

INTERNSHIP REPORT

ON

“Customer Service for General Banking Activities of Export Import Bank of Bangladesh Limited, Dinajpur Branch.”



This report is submitted to the Faculty of Business Studies Hajee Mohammad Danesh Science and Technology University, Dinajpur in partial fulfillment of the requirement for the degree of MBA (Evening)

SUPERVISED BY

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Faculty of Business Studies

**Hajee Mohammad Danesh Science and Technology University, Dinajpur,
Bangladesh**

April, 2016

*DEDICATED TO
MY
BELOVED PARENTS
&
TEACHERS*

Supervisor's Declaration

I hereby declare that, Md. Yeah Yea Mahmud, Student ID: E130501049, MBA (Major in Finance) 1st Batch, have submitted his Internship report “Customer Service for General Banking Activities of Export Import Bank of Bangladesh Limited, Dinajpur Branch” after completing his internship program under my supervision. This report has been submitted in partial fulfillment of the requirement of the degree of MBA (Evening) at Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200.

Sourav Paul Chowdhury
Assistant Professor
Department of Management
HSTU, Dinajpur-5200.

Co-Supervisor's Declaration

I hereby declare that the concerned report “Customer Service for General Banking Activities of Export Import Bank of Bangladesh Limited, Dinajpur Branch” is an original work made by Md. Yeah Yea Mahmud, Student ID: E130 501 049, MBA (Evening) 1st Batch, Major in Finance. He has successfully completed internship program under my supervision and submitted for the partial fulfillment of the requirement of the degree of MBA (Evening) at Hajee Mohammad Danesh Science and Technology University, Dinajpur.

Shahnaz Parvin
Assistant Professor
Department of Finance and Banking
HSTU, Dinajpur.

Student's Declaration

I hereby declare that the report of internship namely “Customer Service for General Banking Activities of Export Import Bank of Bangladesh Limited” by me after the completing of 45 days internship with Export Import Bank of Bangladesh Limited at Northern Plaza, Goneshtola, Dinajpur Branch and a comprehensive study of the existing activities of Export Import Bank of Bangladesh Limited and its implementation.

I also declare that this is my original worked and prepared of academic purpose which is a part of MBA and the paper may not be used in actual market scenario.

Md. Yeah Yea Mahmud
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Letter of Transmittal

28 April, 2016
Sourav Paul Chowdhury
Assistant Professor
Department of Management
HSTU, Dinajpur-5200.

Subject: Submit the MBA Internship Report.

Dear Sir,

To present the internship report on Customer Service for General Banking at the Export Import Bank of Bangladesh which you have assigned to me as a part of my MBA (Evening) program requirement. I have tried my best to gather all kinds of relevant information, which could give an overall idea on this topic. I have worked 45 days with this bank and have observed their work.

I have tried to combine all the necessary data available in order to come up with a complete report. Besides several constraints, I have given all my efforts to make this report a meaningful. I believe that this report will serve the purpose of my internship program. Customer service for general banking is a great source to add new values to the research literature through the innovation and the internal activities of the EXIM Bank Limited, Bangladesh.

I would like to thank you for your extraordinary advice, direction, and to be my supervisor to complete my internship report successfully.

Yours Sincerely,

Md. Yeah Yea Mahmud
Student ID: E130501049
MBA (Evening) 1st Batch
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Shariah Based Islami Bank

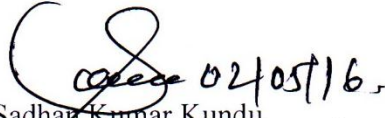
Export Import Bank
Of Bangladesh Limited
Dinajpur Branch, Dinajpur

EXIM/DNJ/Internship-58/2016/
Date: 02.05.2016

To Whom It May Concern

This is to certify that **Md. Yeah Yea Mahmud**, son of Md. Habibur Rahman, is a M.B.A. student of **Hajee Mohammad Danesh Science and Technology University, Dinajpur** is conducting Internship in our branch commencing from March 12, 2016.

We wish him every success in life.

Handwritten signature of Mr. Sadhan Kumar Kundu, dated 02/05/16.

Mr. Sadhan Kumar Kundu
AVP & Relationship Manager

Dinajpur Branch : Northern Plaza(1st Floor), Goneshtala, Dinajpur.
Phone : 0531-61880, 61770, Fax : 0531-61880, Mobile: 01730-001243

Acknowledgements

First and foremost I would like to honor my sincerest gratitude to my supervisor, Sourav Paul Chowdhury, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science and Technology University, Dinajpur, who has supported me through out my internship report with his patience and knowledge whilst allowing me the opportunity to work in my own way. I attribute the level of my Master's degree to his encouragement and effort and without him this report, too, would not have been completed or written. One simply could not wish for a better or friendlier supervisor.

I express my greatest honor to Dr. Mohammed Haider Ali Miah, Managing Director, for his kind permission to allow me for 45 days internship at the EXIM Bank of Bangladesh Limited.

I would like to thank Mr. Sadhan Kumar Kundu, AVP and Relationship Manager, Dinajpur Branch to teach me about the Customer Service for General Banking and allow me to work under his observation, advice, banking strategies, and banking environment. The Dinajpur Branch of EXIM Bank has provided the support, equipment, knowledge, and corporate environment to know about the general banking and compile my report. I would like to express my highest gratitude to the employee of the branch.

Finally, I thank my parent for supporting me throughout all my studies at the Hajee Mohammad Danesh Science and Technology University, Dinajpur, and for providing me a home in which to complete my internship report.

Executive Summary

Export Import Bank of Bangladesh Limited has started journey as a private commercial bank on August 3, 1999, EXIM Bank of Bangladesh Limited is divided into 3 sections:

1. General Banking section
2. Foreign Exchange Section
3. Credit Section

This report has been presented based on observation from each section, which is consisted of various departments.

General Banking: General Banking is the starting point of all the banking operations. It is the department, which provides day-to-day services to the customers. It opens new accounts, remit funds, issue bank drafts and pay orders etc. Provide customer through quick and sincere service is the goal of the general banking department.

Foreign Exchange: Foreign Exchange department plays significant roles through providing different services for the customers. Letters of Credit (LC) is the key player in the foreign exchange business. With the globalization of economies, International trade has become quite competitive. Timely payment for exports and quicker delivery of goods is, therefore, a pre-requisite for successful international trade operations.

To ensure this purpose EXIM Bank of Bangladesh Limited transmits L/C through SWIFT (Society for Worldwide Inter- bank Financial Telecommunication) to the advising bank.

EXIM Bank of Bangladesh Limited is providing different sorts LC services like L/C opening, lodgment, BLC (bills under letter of credit), Back to back LC etc. Foreign exchange department also provide foreign remittance lie travelers cheques, foreign demand draft, endorsement of US Dollar in passport etc.

Credit Section: Bank Credit is an important catalyst for bringing the economic development in a country. Without adequate finance, there can be no growth of a stable economy.

EXIM Bank of Bangladesh Limited being one of the largest private commercial bank of the country, has some prejudice to Finance directly on priority basis to agriculture, industry and commerce sector for strengthening the economic base of the country.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The report is prepared on the basis of two (45) days practical experience at EXIM Bank of Bangladesh Limited that helps a lot to learn about the practical situation of a financial institution and implement theoretical knowledge in to practical and realistic work environment. EXIM Bank of Bangladesh Limited plays an important role to move the economic wheel of the country. Providing different sorts of credit and schemes like loan against imported merchandise (LIM), Trust Receipt, Bank Guarantee, Industrial Loan, SOD, Consumer Credit scheme, Executives Car Loan, House Finance is the main spring of the credit department.

Generally by the word BANK we can easily understand that the financial institution dealing with money. But there are different types of banks like central banks, commercial banks savings banks, investment banks, and co-operative banks etc.

Banking system occupies an important place in a nation's economy because of its intermediary role, it ensures allocation and re allocation of resources and keeps up the momentum of economic activities.

One of the largest businesses carried out by the commercial bank is foreign trading. The trade among various countries falls for close link between the parties dealing in trade. The situation calls for expertise in the field of foreign operations. The bank, which provides such operation, is referred to as rendering international banking operation. Mainly transactions with overseas countries are respects of import, export and foreign remittance come under the preview of foreign exchange transactions.

International trade demands a flow of goods from seller to buyer and of payment from buyer to seller. In this case the bank plays a vital role to bridge between the buyer and seller.

1.2 Objective of the study

This study is aimed at providing me invaluable practical knowledge with the consideration of my theoretical knowledge I had gain from MBA Program at the Hajee Mohammad Danesh Science and Technology University, Dinajpur, Department of Business Administration. It will also help me to develop my concept of Islamic banking system and it operations.

1.2.1 The objectives are:

- To comply with the entire branch banking procedures.
- To make a bridge between the theories and practical procedures in a real life situation.
- To understand the terms that has been taught during my MBA period at the University in a real life situation.
- To analyze the Customer satisfaction of the branch as well as EXIM Bank Limited as a whole.
- To present my observation and suggestions to the bank and to increase knowledge.
- To analyze and understand the Customer minds towards the EXIM Bank Limited.

1.3 Scope of the report

EXIM Bank of Bangladesh Limited, Dinajpur Branch, the scope of the study is only Limited to this branch. This report covers all areas of banking activities of EXIM Bank of Bangladesh Limited. In the Dinajpur Branch that include Customer Service, Remittance, Cash, Accounts, Investment and Foreign Exchange department. The report limits itself to understanding the activities of various departments rather than aiming for an extensive analysis of the entire banking activities handled by EXIM Bank of Bangladesh Limited. It was beyond the scope of this report to study the entire process of each and every department because of feasibility and time considerations.

1.4 Limitation

- To prepare report I face some limitation these are Access to data regarding different performance indication of EXIM Bank of Bangladesh Limited.

- The clients are shown very negative approach to give their opinion to the questionnaires. They were very much conservative to respond to the questions and they think that the study is only for nothing, only for time passing; only to fulfill the requirement. They did not think it is crucial for our business graduate to gain practical knowledge.
- The sample size is major limitation of the report because a few number of clients were agreed to ask with me about the topic and to give answer.
- Finally, I seek some recent data which were needed to enrich the report. But the unwillingness of executives of EXIM Bank of Bangladesh Limited due to confidentiality was made my intention in vain.

1.5 Methodology of the Study

1.5.1 Type of study:

This research is a descriptive research in nature.

1.5.2 Types of data:

This report is based on both primary data and secondary data.

1.5.3 Population:

The report has been prepared on general banking practice of EXIM bank limited. For the purpose of the study, all branches of EXIM bank limited have been considered as target population of the study.

1.5.4 Sample size:

Only one branch of EXIM bank limited has been taken as the sampling unit for the study. i.e. Northern, plaza, Goneshtola, Dinajpur branch.

1.5.5 Sampling techniques:

Random sampling technique has been applied to select sample for the purpose of the study.

1.6 Method of data collection:

Observation method and direct interview method have been used for the collection of data that are used in the study.

1.6.1 Primary data collection:

All the necessary information are collected by using –

- 1) Observation while working in different desk.
- 2) Face to face conversation with the different clients and officials of the bank.
- 3) Interviewing with the bank officials of EXIM bank limited, Dinajpur branch.
- 4) Official records and observing the total environment.

1.6.2 Secondary data collection:

Secondary data are collected by using –

- 1) Brochure and prospectus of EXIM bank limited.
- 2) Annual report of EXIM bank limited.
- 3) Some internship reports which have been prepared on banking sector.
- 4) Various published documents of EXIM bank limited.
- 5) Website of EXIM bank limited. (www.eximbankbd.com)

CHAPTER 2

ORGANIZATIONAL PROFILE

2.1 An Overview of EXIM Bank Ltd:

The EXIM Bank of Bangladesh Limited is an "Islamic Shariah Based Commercial Bank", which is committed to provide high quality financial services to contribute to the growth of G.D.P. (Gross Domestic Product) of the country through stimulating trade & commerce, accelerating the pace of industrialization, boosting up export, creating employment opportunity for the educated youth, Poverty alleviation, raising standard of living of the limited income group and over all socio-economic development of the country. The Bank offers full range of Personal, Corporate, International Trade, Foreign Exchange, Lease Finance and Capital Market Services. EXIM Bank Ltd is the preferred choice in banking for its friendly and personalized services, cutting edge technology, tailored solutions for business needs, global reach in trade and commerce and high yield on investments, assuring excellence in Banking Services.

EXIM BANK LTD AT A GLANCE	
Name of the Institution	Export Import Bank of Bangladesh Limited
Date of incorporation	June 02, 1999
Commencement of operation	August 03.1999
Authorized Capital	Tk. 20000.00 million (December 31st 2014)
Paid up Capital	Tk 1283.86 million (as on 31 December, 2014)
Converted to Islamic bank	July 01,2004
Legal form	"A Sbariah based Islamic Bank"
Slogan	"Together Towards Tomorrow"
Target customers	Individuals and Corporate customers
Deposits, accumulated (2014)	Tk. 20029.44 million
General Investments (2014)	Tk.17798.64 million
Investments (shares & securities)	Tk.1522.17 million
Credit Rating Long Term Short Term Notification of reporting	"AA"-(High Safety) "ST-2"(High Grade) May 18, 2015
Registered Office	"SYMHONY" Plot no. SE(F): 9, Road No. 142 Gulshan Avenue, Dhaka-1212, Bangladesh
Number of branch (25-04-2016)	103
Total manpower	2997
Chairman	Mr. Md. Nazrul Islam Mazumder
Managing director	Dr. Mohammed Haider Ali Miah
Web address	www.eximbankbd.com

(Source: www.eximbankbd.com 2016)

2.2 Background of Export Import Bank of Bangladesh Ltd.

Export Import Bank of Bangladesh Limited was established in the year 1999 under the leadership of Late Mr. Shahjahan Kabir, Founder Chairman who had a long dream of floating a commercial bank which would contribute to the socio-economic development of our country. He had a long experience as a good banker. A group of highly qualified and successful entrepreneurs joined their hands with the founder chairman to materialize his dream. Indeed, all of them proved themselves in their respective business as most successful star with their endeavor, intelligence, hard working and talent entrepreneurship. Among them, Mr. Nazrul Islam Mazumder who is an illuminated business tycoon in the Garments business in Bangladesh became the Honorable Chairman after the demise of the honorable founder chairman. He is also the chairman of Bangladesh Association of Banks (BAB). Under his leadership, BAB has emerged as an effective forum for exchanging views on problems being faced by the banking sector of Bangladesh and for formulating common policy guidelines in addressing such problems.

The Bank starts functioning from 3rd August, 1999 with its name as Bengal Export Import Bank Limited. On 16th November 1999, it was renamed as Export Import Bank of Bangladesh Limited with Mr. Alamgir Kabir as the Founder Advisor and Mr. Mohammad Lakiotullah as the Founder Managing Director respectively. Both of them have long experience in the financial sector of our country. By their pragmatic decision and management directives in the operational activities, this bank has earned a secured and distinctive position in the banking industry in terms of performance, growth, and excellent management. Under the leadership of Mr. Lakiotullah, the Bank has migrated all of its conventional banking operation into Shariah Based Islami Banking in the year July 2004.

In the year 2006, Mr. Kazi Masihur Rahman became the Managing Director of the bank when Mr. Lakiotullah left the bank after completion of his successful 7 years as MD. Mr. Kazi served in the bank for next five years. Under his leadership, the bank has been placed on a state of the art centralized IT platform with two modern data centers where world renowned core banking software TEMENOS T24 is running along with some alternate delivery channels like ATMs and SMS banking.

On 25th August, 2011, Mr. Md. Fariduddin Ahmed has joined in the bank as Managing Director. With his long banking experience, EXIM Bank become fully compliant Bank

with adequate capital and good asset quality. After retirement from Managing Director, he has been continuing his service for EXIM Bank as Advisor since 27th July 2012.

Dr. Mohammed Haider Ali Miah succeeded Mr. Fariduddin Ahmed on July 25, 2012 and has created a new dimension in EXIM history becoming the first ever in-house Managing director and CEO of the Bank. Under his far-sighted leadership, EXIM Bank has not only achieved uppermost level of performance in almost each arena of its activities but also gained confidence to place itself as one of the dynamic banks through delivering transparent and standard banking services to the customers in a compliant manner.

2.2.1 Corporate Slogan of Exim Bank Limited:

Shariah Based Islami Bank

2.2.2 Vision

The gist of our vision is ‘**Together Towards Tomorrow**’. Export Import Bank of Bangladesh Limited believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be pursuit of excellence at all stages with climate of continuous improvement, because, in Exim Bank, we believe, the line of excellence is never ending. Bank’s strategic plans and networking will strengthen its competitive edge over others in rapidly changing competitive environment. Its personalized quality services to the customers with trend of constant improvement will be the cornerstone to achieve our operational success.

2.2.3 Mission

The Bank’s mission gives emphasis to:

- Provide quality financial services especially in Foreign Trade
- Continue a contemporary technology based professional banking environment
- Maintain corporate & business ethics and transparency at all levels
- Sound Capital Base
- Ensure sustainable growth and establish full value to the honorable stakeholders
- Fulfill its social commitments and
- Above all, to add positive contribution to the national economy

2.2.4 Objectives of Exim Bank Limited

- To carry on, Transact, undertake and conduct the business of Banking in all its branches and to transact and do all matters and things incidental there to in Bangladesh and abroad.
- To receive, borrow or raise money on deposits, loan or otherwise, upon such terms as the Company may approve and to give guarantees and indemnities in respect of all debts and contracts.
- To establish welfare oriented Banking systems.
- To play a vital role in human development and employment generation.
- To invest money in such manner as may from time to time be thought proper
- To carry on the business of buying and selling bullion, gold and other valuable assets.

2.2.5 Corporate culture

Organizational culture is considered as an essential component of business corporations as it has the ability to bind organizational members together. The culture and values of the bank have been proved as a source of competitive advantage for us and are acting as a key component to establish the relationship between the bank and employees and , in turn , between the employees and the customers. The bank culture and values also encourage customers and employees to join the bank and stay with the bank.

2.2.6 Awards & Achievements

2.2.6.1 Awards

From the very beginning of its journey Exim Bank set a standard in service which made the bank outstanding. Its commitment to the Quality Management, Good Governance, continuous effort to improve in all sects, excellence in service as well as CSR activities always been appreciated at home and abroad. In consequence, Exim Bank achieved several national and international awards.

- ICMAB Best Corporate Award 2013
- International "BIZZ Award -2013"
- "International Diamond Prize for Excellence in Quality" award
- "World Finance" award

2.2.6.2 Achievements

- First private sector bank to open exchange house in UK
- Implementation of the world renowned Core Banking Software (TEMENOS T24)
- Conversion from Conventional Banking to Shariah Based Islami Banking

2.2.7 Social commitment

The purpose of our banking business is, obviously, to earn profit, but the promoters and the equity holders are aware of their commitment to the society to which they belong. A chunk of the profit is kept aside and/or spent for socio-economic development through trustee and in patronization of art, culture and sports of the country. We want to make a substantive contribution to the society where we operate, to the extent of our separable resources. [3]

2.2.8 Achievement

It is a great pleasure that by the grace of Almighty Allah, we have migrated at a time all the branches from its conventional banking operation into Shariah based Islami banking Operation without any trouble. Lot of uncertainties and adversities were there into this migration process. The officers and executives of our bank motivated the valued customers by counseling and persuasion in light with the spirit of Islam especially for the non-Muslim customers. Our IT division has done the excellent job of converting and fitting the conventional business processes into the processes based on Shariah. [4]

2.2.9 Shariah Board

The Board of directors has formed a Sharia Supervisory Board for the Bank. Their duty is to monitor the entire Bank's transactional procedures, & assuring its Sharia compliance. This Board consists of the following members headed by its Chairman. The tasks of the Sharia supervisor in summary is replying to queries of the Bank's administration, staff members, shareholders, depositors, & customers, follow up with the Sharia auditors and provide them with guidance, submitting reports & remarks to the Fatwa & Sharia Supervision Board and the administration, participating in the Bank's training programs, participating in the supervision over the Allqtsad Allislami magazine, & handling the duty of being the General Secretary of the Board. [5]

2.2.10 Shariah Auditing

This is the civil supervisory aspect that shapes the Bank's main feature. Its existence is part of the Sharia Supervision procedures. One of its main tasks is to check the Sharia compliance in the Bank's transactional procedures in accordance to the Fatwas issued in that regard under the guidance of Shariah Supervisor. The Sharia auditor is assigned the task of revising the Bank's transactional procedures throughout the year to check the extent to which the staff members and the different departments have abided by the regulations, advices, and Fatwas issued by the Fatwa & Sharia Supervision Board, forums, & banking conferences. As well as, assuring that all the contracts that states a right for the Bank or an obligation on the Bank is certified by The Fatwa & Sharia Supervision Board. Moreover, the Sharia Auditing submits periodic reports to the Sharia Supervisor in order to be proposed to the Fatwa & Sharia Supervision Board to state what it finds appropriate in that regard.

2.2.11 Core Banking Solution:

Core banking solutions are banking applications on a platform enabling a phased, strategic approach that is intended to allow banks to improve operations, reduce costs, and be prepared for growth. Implementing a modular, component-based enterprise solution facilitates integration with a bank's existing technologies. An overall service-oriented-architecture helps banks reduce the risk that can result from manual data entry and out of date information, increases management information and review, and avoids the potential disruption to business caused by replacing entire systems.

Core banking solutions is new terminology frequently used in banking circles. The advancement in technology, especially Internet and information technology has led to new ways of doing business in banking. These technologies have cut down time, working simultaneously on different issues and increasing efficiency. The platform where communication technology and information technology are merged to suit core needs of banking is known as core banking solutions. Here, computer software is developed to perform core operations of banking like recording of transactions, profit calculations on loans and deposits, customer records, balance of payments and withdrawal. This software is installed at different branches of bank and then interconnected by means of communication lines like satellite, internet etc. It allows the user (customers) to operate

accounts from any branch if it has installed core banking solutions. This new platform has changed the way banks are working.

EXIM Bank uses the Islamic Banking Solution of Temenos T24 as core banking solution.

2.3 Functional Organogram of EXIM Bank Limited Bangladesh

2.3.1 Board of Directors

CHAIRMAN

Mr. Md. Nazrul Islam Mazumder

VICE CHAIRMAN

Mr. Md. Abdul Mannan

DIRECTORS

Mr. Md. Nazrul Islam Swapan

Mr. Mohammad Abdullah

Mrs. Nasreen Islam

Mr. Mohammed Shahidullah

Al-haj Md. Nurul Amin

Mr. Anjan Kumar Saha

Mr. Md. Habib Ullah Dawn

Major Khandaker Nurul Afser (Retd.)

Mr. Mohammad Omar Farooque Bhuiyan

Lt. Col. (Retd) Serajul Islam BP (BAR)

Mr. Ranjan Chowdhury

Khandakar Mohammed Saiful Alam

Mr. Muhammad Sekandar Khan

2.3.1 Management Team of Exim Bank Limited:

MANAGING DIRECTOR & CEO

Dr. Mohammed Haider Ali Miah

DEPUTY MANAGING DIRECTOR

Mr. Md. Sirajul Islam

Mr. Sirajul Haque Miah

Mr. Khondoker Romy Ehsanul Huq

Mr. Md. Feroz Hossain

Mr. Md. Mukhter Hossain

Mr. Md. Humayun Kabir

Mr. Shah Md. Abdul Bari

SENIOR EXECUTIVE VICE-PRESIDENT

Mr. Md. Golam Mahbub

Mr. Sheik Moyeen Uddin

Mr. Sk. Bashirul Islam

Mr. Md. Muniruzzaman

Mr. Shahidur Rahman

Mr. Md. Shahjahan

Mr. Md. Mosharraf Hossain Mazumder

EXECUTIVE VICE-PRESIDENT

Mr. Md. Zoshim Uddin Bhuiyan

Mr. Md. Anisul Alam

Dr. S. M. Abu Zaker

Mr. Md. Moidul Islam

Figure: Management Team

2.3.3 Organizational Structure:

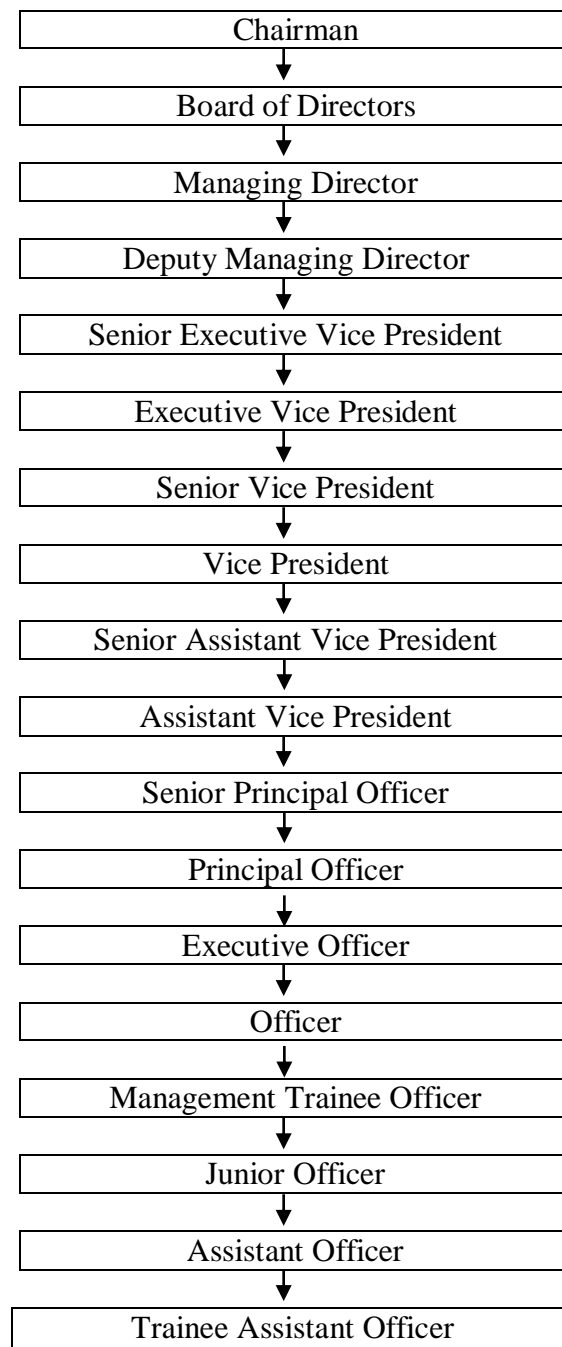


Figure 01: Organizational Structure

2.3.4 Operating and Financial Performance

Table 01: Financial Highlights of EXIM Bank

Sl.	Particulars	2010	2011	2012	2013	2014
1	Authorized Capital	1000.00	2000.00	2000.00	2000.00	2000.00
2	Paid-up Capital	683.23	922.36	1051.49	1156.63	1283.86
3	Reserve Fund	315.48	384.98	458.75	523.69	611.83
4	Deposits	9494.94	10788.12	14036.97	16573.32	20029.44
5	Investment (General)	9329.66	9969.96	11822.00	14384.74	17793.68
6	Investment (Shares & Securities Exclu. Subsidiaries)	452.20	673.40	1034.54	1122.22	1522.17
7	Foreign Exchange Business	22796.66	25440.75	27008.15	26865.27	28498.47
	a) Import Business	12957.07	12844.58	14331.44	13540.99	14679.56
	b) Export Business	9535.95	12221.73	12099.69	13035.33	13441.24
	c) Remittance	303.64	374.44	577.02	288.95	377.67
8	Operating Profit	589.38	395.58	533.44	492.79	600.38
9	Investment as % of total Deposit	98.26%	92.42%	84.22%	86.79%	88.84%
10	No. of Foreign Correspondent	354	336	398	386	398
11	Number of Employees	1686	1724	1909	2229	2458
12	Number of Branches	59	62	72	80	87
13	Return on Assets after tax	3.54%	1.65%	1.45%	1.06%	1.16%
14	Return on Equity (ROE)	36.22%	14.91%	13.86%	10.27%	11.35%

Credit Rating Collection DO Nte

Year : 2014

Long Term : 'AA-' (High Safety)

Short Term : 'ST-2' (High Grade)

Notification of Reporting : May 18, 2015

2.4 Banking Operation

2.4.1 Prime Operational Area of the Bank

As a full-fledged Islamic bank in Bangladesh, EXIM Bank extended all Islamic banking services including wide range of saving and investment products, foreign exchange and ancillary services with the support of sophisticated IT and professional management. The investment portfolio of the bank comprises of diversified areas of business and industry sectors. The sectors include textiles, edible oil, ready-made garments, chemicals, cement, telecom, steel, real state and other service industry including general trade finance. The bank has given utmost importance to acquire quality assets and is committed to retain good customers through customer relationship management and financial counseling. At the same time efforts have been made to explore/induct new clients having good potentiality to diversify and create a well established structured investment portfolio and to minimize overall portfolio risk. [6]

2.4.2 Product and Services

- Super Savings Scheme Monthly Savings
- Scheme Monthly Income Scheme
- Multi plus Savings Hajj Deposit

2.4.3 Investment / Finance

- Corporate Finance
- Industrial Finance
- Project Finance

2.4.4 Syndicate Investment Mode of Investment

- Murabaha Quard
- Bai Muazzal Local Documentary Bill Purchased
- Izara Bil Baia Foreign Documentary Bill Purchased
- Wazirat Bil Wakala

2.4.5 Deposit

- Al-Wadia Current Deposit
- Mudaraba Savings Deposit

Table 02: Provisional Profit Rate

Deposit Name	Provisional Profit Rate
Al-Wadia Current Deposit	0%
Mudaraba Savings Deposit (MSD)	4.30%

Effect From : April 03, 2016

- Mudaraba Short Term Deposit
- Mudaraba Hajj Deposit Scheme

Table 03: Mudaraba Hajj Deposit Scheme

Term	2016		2017		2018		2019		2020	
	Monthly Installment	Amount Payable	Monthly Installment	Amount Payable	Monthly Installment	Amount Payable	Monthly Installment	Amount Payable	Monthly Installment	Amount Payable
5 Years	6427	481761	6812	510667	7221	541307	7654	573785	8114	608212
8 Years	4165	573785	4415	608212	4679	644705	4960	683387	5258	724391
10 Years	3404	644705	3609	683387	3825	724391	4055	767854	4298	813925
15 Years	2370	862761	2512	914527	2663	969398	2823	1027562	2992	1089216
20 Years	1831	1154569	1941	1223843	2058	1297273	2181	1375110	2312	1457616

2.4.6 Cash/ ATM Service

The bank is currently providing Credit Card Service (MasterCard) to the privileged customers of the bank in collaboration of Prime Bank. Floating VISA card for both Debit and Credit card service is under process.

2.4.7 SWIFT

Society for Worldwide Interbank Financial Telecommunication (SWIFT)

Bank Identified Code (BIC) : EXBKBDDH

List of Branches having Bank Identifier Code (BIC)

Sl. No.	Branch Name	Code
01.	Motijheel Branch	EXBKBDDH001
02.	Panthapath Branch	EXBKBDDH002
03.	Agrabad Branch	EXBKBDDH003
04.	Khatunganj Branch	EXBKBDDH004
05.	Imamganj Branch	EXBKBDDH006
06.	Gulshan Branch	EXBKBDDH007
07.	Nawabpur Branch	EXBKBDDH010
08.	Narayangong Branch	EXBKBDDH011
09.	Rajuk Avenue Branch	EXBKBDDH013
10.	New Eskaton Branch	EXBKBDDH014
11.	Uttara Branch	EXBKBDDH015
12.	Mirpur Branch	EXBKBDDH017
13.	Juiblee Road Branch	EXBKBDDH018
14.	Elephant Road Branch	EXBKBDDH019
15.	Bogra Branch	EXBKBDDH021
16.	Malibagh Branch	EXBKBDDH023
17.	Cda Avenue Branch	EXBKBDDH026
18.	Karwan Bazar Branch	EXBKBDDH035
19.	Head Office Corporate Branch	EXBKBDDH039
20.	Bashundhara Road Branch	EXBKBDDH029
21.	Sheikh Mujib Road Branch	EXBKBDDH083

List of Exchange House having Bank Identifier Code (BIC)

01.	Exim Exchange Company (UK) Ltd.	UK	EXBKGB
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2.4.8 Internet Banking

2.4.8.1 SMS Banking

EXIM Bank brings SMS Banking services to provide instant access to your account information at any time. Any mobile phone user having account of EXIM Bank can get the service through the mobile phone upon registration.


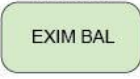


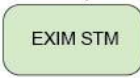


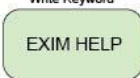


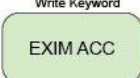

What we offer in SMS Banking

- Balance Enquiry
- Mini Statement
- Help Service
- Account Information

How to Use the Service:

To get any SMS Banking service, please follow these steps:

EXIM SMS PULL SERVICE

<u>Category of query</u>	<u>Keyword</u>	# Go to Handset Message option	Write Keyword	Send to
Balance Inquiry	EXIM BAL			
Mini Statement	EXIM STM			
Service Help	EXIM HELP			
Account Information	EXIM ACC			

With a very short time you will get a message with the requested information.

For details please feel free to contact us at-

PABX: +88 02 9889363 (Ext: 124),

e-mail us at adc@eximbankbd.com

2.4.8.2 Locker Services

Exim Bank provides Locker Services to cover your valuables against any unfortunate incident. We would be at your serve from Saturday to Thursday from 10.00 a.m. to 4.00 p.m.

Our following Branches have Lockers

1.	Gulshan	Delta Life Tower, Plot# 37, Road # 45 & 90, North Gulshan C/A, Gulshan-2, Dhaka.
2.	Narayangonj	50, S.M Maleh Road, Sattar Tower, Tanbazar, Narayangonj.
3.	New Eskaton	27/1, New Eskaton Road, Dhaka.
4.	Uttara	House # 61/A, Road # 7, Sector # 4, Uttara Model Town, Dhaka.
5.	CDA Avenue	Commerce View Complex, 191, East Nasirabad, Chittagong.
6.	Satmosjid Road	47, Satmosjid Road, Dhanmondi, Dhaka-1209.
7.	H.O. Corporate	Symphony, Plot-SE(F):9, Road-142, Gulshan Avenue, Dhaka.
8.	Banani	Kazi's Haritage, Road # 11, House # 49, Block # H, Banani, Dhaka.
9.	Dhanmondi	House # 4A, Plot # 4, Road # 16 (Old-27), Dhanmondi, Dhaka.
10.	Dhopa Dighirpar	Mahmud Complex, Dhopa Dighirpar, Kotwali, Sylhet.
11.	Garib-E-Newaz	Plot # 29, Garib-E-Newaz Avenue, Sector # 11, Uttara, Dhaka.
12.	Khulshi	BGMEA Bhaban, Jhautala Road, Khulshi, Chittagong.
13.	Hemayetpur	Hazi Ashraf Shopping Complex & Tower, Plot# 251, Jadur Char (West Para), Tetuljhora, Savar.
14.	Sylhet	Mujtaba Tower, Zinda Bazar, Sylhet.
15.	Bashundhara Road	Ka- 24, Pragati Sarani, Kuril, Vatara, Dhaka- 1229.

Locker service require the following fee package at yearly basis.

Large	3500.00	
Medium	2800.00	5000.00
Small	2200.00	

Terms & Conditions:

- For obtaining a Locker, you must be an account holder with our bank.
- Loss of key is to be immediately informed to the concerned branch.
- Locker would be allotted on yearly basis.

For more information please contact the branch nearest to you.

2.4.9 EXIM Kishan

EXIM Bank has launched "EXIM KISHAN" a new Agricultural & Rural investment product on October 31, 2009 to provide client/farm wise investment from Tk.10,000/- to Tk.20,00,000/-only. "EXIM KISHAN" mainly designed for short term Agricultural and rural investment facility under Agricultural & Rural investment programme by which farmers specially share cropper and marginal farmers are getting agricultural investment without collateral security. By this time, this program has become popular in share croppers and marginal farmers.

Basic features of the EXIM Kishan product:

- Investment product for genuine farmer, trained farmers.
- Amount of investment limit from 10,000.00 to Tk.20,00,000.00
- Mode of investment Bai-Muajjal (Agri) facility or limit & IBB (Agri) for 3 years with EMI.
- Investment covering area 30 km radius in town & 10 kilometer radius in rural area from branch.
- Investment purpose for crops, livestock, fisheries, income generating activity & untapped area of investment.
- Investment client age limit is 25 to 65 years.
- Investment client must submit a copy of National Identity Card.
- Investment client contact number (if any).
- Guarantor information.
- 60% investment will be given in crops sector.
- Bank prescribed application form in Bengali for crops, fisheries, dairy farm, bio-gas, mushroom and poultry farm.
- Rate of profit /rent is 13%.
- Investment equity ratio: 70:30 (where applicable).
- Investment in 2.50 acres land for sugar cane or potato cultivation and 5.00 acres land for other crops cultivation under security of crops hypothecation.
- Approval authority Managing Director.
- Field level direct monitoring.

Agricultural & Rural Investment required documents:

- Account opening with EXIM Bank
- Investment application form for Crops, Fisheries, Livestock, Bio-gas, Farm Machineries & others.
- Two recent passport size photographs for each applicant
- National Identity card/Passport.
- Client Mobile number /Contact number.
- CIB report (CIB report not required for Corps cultivation investment up to Tk 1.50 lac as per Bangladesh Bank ACD circular- 16, dated: 02/10/2010)
- Trade license for firm/company/association, etc.
- Agricultural related certificate for experience/training/award (if any).
- Financial Statements (Audited preferred) for last three years (if required).
- Collateral security with related papers (if required).
- Legal opinion for collateral (if required).
- Collateral valuation (if required).
- Credit Rating (if required).
- Other documents (If mentioned by Branch).

2.4.10 Others:

2.4.10.1 VISA Islamic Cards

By the grace of Almighty Allah, Exim Bank Ltd has started commercial operation of fully Shariah based VISA Islamic Card (Local, International & Dual Currency) under the principle of Bai-Murabaha. This is the first Islamic electronic product for any Islamic bank in Bangladesh.

The Salient Features of the card are:

- First Shariah Based Islamic Card by any Islami Bank in Bangladesh.
- Simple Profit Rate
- No Hidden Charge
- Dual Currency Facility in One Card
- Free Supplementary Card
- 24 Hours Customer Service

- Auto Debit Payment Facility
- Worldwide Acceptance
- Instant card message service in mobile

Card Fees & Other Charges

Payment Due Date from statement date	15 days			
Minimum Amount Due	8.34% of total outstanding amount or Tk. 500.00 or USD 50.00 which ever is higher.			
Cash Advance Limit	50% of Assigned Investment Limit			
Maximum Profit Markup-Free days available (In case of 100% payment of current balance on or before due date)	45 days			
	Local		International / Dual	
	Gold	Classic	Gold	Classic
Fees	BDT	BDT	USD	USD
Annual Fee (Customers)	1200	600	50	25
Annual Fee (Bankers)	700	500	50	25
Supplementary Card (1st)	FREE			
Supplementary Card (2nd)	800	600	N/A	N/A
Card Replacement Fee	500	300	20	15
Excess Limit	500	300	15	10
Late Payment	300	200	10	8
Return Cheque	300	250	5	5
Statement Retrieval Fee	50	50	5	5
Sale Slip Retrieval	250	250	10	10
Outstation Cheque Collection	100	100	10	10
Pin Replacement Fee	200	200	5	5

Required Documents

- Recent Passport size photograph (2 copies)
- Photocopy of TIN certificate.
- Photocopy of Passport (first 7 pages)/ National ID Card.
- Bank statement for the last 06 months.
- If salaried, attested original salary certificate/ pay slip.
- If self-employed, copy of trade license/ partnership deed/ Memorandum and Articles of Association.
- Copy of any utility bill/ any other card statement (if any)
- Shariah Agreement
- Bank may ask for any other document(s) if the merit of the case demand.

Required Documents for International Card:

Travel Quota (TQ) Card

- Personal Undertaking (by client).
- Letter of Lien Mark (by client).
- Letter of Authority to Encash (by client).

Residence Foreign Currency Deposit (RFCD) Card

- Letter of Lien Confirmation (by client).
- Letter of Declaration to Deposit FC Amount with Debit Authority (by client).
- Branch Confirmation Letter.

Retention Quota (RQ) Card

- Board Resolution (by client).
- Letter of Lien Confirmation with Debit Authority (by branch to Card Division).
- Letter of Lien Mark (by client to branch).
- Letter of Corporate Guarantee (by company to Card Division).

Charge Documents for all category (duly signed by client)

- Demand Promissory Note (DP Note).
- Letter of Guarantee.
- Letter of Continuity.

CHAPTER 3

GENERAL BANKING ACTIVITIES OF EXIM BANK LIMITED

3.1 Customer Service for General Banking and My Understanding

The most important asset of any organization is its customers. An organization's success depends on how many customers it has, how much they buy, and how often they buy. Customers that are satisfied will increase in number, buy more, and buy more frequently. Satisfied customers also pay their bills promptly, which greatly improves cash- flow the lifeblood of any organization. The organizational diagram in Figure best exemplifies just how important the customer is to any organization

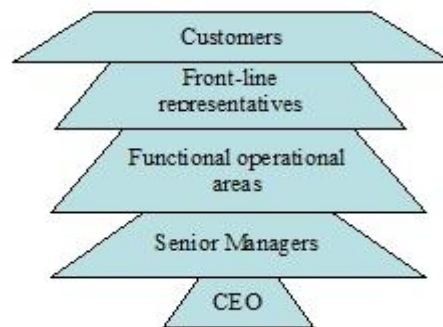


Figure 02: Customer Satisfaction Organizational Diagram

A company is a device for transforming inputs into outputs. The simplest measure of efficiency is the quantity of inputs that it takes to produce a given output; that is, $\text{Efficiency} = \text{outputs}/\text{inputs}$.

A company can increase efficiency through a number of steps. These include exploiting economies of scale and learning effects, adopting flexible manufacturing technologies, reducing customer defection rates, getting R&D function to design products that are easy to manufacture, upgrading the skills of employees through training, introducing self-managing teams, linking pay to performance building a company wide commitment to efficiency through strong leadership, and designing structures that facilitate cooperation among different functions in pursuit of efficiency goals.

To achieve superior customer responsiveness often requires that the company achieve superior efficiency, quality, and innovation. To achieve superior customer responsiveness, a company needs to give customers what they want when they want it. It must ensure a strong customer focus, which can be attained through leadership; training employees to think like customers; bringing customers into the company through superior market research; customizing the product to the unique needs of individual customers or customer groups; and responding quickly to customers demands.

Customer's satisfaction depends on Efficacy of customer service. If customers of the bank are satisfy on the banking service then the efficacy will be positive. On the other hand, if customers are dissatisfy then the efficacy will be negative.

Efficacy of customer service is related with progression of operation. We can identify the efficacy of customer service by studying the progress of EXIM Bank from starting to at present. The progress of EXIM Bank limited is very rapid with the concern of its profit making and growth of its operation within the country towards the country's economy.

3.1 General Banking

The main activities of general banking division are as follows;

1. Accounts Opening.
2. Issuing check books and account closing.
3. Remittance.
4. Clearing Department.
5. General Enquiries.
6. Customer complaints.
7. ITS Department.

3.2 Credit/ Loan and Advance

EXIM bank provides various types of loan to individual and organizations. The main three type's loans are;

1. Cash credit,
2. Consumer credit, and
3. Security overcomes.

3.3 Foreign Exchange

The department deals with export and Import activities are called foreign Exchange department. The widely used terms in this division are described briefly following:

3.3.1 Export

When any organization/company want to sale any goods or services to the buyer in live in another country, is called export the goods/services. In this regard, the seller needs a Latter of Credit (L/C) from the buyer for the confirmation of payment.

3.3.2 Import

When any organization/company want to buy any goods or services from the seller live on other country, is called import the goods/services. In this regard the buyer needs to open a Letter of Credit (L/C) to the name of seller's company for the confirmation of payment.[8]

3.4 Letter of Credit (L/C)

The documentary credit is a commitment on the bank's part to place an agreement at the seller's disposal on behalf of the buyer under precisely defined conditions.

3.5 The terms Documentary Credit

In actual practice, a number of different expressions have emerged for this type of business, all of which basically mean the same.

1. Buyer (Importer).
2. Seller (Exporter).
3. L/C Issuing Bank (Buyer's Bank).
4. Advising Bank (Issuing bank correspondent at seller's place).
5. Negotiating Bank (Seller's Bank). (Some time the advising bank and the negotiating bank become the same bank)

3.6 Other operations

The bank does all traditional banking business including Islamic Banking services in selective branches.

1. Deposits, which are the lifeblood for the bank, among the other modes, are mobilized through a variety of saving scheme. The bank also handles Traveler checks, Credit cards. Consumer credit facilities, Inland and foreign remittance of the fund and operates in the money market.
2. In capital market operations, it engages itself in share and securities business, mutual fund management and brokerage house activities.
3. Bank is poised to extend L/C facilities to its importer/exporter.
4. Customers through establishment of correspondent relations and Nostro Accounts with leading Banks all over the world.
5. The bank trades and commerce with added emphasis on foreign exchange. The bank also adopts Micro-credit and Agro-credit schemes.

3.7 Account Opening Section

Account opening is the gateway for clients to enter into business with bank. It is the foundation of banker customer relationship. This is one of the most important sections of a branch, because by opening accounts bank mobilizes funds for investment. Various rules and regulations are maintained and various documents are taken while opening an account. A customer can open different types of accounts through this department. Such as: [9]

3.7.1 Al- Wadia (Current) Account)

Current account is purely a demand deposit account. There is no restriction on withdrawing money from the account. It is basically justified when funds are to be collected and money is to be paid at frequent interval. Some Important Points are as follows:

1. Minimum opening deposit of TK.1000/- is required;
2. There is no withdrawal limit.
3. No interest is given upon the deposited money;
4. Minimum Tk.1000/= balance must always maintain all the time.

3.7.2 Mudaraba Savings (SB) Account

This deposit is primarily for small-scale savers. Hence, there is a restriction on withdrawals in a month. Heavy withdrawals are permitted only against prior notice. Some Important Points are as follows:

1. Minimum opening deposit of Tk.5000/= is required;
2. Minimum Tk. 1000/= balance must always maintain all the time;
3. Withdrawal amount should not be more than 1/4th of the total balance at a time and limit twice in a month.
4. If withdrawal amount exceed 1/4th of the total balance at a time no interest is given upon the deposited money for that month.

3.7.3 Mudaraba Short Term Deposit (MSTD) Account

Normally various big companies, organizations, Government Departments keep money in MSTD account. Frequent withdrawal is discouraged and requires prior notice. The deposit should be kept for at least seven days to get interest. The interest offered for MSTD is less than that of savings deposit. Interest is calculated based on daily minimum product and paid two times in a year.

3.7.4 Account Opening Procedure

Step 1: Procedures Officials of the Bank not below the rank of an Assistant officer.

A respectable person of the locality well known to the Manager or
Sub-Manager of the Branch concerned.

Step 2: what type of account is desired to be opened

Step 3: Two copies of passport size photographs from individual are taken, in case of firms photographs of all partners are taken Applicants must submit required documents Application must sign specimen signature sheet and give mandate
Introducer's signature and accounts number - verified by legal officer.

Step 4: I Authorized Officer accepts the application

Step 5: Minimum balance is deposited - only cash is accepted

Step 6: I Account is open S and a Cheque book and pay-in-slip book is given

3.8 Documents required for opening account

3.8.1 Individual / Joint Account

1. Introduction of the account.
2. Two photographs of the signatories duly attested by the introducer.
3. Identity (copy of passport).
4. Joint Declaration Form (For joint a/c only).
5. Employee's Certificate (in case of service holder).

3.8.2 Partnership account

1. Introduction of the account.
2. Two photographs of the signatories duly attested by the introducer.
3. Partnership letter duly signed by all partners (Sign should be similar as stated in Partnership Deed).
4. Partnership Deed duly certified by Notary public.
5. Registration (If any).
6. Updated Trade license.

3.8.3 Proprietorship account

1. Introduction of the account.
2. Two photographs of the signatories duly attested by the introducer.
3. Valid copy of Trade License.
4. Rubber stamp.
5. TIN number certificate.
6. Identity (Copy of passport).
7. Permission letter from DC/ Magistrate (in case of newspaper)

3.8.4 Limited company

1. Introduction of the account.
2. Two photographs of the signatories duly attested by the introducer.
3. Valid copy of Trade License.
4. Board resolution of opening A/C duly certified by the Chairman/Managing Director.

5. Certificate of Incorporation.
6. Certificate of Commencement (In case of Public limited company).
7. Certified (joint stock) true copy of the Memorandum and Article of Association of the Company duly attested by Chairman or Managing Director.
8. List of directors along with designation & specimen signature.
9. Latest certified copy of Form xii (to be certified by register of joint stock companies) (In case of Directorship change).
10. Rubber Stamp (Seal with designation of each person)
11. Certificate of registration (In case of Insurance Company Obtained from department of Insurance from the Peoples Republic of BD).

3.8.5 Club/Societies account

1. Introduction of the account.
2. Two photographs of the signatories duly attested by the introducer.
3. Board Resolution for Opening A/C duly certified by President/ Secretary.
4. List of Existing Managing Committee.
5. Registration (if any).
6. Rubber Stamp.
7. Permission letter from Bureau of N.G.O. (In case of N.G.O. A/C).

3.9 Deposit Section

Deposit is the lifeblood of a bank. From the history and origin of the banking system we know that deposit collection is the main function of a bank.

3.9.1 Accepting deposits

The deposits that are accepted by EXIM Bank of Bangladesh Limited like other banks may be classified in to, Demand Deposits.

These deposits are withdrawn able without notice, e.g. current deposits. EXIM Bank of Bangladesh Limited accepts demand de:

1. Current account
2. Savings account
3. Call deposits from the fellow bankers

3.9.2 Time Deposits

A deposit which is payable at a fixed date or after a period of notice is a time deposit. EXIM Bank of Bangladesh Limited accepts time deposits through Fixed Deposit Receipt (FDR), Short Term Deposit (STD) and Bearer Certificate Deposit (BCD) etc. While accepting these deposits, a contract is done between the bank and the customer. When the banker opens an account in the name of a customer, there arise contracts between the two. This contract will be valid one only when both the parties are competent to enter into contracts. As account opening initiates the fundamental

relationship & since the banker has to deal with different kinds of persons with different legal status, EXIM Bank of Bangladesh Limited officials remain very much careful about the competency of the customers.

3.9.3 Fixed Deposit

The Local Remittance section of EXIM Bank of Bangladesh Limited also issues FDR. They are also known as time deposit or time liabilities. These are deposits, which are made with the bank for a fixed period, specified in advance. The bank need not maintain cash reserves against these deposits and therefore, the bank offers higher of interest on such deposits.

3.10 Opening of fixed Deposit Account

The depositor has to fill an account form where in the mentions the amount of deposit, the period for which deposit is to be made and name/names is which the fixed deposit receipt is to be issued. In case of a Joint name EXIM Bank of Bangladesh Limited also takes the instructions regarding payment of money on maturity of the deposit. The banker also takes specimen signatures of the depositors. A fixed deposit account is then issued to the depositor acknowledging receipt of the sum of money mentioned there. It also contains the rate of interest and the date on which the deposit will fall due for payment.

3.11 Payment of interest

It is usually paid on maturity of the fixed deposit. EXIM Bank of Bangladesh Limited calculates interest at each maturity date and provision is made on that miscellaneous creditor expenditure payable accounts is debited for the accrued interest.

3.12 FDR

In case of premature FDR EXIM Bank of Bangladesh Limited is not bound to accept surrender of the deposit before its maturity date. In order to deter such a tendency the interest on such a fixed deposit is made cut a certain percentage less the agreed rate. Normally savings bank deposit is allowed. In case of lost of FDR the customer is asked to record a GD (general diary) in the nearest police station. After that the customer has to furnish an Indemnity Bond to EXIM Bank of Bangladesh Limited a duplicate FDR is then issued to the customer by the bank. EXIM Bank of Bangladesh Limited the instrument is automatically renewed within seven days after the date of its maturity if the customer does not come to encase the FDR.

3.13 Cash Section

Banks, as a financial institution, accept surplus money from the people as deposit and give them opportunity to with- draw the same by cheque, etc. But among the banking activities, cash department play an important role. It does the main function of a commercial bank i.e. receiving the deposit and paying the cash on demand. As this department deals directly with the customers, the reputation of the bank depends much on it. The functions of a cash department are described bellow:

3.14 Function of the cash department

3.14.1 Cash Payment

1. Cash payment is made only against cheque.
2. This is the unique function of the banking system which is known as payment on demand
3. It makes payment only against its printed valid cheque.

3.14.2 Cash Receipt

1. It receives deposits from the depositors in form of cash.
2. So it is the mobilization unit of the banking system.
3. It collects money only its receipts forms.

3.14.3 Cash packing

After the banking hour cash is packed according to the denomination. Notes are counted and packed in bundles and stamped with initial.

3.15 New Product Development

The new product can be developed in new market or existing market. New product can also be launched in improved market or in the new market. Innovation a product essentially means developing a product resulting in an increase in the product line. These enable diversifying business risks, continuing life cycle of a product and also ensures profits.

3.15.1 Mudaraba

Mudaraba means the hiring of capital. It is a contract in a profit sharing where one party provides capital/funds and the other labor/work. Under this system, banks provide the capital and clients provide expertise and profit is shared according to agreed ratio.

3.15.2 Musharaka

This mode of finance is represented by two or more financiers in contributions of equal or unequal ratios of capital to establish a new project or to participate in an established one and all partners are entitled to share the total profits of the venture according to ratio as mutually agreed upon allowing for managerial skills to be remunerated.

3.15.3 Murabaha

About 70 to 80 percent of financial operations of most of the Islamic banks belong to this segment. It enables the investor to obtain finished goods, raw materials, machinery or equipment from the local market or through import by opening letter of credit (L/C). Under this technique, bank buys the goods upon the request of the client and then the customer form the bank purchases these goods with a fixed period of time or by installment with a cost, which includes cost of goods plus mark-up profit.

3.15.4 Ijarah

Ijarah financing under Islamic Shariah is same as the western concept of leasing. In Ijarah financing, the bank finances capital goods to industrial project against payment of a rent by installment.

3.15.5 Bai-Muajjal

Bai Muajjal means sale for which payment is made at a future fixed date or within a fixed period. Bai-Muajjal is treated as a contract between the bank and the client under which the bank sells to the client certain specified goods at an agreed price payable within a fixed future date in lump sum or by installments. By this credit sell bank possession of the goods also.

3.15.6 Quard

Quard is interest free loan to the holder of investment accounts of the bank on compassionate ground.

CHAPTER 4

SWOT ANALYSIS OF EXIM BANK

Export import bank of Bangladesh limited is a big size commercial bank of Bangladesh. But the bank is not much aged. The bank is one 16th year. The bank has not been able to introduce the most modern services yet. The bank has 103 branches and limit ATM booths. The bank is about to grab the hi-tech facilities for a generalized point of view we can make a simple SWOT analysis for EXIM. SWOT for EXIM can discover the following.

4.1 Strengths

- ✓ A highly motivated team
- ✓ 103 branches
- ✓ Good management
- ✓ Cooperation with each other
- ✓ Financial strength
- ✓ Membership with swift
- ✓ Online banking services
- ✓ ATM Network
- ✓ Huge business area

4.2 Weakness

- ✓ Limited ATM booths
- ✓ Facilities only for city dwellers
- ✓ The main important thing is that the bank has no clear mission statement and strategic plan. The banks not have any long-term strategies of whether it wants to focus on retail banking or become a corporate bank. The path of the future should be determined now with a strong feasible strategic plan.
- ✓ The bank failed to provide a strong quality-recruitment policy in the lower and some mid level position. As a result the services of the bank seem to be Deus in the present days.

4.3 Opportunities

- ✓ In order to reduce the business risk, EXIM Bank of Bangladesh Limited has to expand their business portfolio. The management can consider options of starting merchant banking or diversify into leasing and insurance sector.
- ✓ The activity in the secondary financial market has direct impact on the primary financial market. Banks operate in the primary financial market. Investment in the secondary market governs the national economic activity. Activity in the national economy controls the business of the bank.
- ✓ Opportunity in retail banking lies in the fact that the country's increased population is gradually learning to adopt consumer finance. The bulk of our population is middle class. Different types of retail lending products have great appeal to this class. So, a wide variety of retail lending products has a very large and easily predictable market.
- ✓ A large number of private banks coming into the market in the recent time. In this competitive environment EXIM Bank of Bangladesh Limited must expand its product line to enhance its sustainable competitive advantage.

4.5 Threats

- ✓ All sustain multinational banks and upcoming foreign, private banks possess enormous threats to EXIM Bank of Bangladesh Limited. If that happens the intensity of competition will rise further and banks will have to develop strategies to compete against an on slough of foreign the banks.
- ✓ The default risks of all terms of loan have to be minimizing in order to sustain in the financial market. EXIM Bank of Bangladesh Limited has to remain vigilant about this problem so that proactive strategies are taken to minimize this problem if not elimination.

CHAPTER 5

FINDINGS

5.1 Findings of the study

EXIM Bank of Bangladesh Limited General Banking & Foreign Exchange Department missions are to actively participate in the growth and expansion of our national economy by providing credit & foreign exchange facility to viable borrowers, efficiently delivered and competitively priced. The following general policy guidelines govern the implementation of the business strategy of EXIM Bank of Bangladesh Limited with respect to credit & foreign exchange risk. EXIM Bank of Bangladesh Limited has a well established HR department, consisting lots of talented personnel.

5.2 Proposed Strategies

- HR department of EXIM Bank of Bangladesh Limited Provides a better planning and compensation package to their employees which well enough compare to its peer group.
- Personnel Research and Information system is created and updated based on branch information.
- How tasks, authority and systems will be organized and integrated across organization units and in individual jobs. All of these are well designed in this organization.
- This Bank helps that customer who is engage in export and import business.
- Credit facilities of EXIM Bank of Bangladesh Limited are more dynamic and less time consuming than other banks.
- It is does not extend any credit facility against cheque or pledge of goods.
- General banking side provides different types of deposit and credit department extended loan facilities to the general customer.
- It is follows the Islamic rules in every part of general banking.
- Most of the Loan products of EXIM Bank of Bangladesh Limited of similar types. This Bank makes loan only to reputable clients who are involved in legitimate business activities and whose income and wealth are derived from legitimate sources.

- This Bank does not extend credit where it does not have the industry knowledge or highly specialized skills needed to properly evaluate the proposal.
- Bank requires that borrowers have a source of repayment established at the inception of the credit, and that any exception must be specifically addressed in the approval of credit.
- It is engaged primarily in the extension of credit in Bangladesh Taka or in the same currency as the collateral.
- This Bank unsecured lending practices favor extensions of credit for short term, self-liquidating transactions.
- This Bank extends venture capital to start up business or to businesses, which are entirely dependent on new technologies, but is considered with extreme caution and also secured by first class or other acceptable collateral.

The EXIM Bank of Bangladesh Limited foreign exchange service should be improved and the employees of EXIM Bank of Bangladesh Limited should be friendlier and try to solve client problem as early as possible.

CHAPTER 6

RECOMMENDATIONS AND CONCLUSION

6.1 Recommendations

EXIM Bank of Bangladesh Limited should try to develop the process of providing services. To get a perfect process of delivering services, the customers should be asked. In the recent study customer put emphasis mostly on one-stop customer services. An exploratory research should be conducted to find out the other elements that have impact over the efficacy of customer services.

- If the enter general Banking system is fully computerized then they satisfy the customer by provide fast service.
- If they establish networking system with their branches then it can easily transfer data within short time.
- Customer satisfied with the price charge by EXIM, but they have not too much awareness about the price charged. Customer's awareness should be build over pricing strategy.
- Local office should take more bills that will develop the awareness of customer.
- The office layout should be designed in a way so that, there is no chance of confusing customer. The cash receive section will be totally separated from the cash paying section.
- Some offices are decorated in a much-unstructured way. All the offices should be decorated with the help of Interior Design Company. So that maximum efficacy of services can be provided.
- Customer is the hearts of the organization. They should provide more space in the office and if possible, they should have some entertainment facility. For example: A television with some dynamic channels like discovery, animal planet, national geography etc. as a result they will be more patient while the services has been processed.
- The employees of the different branch should be trained continuously.
- As because bank is a financial institution, the EXIM should recruit more persons, having commerce back-grounds.

- Each branch should be decorated with electronic display board, which will show that which table is performing what function and now that is serving. The branches should be decorated with proper sound system facility, which will be helpful to communicate with the customer more easily. This system will decrease the confusion of the customer, which ultimately will increase the efficiency of customer services.
- The employees of the cash counter are the persons who are having direct contact with the customer. So, these employees should be more smart and active.
- Foreign exchange is the most profitable department of each branch. So, EXIM should think about opening more branches internationally, mostly where they have enough operations. It will facilitate the foreign trade. As a result, efficacy at the foreign trade will be increased.

6.2 Conclusion

As an internee of EXIM Bank Ltd. I have truly enjoying my internship from the learning and experience view point. I am confident that this 45 days internship program at EXIM Bank will definitely help me to realize my further carrier in the job market. EXIM bank has converted all of their system and policy of traditional banking to Islami Banking. I think which a very practical and bold decision is. As there are lots of local and foreign banks in Bangladesh the EXIM Bank Ltd is promising commercial Bank among them. In this competitive market Exim Bank has to compete not only the others commercial banks but also with the public Bank. EXIM Bank Ltd is more capable of contributing towards economic development as compared with other bank. Exim Bank Ltd. invested more funds in export and import business. It is obvious that the right thinking of this bank including establishing a successful network over the country and increasing resources will be able to play a considerable role in the portfolio of development. Success in the banking business largely depends on effective lending. During the course of my practical orientation I have tried to learn the practical banking activities to realize it with my theoretical knowledge, which I have great hearted and going to acquire from various courses of my MBA Program.

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APPENDIX

Questionnaire

Good Morning/ Good Afternoon, I am Md. Yeah Yea Mahmud doing my internship in Export Import Bank of Bangladesh Limited. I have to submit a report as a part of my internship program. And for that I am collecting a survey on EXIM customers. I would be glad and grateful if you help me in the process through answering of the survey questions.

Personal Information:

Name		
Gender	Male	Female
Occupation		

Please rate your level of agreement on the following statements based on a 5 point scale

1= Strongly Dissatisfy,

2= Dissatisfy,

3= Moderate,

4= Satisfy,

5= Strongly Satisfy

I am satisfied with this branch's location	1	2	3	4	5
I am satisfied with this branch's internal environment	1	2	3	4	5
I am satisfied with this branch's employee's behavior with me	1	2	3	4	5
I am satisfied with this branch's first & efficient service	1	2	3	4	5
I am happy about the interest rate they offer for saving account	1	2	3	4	5
I am satisfied about the time the branch take t open an account	1	2	3	4	5
I am satisfied with the rate of commission, fees & charges of this bank	1	2	3	4	5
I am happy with the ATM facilities the bank offer	1	2	3	4	5
I am happy with the east of use of Online Banking	1	2	3	4	5
I am satisfied with this bank's overall performance	1	2	3	4	5