



Inspiring Excellence

Internship Report on "General Banking activities" of Sonali Bank Limited



Submitted to:

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December 18, 2017.

Mr. Ariful Ghani

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BRAC Business School

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Subject: Submission of Internship Report for the completion of BUS-400.

Dear Sir,

With due respect, I would like to state that I have completed my Internship Report on “General Banking activities” at Sonali Bank as a part of my BBA program. It is an exquisite delight for me to get the opportunity of learning from a workplace. I have written the report based on the theoretical information as well as observations accumulated from my three months long internship program in Sonali Bank Bangladesh Ltd at the Mohakhali Corporate Branch office located in Mohakhali, Dhaka, Bangladesh.

I have covered all of the facts that are related to my topic. Moreover, the whole experiences that I have acquired through the internship program will give me the strength to overcome future challenges. I am very much grateful to Mr. Ariful Ghani Sir as you guide and motivate me while preparing the report.

Sincerely, I want to give you thanks for your approval to prepare my report on. I hope you will accept my internship report and oblige thereby.

Yours Sincerely,

Ashik Iqbal Chowdhury

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BRAC Business School

BRAC University

Acknowledgement

At first all credits go to Almighty Allah for everything. By the grace of Almighty Allah and with the immense support from my parents and Sonali Bank Authority finally I have finished my three months long internship program. I explicit my honor and heartiest gratitude to the Supervisor and other official staffs of Sonali Bank Bangladesh Ltd for their valuable guidance and unconditional support. I would like to admit a few individuals for their assistance, motivation and inspections in the accomplishment of my report. In this moment I would like to thank my respective University supervisor Mr. Ariful Ghani Sir for his valuable instruction and support which enable me to feature extra price to my report .The report would not be completed without his advice, patience & necessary instruction.

Now I am sincerely thankful to my cash department senior officer Md.Masud Karim (My supervisor), Mashrur Ahmed (Senior Officer) and Anwarul Alam (Priciple Officer). They continuously provide me the useful information and documents which help me to complete the report successfully.

Lastly I want to express my love and greetings to BRAC University management as they have given me the scope.

Executive Summery

The objective of the report is to understand the general banking activities and practices performed by Sonali Bank Limited. By providing conventional banking facilities and customer oriented schemes, the bank has achieved the heart of the customers as well as captured the market and becomes the leading banks of the country.

In the very first part of my report I have given a background which describes the overall content of the report. After that I shortly narrate the overview of Sonali Bank Limited. In this part I have tried to cover the historical background, branches number, vision, mission etc. of Sonali Bank Ltd.

After that the project part comes. In that part I have shown the general banking activities of sonali bank ltd. I have elaborately discussed the every sections of general banking. Besides that, I have briefly portrayed the terms and guidelines of every schemes of general banking provided by the bank authority.

In findings part I have provided the fact that the bank provides backdated product schemes. Moreover, the bank has no advanced IT facility than it is demanded.

After that, I have prescribed some instructions based on the findings in this report. I have suggested the bank authority so that they can relate themselves with the ultra-speed of modern technology by acquiring the customized banking tools and applications.

I have also recommended the concern authority to develop their human resource management policy in order to get the expected result. Finally, I have mentioned that the bank should take necessary actions. If the bank wants the betterment of common people, it would design more effective programs in the future.

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Organizational Part

Introduction

Over the years the bank has been contributing the economy. It is an old institution which is flourishing our economy sector by providing all sort of financial services.

In today's world our life are attached with the touch of banking services. Not only a bank provides fund to people but also it contributes to construct the economical basement of a nation largely.

Bank plays a crucial role in our economy. So it has a large importance in contemporary lives of people.

Background of the report:

As a part of my graduation program BRAC University has given me an opportunity to explore the real world. For the accomplishment of my internship period, it is very much essential to summarize my whole leanings in the report.

The aim of this report is to define and check all of the areas of general banking whether it services are near the heart of people or not.

Rational of the study:

I am proposing this study for fulfilling the requirement of my graduation. I am proposing this topic based on my practical experiences as an intern of Sonali Bank Limited, Mohakhali Corporate Branch, and Dhaka.

As a student of business I should be informed with the general banking activities, its relative functions and terms of use. This report is made of the mix of theoretical information and practical experiences which I gathered from my internship period. Internship program helps us to enlighten ourselves with the fresh and real experiences and provides us a scope to write those experiences and related information in a report.

This report will satisfy those persons who want to build their career in banking sector. They will get an overview of general banking activities after studying the report.

Not only the students, but also the report will help BRAC Business School for their further research and academic purpose.

Objective of the study

Broad Objectives:

- To portray the different dimensions of general banking.
- To express practical experience in the real field.

Specific Objectives:

- To examine the overall performance of the bank and analyze the strength and weaknesses of SBL.
- To discover the product line and service schemes.
- To identify the gap between customers 'expectations and satisfactions.

Scope of the study:

I was lucky that I was posted as an intern of Sonali Bank Limited. My branch supervisor proposed me to work in general banking section.

Methodology of the report:

There are two types of sources which have been used to compose a report-

Primary Sources:

- Learning from the real work experiences gathered from internship period.
- From interviews, paper cutting, documents. Also discussion with the senior principle officer and the branch manager.

Secondary Sources:

Without the secondary sources it was so hard for me to collect all of the information and get a brief knowledge of the company. Comparing to the primary sources, this secondary sources were more effective, less time consuming. Therefore, the combination of two sources has enabled me to prepare the report.

- The annual report of SBL
- The numerous books, journals, articles
- Got information from procedure manual and circulars.

Limitations of the report:

By the grace of almighty Allah I have obtained the immense support and co- operation from my colleagues, seniors. Since it was a short, 3 m

onths internship program, I have found out some limitations. They are-

- The internship time period was too much short. For attaining depth knowledge of general banking, this length of the time is not satisfactory.

- As I mentioned earlier the whole report is based on secondary sources, which may be considered as the limitations of the report.
- The absence of adequate information. Besides that, SBL did not provide me all the information following their legal obligation.

Historical Background of Sonali Bank Limited:

SonaliBank became set up in 1972 under the Bangladesh Bank Nationalization Order. The bank founded with the unification and nationalization of the branches of National Bank of Pakistan, Bank of Bahawalpur and Premier Bank branches in East Pakistan until the 1971 Bangladesh Liberation War.

Present Capital Structure

Authorized Capital : Tk 6000.00 Crore

Paid up Capital : Tk 3830.00 Crore

Transformed as Limited Company

From November 15, 2007 the bank has been transformed as Public Limited Company, but the bank has 100% share of Government.

Branches of Sonali Bank Limited:

There are 1211 branches in Sonali Bank Limited. Foreign Branches: 2, located in UK

Local Branches : 1209

Rural Branches : 743

Urban Branches : 466

Regional Offices : 16

Principle Offices : 46

Governance

The bank is operated through Board of Directors of 11 members. The whole body is governed by Managing Director, who is an excellent academic personnel & professional banker too.

Core business of Sonali Bank:

Sonali Bank Limited operates the following services:

- Corporate Banking is a core business of Sonali Bank Ltd.
- Sonali Bank LTD also invests in different financial project.
- Sonali Bank invests more in Consumer credit & SME Finance.
- Trade Finance is another important business of Sonali Bank Ltd.
- Loan Syndication is one of the regular business or service of the bank.
- Sonali Bank earns more in Foreign Exchange service.

Besides that, Sonali bank operates Loan syndication, Remittance, capital market operations are the core businesses of the bank

Head Office

Amongst the entire public bank of Bangladesh Sonali Bank is the one of the largest. Now the bank wantsto call for shares.

The location of the Sonali Bank Head Office is Motijheel Commercial Area, Dhaka 1000.

Schemes-Offered by Sonali Bank Limited:

Sonali Bank Limited provides various services to their clients. With the strong co-ordination and assistance of all the branches, the bank operates following activities:Customers are now enjoying various services from Sonali bank Limited. Customers can submit their money of Gas, Water, Electricity Bills, and Tax through the bank online and offline services.

Corporate profile of Sonali Bank Ltd.

Name of the Company	: Sonali Bank Ltd.
Chairman	: Mr. Md. AshrafulMoqbul
CEO & Managing Director	: Mr. Md. ObayedUllah Al Masud
Company Secretary	: Mr. A.K.MSajedur Rahman Khan
Legal Status	: Public Limited Company
Date of Incorporation	: 03rd June, 2007
Date of Vendor's Agreement	: 15th November, 2007
Headquarters	: 35-42 Motijheel Commercial Area, Dhaka Bangladesh.
Authorized Capital	: TK 66000.00 Crore
Paid-up Capital	: TK 3830.00 Crore
Employees	: 18806
Number of Branches	: 1211
Phone-PABX	: 9550426-31, 33, 34, 9552924
Fax	: 88-02-9561410, 9552007
SWIFT	: BSONBDDH
Website	: www.sonalibank.com.bd
E-mail	: itd@sonalibank.com.bd

Clients Services

Sonali Bank provides multiple services to their clients-

Customers can take installment of resigned Government, private and Army annuities which are given by Sonali Bank Limited. In addition, the bank is submitted for the financial advancement of their clients by giving Teacher's Salary, Scholarship office of understudies in light of their monetary condition.

Core value

- Believable
- Dependable
- Technology
- Accuracy
- Trustworthy
- Fair
- Secure
- Responsibility

Vision of Sonali Bank Limited:

The target of this bank is to take the country in to a new level of excellence. To ended up the successful commercial bank in Bangladesh to back the socio- economic improvement of the nation and tend to be driving in South Asia.

Mission of Sonali Bank Limited:

The mission of the bank is to actively participate in the social- economic development of the nation by operating a commercially sound banking organization, providing credit to viable borrowers, efficiently, delivered and competitively priced, simultaneously protecting depositors funds and providing a satisfactory return on equity to the owners.

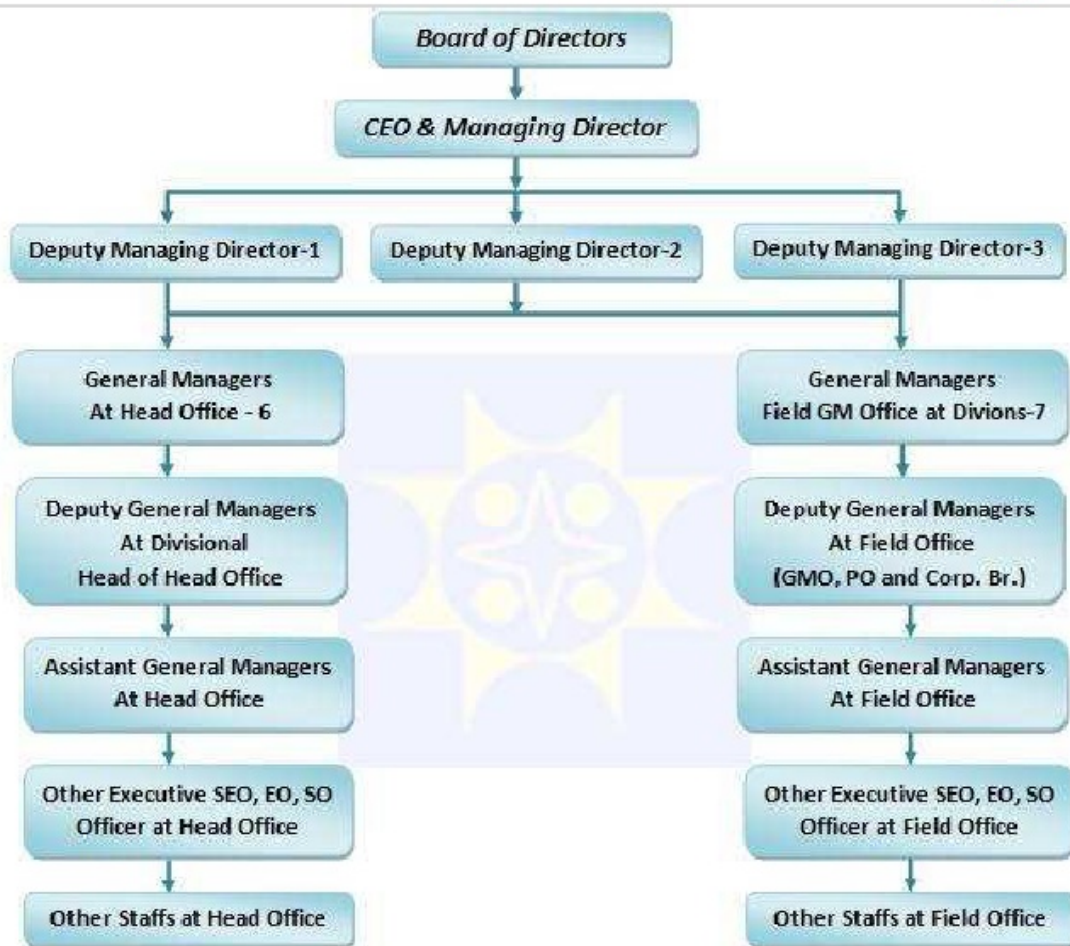
Slogan of Sonali Bank Limited:

Your trusted partner in innovative banking.

Islamic Banking Services:

Sonali Bank Ltd. also provides deposit products-

- Al- Waddeah Current Account.
- Mudaraba Savings Account.
- Mudaraba Special Notice Deposit Account. andMudaraba Term Deposit Account.





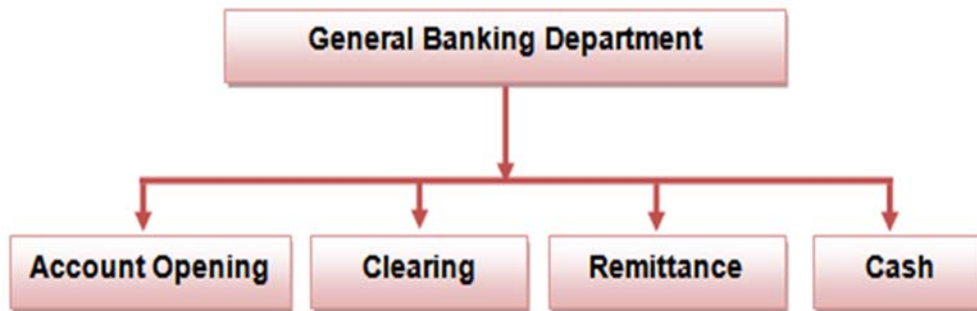
Project part

Introduction of general banking

General banking is the main part of banking activities. All of the banking operations start with general banking. It is the repository point where customers can store all kinds of purpose in transactions.

It is also considered as retail banking. General banking is the department which provides front-side banking services. Customers who come first or frequently, no matter what, the bank are bound to provide their services. General banking department deals with the customers those manages an account the bank. Most of the customers of the bank directly depend on this department because it provides all the services that a customer needs in daily transactions. This front service department takes care of all of its customers as well as the image of whole build upon this. Clients open accounts, issue checks books, store their money, accept payments, dispatch funds, issues bank drafts, pay requests, also help their request to trade Toward regarding checks for this division.

A bank usually operate the following functions-



Functions of General Banking

The bank performs the following function-

- Receipts and installment from claiming money.
- Taking care of exchange transactions.
- Conducting of clearing house.
- Support for accounts for Bangladesh bank and other banks.
- Accumulation of Checks and Bills.

Divisions of General Banking

I was appointed as an intern at Mohakhali Corporate Branch, Dhaka in Sonali Bank Ltd. I got an opportunity to work in five general banking sections by rotation. They are following-

- .Account opening section
- Remittance section
- Bills and clearing section
- Cash section

Account Opening section

In general banking, account opening section is the most important section. Different activities are performed in this section. The banker- client relation starts with this section. Such as-

- Opening of different types of account.
- Issue of checkbook.
- Transfer and closing of account.
- Enquiry of account.

Types of account

In this branch accounts department plays the most crucial role. The following types of accounts are managed in this bank:

- Fixed deposits A/C.
- Short term deposits A/C.
- Savings deposits A/C.
- Current deposits A/C.
- Call deposit A/C.
- **Fixed deposit A/C:**

This is particularly well known to the settled pay workers. Settled store is opened for a settled timeframe. Sonali bank, Mohakhali branch, Dhaka dependably oversees and keeps up various terms of this store and financing cost differs with the variety of term. 3 months is the base term and the most extreme term bank control stores for greatest term of three years. A settled store account holder needs to store as much money with the bank without a moment's delay and the sum for store will be drawn toward the development of the record. Be that as it may, the client can pull back his cash before development in the season of crisis. As indicated by the term loan fee can be differed on this record with the day and age. Sonali bank, Mohakhali Corporate Branch, Dhaka keeps up the accompanying loan costs on Fixed Deposit A/C:

- **Short- term deposit A/C:**

These types of deposits are deposited for a limited time period such as 7 to 89 days. In short term deposit account, you can withdraw your money by an early notice. The bank follows interest rate on a monthly basis on this sort of account. The interest rate of short term deposit account is 5%.

- **Savings Deposits Accounts:**

Saving deposit accounts has some rules and regulations. A depositor has to maintain those rules and he/she cannot withdraw his/her money very easily. In saving deposit account a depositor can deposit money many times. The interest rate for saving deposit account is 5% and interest rate is permitted on monthly balances on saving deposit account.

- **Current Deposits Account:**

In current deposit account the depositor can deposit or withdraw money more than one time. Basically those persons who own a current deposit A/C deposit or withdraw their money often. No prior notice is needed on this type of deposit account. Usually Businessmen and individuals are the user of this type of account.

- **Call Deposits A/C:**

A call deposit account is such type of account where tender money is deposited. There is no interest on this type of account. The user of call deposit account has to pay a fixed amount of money as security. By using this account the tender inviting party receives money. The tender inviting party can anytime withdraw his/her money from account.

Account Opening:

During my internship I have got all the information related to account opening. Different sort of bank accounts are opened with the Sonali Bank Mohakhali Corporate Branch, Dhaka. I got to know how a saving deposit account and current deposit account are opened.

Procedures of opening a CD A/C:

If a client wants to open a current deposit account, he/she needs to maintain the following procedures-

- Collect a prescribed application form from the bank
- Then the client submits the duly completed form with necessary papers to the concerned officer.

- Take part in the interview session.
- Then the client put signature in the signature card.
- Keep the counter folio of the payment slip.
- When all of these formalities are completed in rightful manner, an account number is posted against the application. After that he gets a checkbook which is issued in favor of applicant and he becomes an account holder of the bank.

Following papers need to submit along with the application form-

- Nationality certificate of the applicant.
- Recent passport size photographs of the applicant.
- Applicant will collect employee certificate if he/she is a service holder.
- Applicant's signature will be identified by an introducer who owns an account on that branch.
- Copy of bill papers (telephone, electricity) and copy of NID card.
- Taka 1000 is needed to open an account

In case of joint account, the applicant must furnish the following information and papers:

- The holder's name that will sign and run the account
- If any of the applicant dies, how the equalization will be paid and whom the securities (if any) will be conveyed. The documentary necessities need aid just about the same likewise singular accounts. All of the joint account holders have to signature in every guideline and account opening form.
- In the case of Partnership Company the company has to submit partnership deed to the bank.
- If the candidate is a sole proprietorship business, then he needs to submit trade permit gathered from the certain authority & seal of the establishment.

Procedures of Opening a Savings Deposit (SD) A/C:

The rules and regulations of SD A/c are written below-

- Only saving or current account holder can be introducer of the applicant.
- The introducer has to submit two recent passport size photographs. The introducer needs to mention his/her account number here.
- Minimum 1000 taka is needed to open SD A/C

- In the case of public or private limited company the authorized people should signify their consent by putting a signature where it is necessary

Closing an Account:

During my internship period I have learned how to close a bank account before maturity. In order to do so the client will submit an application form to the bank. After accepting the application the bank will deduct service charge as closing fee from the balance and rest of the money is given to the account holder.

Bank closes an Account-

Bank closes an account in the following situations:-

- When a customer submit a written application to the bank to close his account.
- When a customer does not follow the appropriate guideline
- When the bank is properly informed about the message of death of the account holder.
- When the bank gets a notice regarding the insanity of his customer.

Dormant Account: Dormant Account is such type of accounts, which are not made any transaction by the customer for a long time. The law has not prescribed anything regarding the period of dormant account. Every bank has its own policy regarding that. In saving a/c if the customer does not make any transactions within 6 months, it will be considered as dormant account. And for current a/c, if there is not any transaction by the customer within 1 year, it will be considered as dormant account.

Remittance section:

When a bank sends or transmits money from one branch to another branch in one bank or one bank to another bank within a country or outside, it is known as Remittance. It is one of the crucial functional areas of any bank. When a bank deals with the remittance, it gets a lot of money. During my internship program I have taught how a bank performs their remittance section.

Demand Draft (DD): Demand Draft is one of the common instruments of remitting fund. In this case the money will be drawn from one branch to another branch of same bank which is payable to order and demand.

Procedures of remitting money through DD are mentioned below-

- A credit voucher will be given to the sender of money and he needs to complete the form which is known as DD application form. Then the sender will deposit the cash for the remitting fund.

- After the completion of the application form, the sender will place the cash in cash receipt section.
- Then the officer asks for fees and accepts the cash and count the cash. After that, the voucher will be received by an officer of remittance section.
- The concerned officer will register the amount of cash and he will prepare a formal demand draft.
- The officer in charge will check the demand draft. Then if it's ok he will sign and store the voucher.
- Then the DD will send to the receiver.
- After that the DD issuing branch will send some instructions to the receiving branch.
- After receiving the DD, the receiver branch will fill up the formalities along with the amount that they get from the sender branch.

Payment Order:

When a bank makes an order payment within an area, it is termed as payment order. Payment order is an instrument that customers use for remitting fund as well as they can purchase to deposit. The two proper officials will check if the procedures are maintained appropriately or not. After the checking he will sign and payment of this instrument will be made from the issuing branch. The payee's will be notified for the amount that has to pay.

Foreign Remittance:

It is a procedure of sending money from one country to another country. Sonali Bank, Mohakhali Corporate Branch does not provide foreign remittance facility to their clients.

Bills and clearing section: During my internship period, I have experienced with Bills and clearing section at my branch. It is most complex section of any bank. In my branch, a senior officer, MR. Ashraful Alam is appointed to deal with complexities and procedures.

Clearing

In this section of General Banking, the bank checks the deposited money that is made in whole day and sent it to the Bangladesh Bank central clearing section. All of the banks have a clearing account with central bank and using this accounts they clear the claimed payment made by cash. After that the Bangladesh Bank clearing sections make the whole payment and it is made from the relative BB clearing account. If the amount of check is more than Tk. 5 lac, then the following branch immediately submit the payment before 11 pm.

As people are using the banking facility more, skillful bankers and strong banking systems are introduced now-a-days. As a result the use of checks is increasing. A bank receives thousands of checks, drafts every day. If the officials of a bank daily visit those banks in order to collect those checks, it will be more difficult and inconvenient. Another alternative way is to select a common

place like a clearing section of a bank where all the officials of every bank can claim the checks, drafts.

A clearing section can be considered as the institution of all banks where they can clear out inter banking liabilities as the deposits are transferred from one account to another account.

Cash Section:

Cash Department is one of the most functional areas of a bank. Cash department deals with a lot of cash every day. From the cash vault a lot of cash are delivered to the cash officer, which is opening cash balance.

There are some procedures for cash section. Opening cash balance is such a balance that is fixed with receipts and payments. That is closing balance for cash department. Then the certain amount of money is added to the cash vault. The bank adjusts the closing balance with the opening balance and at the end of the day it is the final cash of that bank. In a commercial bank, cash section is considered as the most crucial section which has to maintain thousands of receipts and payment of cash.

Cash Payment:

I have obtained practical experience of cash honored and cash payment. The guidelines and instructions involved in check honor and cash payment are mentioned here-

- When the account holder wants to draw money from his/her account, he/she has to issue a check and then he or she will come to the authorized officer with the sign and check.
- Then the receiver check all of the related formalities and instructions-
 - a. Account number of customer
 - b. Issuing date of check
 - c. Amount of money written in the check.
 - d. The sign of the customer.
 - e. After that the officer will entry the account number, amount of money and token number in the register book. A token which is adjusted with the check then issued to the client by the supervision of the officer.
- Then a principle officer will verify the signature, amount of money and validity fate of the check. It is the check verification process done by a second officer.
- The second officer will honor the check if all of the terms are followed during verification process.
- For check cancellation, the second officer will sign in the check.

- Drawing money: When the officer signs in the check, the customer are ready for drawing money by submitting his/her token to the respective cash payment division.

Cash Receipt:

It is the cash receipt section where all of the deposits are kept in a ledger book. When a customer wants to draw an amount, this section scans the deposit slip whether this deposit slip is rightly placed or not. Cash receipt section then gives the amount of money and keep record of all of receipts in the book against that account.

When Check Dishonored by Bank:

The bank always wants to honor the check of the account holder. But there are some reasons for that a bank can dishonor the check of that account. They are given below-

- When the bank finds error in the amount mentioned in the check, they can dishonor the check.
- When the check payment is not completed and it is torn.
- When the check is not valid, like if the date is passed or the check is unauthorized.
- When the customer signature does not match with the signature that are kept in register book.
- When the banking hour ends and if the issuing date of the check exceeds 6 month, the bank may dishonor the check.

Mails receive and dispatch section.

Mails and dispatch section of a bank keeps all of the records of letters, memorandums, documents etc. The bank follows two methods while registering the mails. The local mail register book is for internal letters and external letters are managed in registered mail register

During my internship, I got an opportunity to work with this section. All of the business letters, statements, and cheques, applications which are sent to branch, office, post office, head office and other business organizations are kept in outward register. If the business letters, cheques, statements come to the office, the officer enter it inward register with number. Numbering of the documents are very important to explore the account when it is needed.

Methodology of the Study

It is very much essential to maintain the framework of a research work. During my internship program I got the opportunity to study a lot of books, journals, articles etc. on the topic. The report is written mainly based on the secondary sources.

Data Collection:

In order to prepare the report I have collected data from primary & secondary sources. But the effective & useful data was taken from articles, journals & annual report of SBL.

Classification of data:

After collecting data, I have classified the data sources as – 1. Primary data sources and 2. Secondary data sources.

Primary Data Sources

1. From assigned banking work
2. Discussion and interviews with branch manager, colleagues and seniors.

Secondary Data Sources

1. Website of sonali bank ltd.
2. Documents, articles, journals
3. Circular given by Bangladesh Bank and SBL head office.

Data processing:

There are some steps in data processing. They are given below- In the first step I have gathered all the data that is needed for the report. Then I have arranged and allocate all of the important data in a serial. It is called classification. The next task is re-checking. After further checking of relative data, I have examined the validity of the data. Doing all of this I have chosen the final data for my study.

SWOT Analysis of Sonali Bank Ltd.

Strengths:

Strengths of a company defines its core competencies, knowledge and skills and how powerful the resources than that of its competitors. During my internship period, I got an opportunity to observe sonali bank ltd strengths in relative field practically. The strengths of sonali bank limited are given below-

- As the bank is largest bank in our country, it has total of 1211 branches. Thus it has advanced and vast network capability across the country.
- The bank has skilled and trained manpower.
- The bank has well-established supportability arrangements concerning illustration are shown in its approach with differentiating its accordance from claiming saving money benefits of the business.
- As SBL is a Government bank, it gets support from government.
- SBL is the leading commercial bank in our country. Thus it has received a positive image among the people.
- All of the officials are very much cordial and friendly. They take challenges of providing outstanding and standard customer facility to the people.
- SBL maintains and believe in trained personnel. Sonali Bank Staff College is such an institution which provides training and mentoring each of the officials of the respective bank.

Weaknesses:

The inability or absence of sufficient resources is termed as weakness of a company which affects the overall growth of an organization. The weaknesses of the bank are-

- Sonali bank ltd lacks of using modern banking tools and technology.
- The bank does not use any IT applications.
- The bank has no established strategic plan for accomplishing its goal for long term. It needs to be fixed now in order to gain the competitive advantage than the other multinational bank.
- The bank has failed to maintain a standard recruitment policy for its mid-level and lower level positions. As a result, currently the service quality of Sonali Bank Limited has fallen.
- The use of adequate resource for export and import purpose.

- It's a reality that the service providing mentality of public banks of our country has not yet reached in a standard level. Sonali bank Ltd has to maintain the standard in order to provide better customer oriented service.
- Lack of career advancement policy in some job positions of sonali bank results in poor job satisfaction.
- Decision makers are not that much professional in some cases. It might affect the bank in the longer term.

Opportunities:

Opportunities are seen as the helping force of any company in order to compete with the challenges in the long term. If an organization gets a favorable support in competitive environment that is signified as future growth or opportunities of a company. The opportunities of Sonali Bank Ltd are given here-

- As the company has a wide and advanced network, the management can think of starting merchant banking. By using local branches and foreign subsidiaries, Sonali Bank Ltd. can come up with new and effective business portfolio.
- Majority of our people is lower middle-class or lower class. Since the bank has broad image of rural people, retail lending can be useful for them. Sonali Bank has to develop and decorate their consumer finance schemes in a way so that it becomes easy for the bank to explore more markets in rural areas.
- SBL has a satisfactory result in remittance sector. The management can offer more customer oriented facilities because there has an increasing demand for that.
- Comparing to the other multinational bank SBL can come up with more corporate schemes. This Scheme should be distinctive based on the profession. It would help the bank to grow faster and easily accessible to a large number of people.
- There is a rising demand for SBL in financing at small enterprises.

Threats:

- The uprising competition in the banking arena.
- The unprofessional practice of the borrowers.
- Improper interference of Govt.
- Less motivated workforce.
- SBL facing hard competition with multinational and private banks.
- The practice of online banking and mobile banking system

Findings:

After screening the whole internship program I have figured out some points which I mentioned here as findings:

- Branch office accommodation is not appropriate enough. If we count a bank's daily operations, workforce & customers, a bank needs more wide & vast space.
- The gentle move and co-ordination between branches is absent.
- A bank earns handsome amount of money from remittance sector. But in my branch does not operate this facility.
- In present time we can see that public companies like Sonali Bank, Rupali Bank are not providing highly attractive product schemes than multinational & private companies do.
- The bank has not adopted any digitalized modern banking technology and failed to customize online facilities.
- Poor service mentality and workforce are not highly motivated for attaining long term professional goals.

Recommendations:

Observing the findings I have given some recommendations. Those recommendations are written below-

- Sonali Bank management should introduce more customer oriented services that private banks provide like ATM facility, online banking facility etc.
- My branch needs more wide space for its smooth operations.
- Sonali Bank should come up with standard and flexible career growth policy for employees and staffs.
- All of the branches should build such a co-operative environment so that they can exchange their work files and documents etc.
- There should have a computer section in my branch. The bank needs to upgrade their IT facilities as well as more digitalization is required for the betterment.
- The promotion policy of Sonali Bank Ltd. needs to develop so that employees stay motivated and energetic.

Conclusion

A nation's economic development largely depends on the banking system. Sonali Bank Ltd. is one of the leading banks in banking sector of our country which are providing typical banking facilities as well as numerous financial services to the common people. Sonali Bank Limited invested extra finances in export and import groups. It is obvious that the proper deliberating this bank consisting of setting up a successful community over the country and growing sources could be capable of pay a large position in the portfolio of improvement. Successes inside the banking commercial enterprise in large part rely on effectively lending and well timed ensure healing. Big quantity or contribution on remittance as well as the overall activities will enhance the monetary improvement in national and international angle and the financial institution itself as a mark of supplying offerings to the clients.

Every service provider companies have limitations. Sonali Bank has too, but the bank has bigger responsibilities towards clients. The bank can add up more products or service schemes so that the bank can fill up the expectations of people that it has obtained throughout the year. Besides that, the bank authority should monitor and provide necessary directions to the officials to get the desired result.

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