collected the primary information from the application forms of bond holders which was required to fill by customers before issuing bonds. All the forms were kept in a file according to the reg. no. of that bond. So it was like creating database from direct information source which was given by customers. The data has been stored through MS Excel for central usage as per head office instruction.

b) Secondary Data:

The secondary data for the report which are the account number and phone number has been collected from MYSIS and from the payment registers of interest installments which are required for the database as well. These two are the secondary data. I have incorporated some secondary data in my research for the creating the profile of the organization. These source of secondary information are as follows:

➤ Internal Source:

- Business instruction manuals
- Banks annual report 2015-2016
- Softcopies of applications, used for collecting FDR

➤ External source:

- Unpublished data
- Different circulars send by Bangladesh Bank

2.8 Analysis and Interpretation of Data:

The task was a bit problem solving task rather than an analytical job. But still there are a lot to analyze and interpret. After getting instruction from head office for submitting centralized complete database, it was a huge job to be done within a deadline of one month from that day. A lot of data collection and calculation was required to be done. So starting by doing first thing first, I was given all the files of 3 month sanchayapatra, paribarik sanchayapatra and 5 years sanchayapatra issued from 2012 to 2017 by the accounts officer. An MS Excel worksheet file was given to me which has all the headings of required information. It took me 2 weeks to complete the database update in that excel worksheet file by listing information of all the bond holders of all types of sanchayapatra issued from 2012 to 2017.

Then the task was to find out the account numbers of those bond holders because when these bonds will be monitored from head office centrally, there will be no cash on hand service for the installment interest of those bonds. The money will be directly transferred automatically according to the time period of each type of Bond. Then the file was send to head office through email for clarification.

After the database formation our target was to send claims for the remaining claimed money to be collected from Bangladesh Bank which has been paid to shanchayapatra bond holders but have not recovered yet. The main purpose of the task was to update each and every single payment records and money to be recovered from Bangladesh Bank. Because these information are going to be monitored by head office from now on.

But all of these data and information, I worked on are confidential data of IFIC Bank LTD. which included customer information and details, their financial summary, investments and many more things. These data cannot be used for this report. For the analysis of the report, I have worked on MS Access by using virtual data with a same information category. The purpose of doing this task on MS Access was to ease of reading database which was instructed by my respected university supervisor. By watching the MS Access template, it is way easier to find a bond holder's portfolio by differentiating queries and altering tables.

Same as worksheet of MS Excel, I started data recording with virtual names, reg. no., denomination amount, NID no., contact no., present/permanent address and nominee information

in MS Access. But this time the number of respondents taken was 250 where in the real worksheet, there were 1175 respondents. After finishing data recording, I developed queries based on the sanchayapatra type. It shows the bond holders individually under each type class of sanchayapatra. Under each type of sanchayapatra, another queries has been created based on the denomination values of the bond available. For example, paribarik sanchayapatra has bonds which amounts tk. 10,000/-, 20,000/-, 50,000/-, 100,000/-, 200,000/-, 500,000/- and 1,000,000/-. Based on these bonds with different values, the customers will be classified accordingly. It will be the easier way to find out information if there is any sudden need of such investigation.

I have created some queries for Paribarik sanchayapatra, 3 month sanchayapatra and Familiy sanchayapatra to locate their data individually. Based on each query or each type of sanchayaptra, some reports has also be created by distinguishing information. I used MS Access instead of MS excel because, MS Excel has limitations and hard to find data in a huge database. Whereas database in MS Access is easier and effortless to locate data in any form or formats of report, forms, queries and tables. I have also created some parallel queries so that, just writing down the reg. no. and SP type, all the information recorded against a customer will be available instantly.

ID	First name	Last Name	SP type	reg num	Denomin	script numb	Issue Date	NID	Birth day	Contact r	Address	Nominee Name	Relation
223	Jannat Ara	Haque	BSP-B'desh	16/16	100000	tha-8458724	29/08/2016	8787963	6/4/1962	1552300074	2-c/5, Bailyroa	Nishi ara Haque	Sister
224	Tarmeem	Tarannum	BSP-B'desh	17/16	500000	tha-8837693	09/09/2016	8795427	1/4/1970	1832745703	56 kakrail, Dhk	Mallik Tarannum	Sister
225	Marzana	Khan	BSP-B'desh	18/16	100000	neo-3874683	21/09/2016	6355231	8/5/1964	1687978657	23/B Shahbag	Anita Islam	Mother
226	Aurony	Alam	BSP-B'desh	19/16	100000	neo-3874684	07/10/2016	4720290	1/1/1953	1830843750	47 Peer shahel	Tarek Alam	Brother
227	Syeda Fariha	Haque	BSP-B'desh	20/16	25000	ja-74493873	11/11/2016	9804576	1/3/1964	1674795476	11-B Mouchak	Masuma Akter	Mother
228	Mohammad	Azmaeen	BSP-B'desh	1/17	10000	chha-8745698	11/01/2017	5801547	2/1/1949	1674875435	83 Mallibag, D	Mizanur Rashid	Father
229	Akash	Goufarn	BSP-B'desh	2/17	10000	chha-4957984	21/01/2017	9389302	7/7/1972	1712042480	72 Nayapathar	Rabeya Ahmed	Aunty
230	Masnoon	Hossain	BSP-B'desh	3/17	25000	ja-9457947	12/06/2017	6930976	6/30/1966	1687483076	143 Shantinag	Sanjida Kabir	Sister
231	Wahiduz	Zaman	BSP-B'desh	4/17	5000	cha-7646874	27/07/2017	7591167	6/30/1966	1716054207	H#87, Bshunc	Shahidur Rahma	Uncle
232	Abrar Hasan	Sadi	BSP-B'desh	5/17	100000	neo-98729652	29/07/2017	2489397	3/27/1956	1728345687	4/Ka/15, Shahi	Maeesha Islam	Wife
233	Sayeka	Sarmin	BSP-B'desh	6/17	50000	jha-76468762	29/07/2017	8879567	3/12/1970	1913867856	37/C Chameli Md, Daud		Father
234	Maruf	Kabir	BSP-B'desh	7/17	25000	ja-3764876	30/07/2017	3492790	11/15/1975	1588479078	146/3 bailyroa	Abu Bakar Siddic	Uncle
235	Musharrat	Zaman	BSP-B'desh	8/17	5000	cha-8734962	1/08/2017	5862664	3/13/1963	1870455730	32 Shantinag	Tahiti Zaman	Daughter
236	Shamsun Na	Khan	BSP-B'desh	9/17	10000	chha-3498876	2/08/2017	7591807	11/3/1967	1922478979	419/D Khilgao	Shahidul Alam K	Husband
237	Mahmudul	Hasan	BSP-B'desh	10/17	10000	chha-8754895	5/08/2017	2488797	4/13/1962	1716053637	372 Rajarbag,	Raaj Hasan	Son
238	Saleh	Ahmed	BSP-B'desh	11/17	100000	neo-8734986	8/08/2017	8876567	3/13/1963	1677430987	Twin tower, SP	Xaki Ahmed	Son
239	Nazia	Zarin	BSP-B'desh	12/17	500000	ta-89486341	12/08/2017	3499790	9/7/1957	1784321050	260/2 Mirpur, L	Farhana Sultana	Mother
240	Avid	Islam	BSP-B'desh	13/17	5000	cha-87928281	15/08/2017	5864664	11/7/1973	1677477089	85 Shamibag,	Rafiqul Islam	Father
241	Syeda Tahsin	Hridita	BSP-B'desh	14/17	25000	ja-8702982	5/9/2017	8737965	10/31/1967	1542978490	4/7/7 Goran, L	Dil Afroz	Mother
242	Abdus	Sabur	BSP-B'desh	15/17	50000	jha-75765987	10/09/2017	8787963	11/7/1967	1932849899	129 Mallibag 1,	Laila Asad Ali	Mother
243	Mahzabeen	Bhuiyan	BSP-B'desh	16/17	1000000	tha-87576223	13/09/2017	8795727	11/13/1967	1673048740	40/7D Shukrab	Obaidul Bhuiyan	Father
244	Asif Ibn	Ferdous	BSP-B'desh	17/17	25000	ja-9837848	27/09/2017	6355931	1/23/1977	1745909849	Aman House,	Monira Asad	Wife
245	Aminul	Islam	BSP-B'desh	18/17	5000	cha-74876873	15/10/2017	3572510	12/26/1971	1832839584	84 Eskaton Ro,	Raihan Chowdh	Uncle
246	Sanjida Afrin	Khan	BSP-B'desh	19/17	5000	cha-74876812	23/10/2017	4578973	5/2/1968	1919792401	57 Shiddhesw	Rehnuma Sultan	Mother
247	Denzil Antho	Gomez	BSP-B'desh	20/17	10000	chha-98787827	15/11/2017	7593846	3/27/1973	1933789485	23/7-C kakrail,	Sabrina Rozario	Wife
248	Ayesha	Tasmin	BSP-B'desh	21/17	10000	chha-8872698	23/11/2017	4985782	4/21/1962	1713797184	110/L Nayapad	Sanjida Tasmin	Sister

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Muhtasim Tazwar 46

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

Clipboard View Paste Copy Format Painter

Views Filter Filter Remove Sort Toggle Filter

Refresh All

New Save Delete More

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B I U A

Text Formatting

Records

Sanchajapatra customers information

IC First name Last name reg num script num issue date

IC	First name	Last name	reg num	script num	issue date	NID	Contact	Address	Nominee Name	Relation	Denomil
172	Monika	Nasreen	12/14	neo-7827146	13/08/2014	5/15/1969	8787578	1717905010 71 Puranapal	Selina Khanam	Mother	100000
173	Tahsina	Tanni	13/14	chha-987583	19/08/2014	6/4/1962	3691773	1717373434 73 Shiddhesh	Tasnia Jeon Ra	Sister	10000
174	Mushfiqul	Hasan	14/14	ta-7034877	2/09/2014	1/4/1970	9796850	1813300001 2/A-1, Basab	Jahidul Hasan	Brother	500000
175	Mashur	Rahman	15/14	ja-7360833	14/09/2014	8/5/1964	8976875	1716020067 127 Shahjaha	Nisma Saeed	Wife	25000
176	Navid	Ishliak	16/14	cha-7687351	21/09/2014	1/1/1953	2435479	1932778898 11/bha, Mug	Suraiya Islam	Mother	5000
177	Mushfiqur	Rahman	17/14	chha-739618	26/09/2014	1/3/1964	7968574	1552300974 133 Mogbazz	Khurshid Jahar	Mother	10000
178	Naveed	Ishiaque	18/14	chha-724643	4/10/2014	2/1/1949	7898685	1832745713 F2/8 T&T	Syeda Rumanc	Mother	10000
179	Lufful	Azaz	19/14	jha-6548739	6/10/2014	1/1/1958	5764654	1687973657 81 South Mug	Nahid Uddin	Brother	50000
180	Nishat	Tasnim	20/14	neo-7638258	17/10/2014	3/2/1969	1830343750	389 Mohamm	Sadat Gulzar	Son	100000
181	Moyeen	Ishrar	21/14	cha-0737637	23/10/2014	11/5/1976	6343276	1674725476 373 Rajarbag	Sudeb Datta	Father	5000
182	Mahtabasr	Mifu	22/14	ja-97632875	7/11/2014	6/13/1975	9878542	1674875435 Baily heights,	Arman Rahmar	Son	25000
183	Romana	Afroz	23/14	cha-7534865	13/11/2014	12/7/1977	5653974	1712042480 21 Nayapal	Nahid Kabir	Son	5000
184	Gaurav	Adhikary	24/14	ta-76587653	23/11/2014	11/9/1965	8064654	1687483076 Villi: Rajnagar,	Sadat Jamil	Son	500000
185	Ahliqur	Amin	25/14	jha-80987852	25/11/2014	11/23/1963	8768785	1716054207 17/D3 Chame	Shawon Ahme	Wife	50000
186	Mohamma	Khaled	36/14	ja-9763959	04/12/2014	9/16/1958	8767454	1728345687 87 Shamibag,	Abida Aman	Wife	25000
187	Redwan	Islam	37/14	chha-862815	16/12/2014	8/27/1964	9870643	1913867856 81 Nouatola,	Anto Islam	Son	10000
188	Afrin Binte	Hossain	1/15	neo-6586894	2/1/2015	3/16/1973	8796438	1727000001 40/A Shukrab	Masuma Akter	Sister	100000
189	Namiha Ha	Asifa	2/15	tha-6974656	8/1/2015	1/1/1958	5765544	1713000001 173 Mogbazz	Mizanur Rashid	Father	1000000
190	Shajidul	Alam	3/15	jha-5476549	12/1/2015	3/2/1969	8347935	1698000023 61 Shiddhesh	Rabeya Ahme	Wife	50000
191	Mamunur	Rehman	4/15	ja-5986574	26/01/2015	11/5/1976	9239571	1715000046 2-c/5, Bailyro	Sanjida Kabir	Sister	25000
192	Muftakin	Khokon	5/15	ja-87465745	4/2/2015	6/13/1975	2847598	1833000038 56 kakrail, Dhi	Shahidur Rahm	Father	25000
193	Sanjida	Parvez	6/15	tha-5674654	17/09/2015	19/7/1977	7149857	1557000019 92/B Shabbac	M.Aceesha Islami	Sister	1500000

Record: 14 of 1

Search

Datasheet View

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FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

Clipboard

View

Views

Search...

Tables

Queries

Reports

3MSP Issue

FSP-Family Nominee Info

Sanchayapatra customers information

Report for 3MSP Issues

First name	Last Name	reg num	script number	Denomination
Naid	kabir	2/16	kha-7360833	200000
Sadat	Jamil	3/16	ka-7687351	100000
Shamir	Rafiq	4/16	kha-7396185	200000
Tanvir	Ahmed	5/16	ga-7246433	500000
Zahid	Hossan	6/16	kha-6548739	200000
Sajjad	Parvez	7/16	ka-76382580	100000
Faiaz	Kabir	8/16	kha-073763741	200000
Noman	Babu	9/16	kha-97632875	200000
Farha	Saisabil	10/16	kha-75348650	200000
Asef	Akhtab	11/16	ga-76587653	500000
Nazmus	Sakib	12/16	gha-80987852	100000
Noman	Talukder	13/16	kha-9763959	200000
Riaz	Uddin	14/16	ka-86281587	100000
Sayeed	Ahmed	15/16	ka-6586894	100000
Ahnaf	Masrudek	16/16	ka-4974454	100000

Activate Windows
Go to Settings to activate Windows.

Calculating ...

Microsoft Access 2013 interface showing a report titled "Info. for Nominee report (FSP-Family)". The report displays a table with columns: reg num, Contact no, Nominee Name, and Relation. The data is as follows:

reg num	Contact no	Nominee Name	Relation
06/14	1717000001	Flora Jesmin	Daughter
07/14	1717000001	Romeo Hossain	Son
08/14	1698000023	Aminul Islam	Father
09/14	1716000046	Sinthia Chowdhury	Sister
1/15	1712042480	Siyam Amed	Brother
1/16	1717769889	Sheikh Md. Shaheen	Father
1/17	1913867856	Dip Hossain Ali	Son
10/14	1832000038	Delowara Amin	Mother
10/15	1677430987	Shahidul Alam Khan	Brother
10/16	1932778898	Mashhur Elahi	Father
10/17	1832100039	Shoshi Ahmed	Sister in Law
11/14	1553000012	Kamrun Nahar	Mother

The interface includes a ribbon with tabs: FILE, HOME, CREATE, EXTERNAL DATA, DATABASE TOOLS. The ribbon also contains sections for Views, Filter, Sort & Filter, Selection, Advanced, Refresh, Records, Find, and Text Formatting. The status bar at the bottom indicates "Calculating..." and "Activate Windows Go to Settings to activate Windows."

2.9 Findings of the Study:

The customer gap is the dispersion between customer expectations and real experience of the bank's service. Customer expectations are standard points that customers relate with the service experience, whereas customer expectations are subjective assessments of actual service experiences. Customer expectations often consists of what a customer believes to get from the organization. Now we will assess according to the gap models of the International Finance Investment and Commerce Bank Limited of Bangladesh.

- a) An uninterrupted promise of quality service.
- b) Flexible installment time and amount whether it is cash on hand or transfer of interest installments.
- c) Disbursement of loan before scheduled date.
- d) Expertise in management of all the products and services.
- e) Handling obligations of the customers promptly and fairly.
- f) Informed guidance on available services.
- g) International standard technology based system.
- h) Predicts in advance when the structures are changing.
- i) Maintaining privacy of customer's information.
- j) Bringing innovation in providing service.
- k) Continually website update.
 - l) Regular communication with customers through text messages, mails, phone calls etc.
 - m) Rules, regulations and restrictions from Bangladesh Bank regarding delaying the services.
 - n) Data was not recorded properly on a daily basis.
 - o) Having a tendency of keeping works pending in some employees.

2.10 Recommendations and critical observations:

Being a finance student I always give preference to enroll my career in financial organization. So obviously banking sector gets the first priority to me. Getting an opportunity to conduct internship in a bank like IFIC Bank LTD. is a great way to demonstrate interest and explore banking tasks in the sector and to learn more about the actual job I would be doing on a routine basis.

During my internship period, all the employees of IFIC Bank were so supportive, friendly and co-operative to me to learn but in this short time period, it was not possible to know about all the departments for me.

In the following part, I have figure out some problems and areas to be developed in IFIC Bank LTD. (Shantinagar Branch) as critical observation and some recommendation regarding the observation.

As now these days, all the banks activities are intensive technology based. Based on my report, the database of sanchayapatra should be developed way before. These data should be saved in and executed in a modern way instead of using them from a register book which has never brought out from the store room.

There are some employees having tendency of depending on other employees or imposed own workload on other employees. For which they put their works on pending which hampers data processing and yields with a delayed outcome of work. These employees should put on training program by going through some intensive working condition, so that they get used to work in pressure.

As I have discussed earlier that the employees need proper training with the same time every employees must have the knowledge about every section in the bank to work on. Because if there is any circumstances such as one employee in cash counter or accounts section cannot be present, there were no one to handle that section without few numbers of employees. The top branches like federation branch, motijheel branch have employees who can do work of any department at any time, when it is required.

2.11 Conclusion:

With more than 40 years of banking experience, IFIC Bank Ltd. is obliged to yield with superior service to its valued customers. The management of IFIC Bank LTD. always offers special efforts to preserve the interest and trust of their customers. IFIC Bank Ltd. has settled itself into an intense position among all the banks through providing excellent service and special effort. The main focus of IFIC is to facilitate it's customer by concentrating on the demand, which differentiates IFIC with other banks

Despite of its mighty position, it has some weakness, which can be smartly vanquish. IFIC Bank LTD. has a much higher aptitude to have clutch on the existing market. So, to be the leader, they have to overcome their limitations. To compete in the environment of advanced technology and faster communication, IFIC Bank LTD. should execute more polished quality service and information technological equipment. There is no doubt regarding the fact that IFIC Bank LTD. has achieved superior position in the banking industry. But to cope up with customer's expectation, the bank should start working on making their services proactive. In order to sustain in the competition with the other banks in terms of equity maximization and larger market share, IFIC Bank LTD. should introduce easier way for faster processing of credit analysis and most importantly database update system on a regular basis.

From the practical point of view I can declare boldly that I really have enjoyed my Internship Report on Training and development of IFIC Bank Ltd, from the first day. Moreover, Internship Report that is mandatory to complete my BBA program, although it is obviously helpful for my career building.

2.12 References:

1. Annual report of IFIC Bank LTD. 2015-16
2. Credit Manual of IFIC Bank LTD.
3. Manual and brushier of International Finance Investment and Commerce Bank LTD.
4. Working policy of IFIC Bank LTD.