

An Internship Report on

General Banking Activities of Uttara Bank Limited, A Study on Station Road Branch, Dinajpur

*This Report is Submitted to the Faculty of Business Studies, Hajee Mohammad Danesh Science and
Technology University as a Partial Requirement for the
Fulfillment of Degree of Master of Business Administration
MBA (Evening) Program- 2016*

SUBMITTED BY

Md. Moymun Hossain
Student ID: E130501037
MBA (Evening)
Major in Marketing
1st Batch, Semester-V
Faculty of Business Studies
HSTU, Dinajpur-5200

SUBMITTED TO

Sourav Paul Chowdhury
**Internship Supervisor &
Assistant Professor**
Department of Management
Faculty of Business Studies
HSTU, Dinajpur-5200



Faculty of Business Studies

**Hajee Mohammad Danesh Science & Technology University
Dinajpur-5200 Bangladesh.**

April, 2016

An Internship Report on

**General Banking Activities of Uttara Bank Limited,
A Study on Station Road Branch, Dinajpur**

BY

Md. Moymun Hossain
Student ID: E130501037
MBA (Evening) Major in Marketing
1st Batch, Semester-V
Faculty of Business Studies
HSTU, Dinajpur



Approved by-

Sourav Paul Chowdhury
**Internship Supervisor &
Assistant Professor**
Department of Management
Faculty of Business Studies
HSTU, Dinajpur-5200

Jesmin Ara
**Internship Co-Supervisor &
Lecturer**
Department of Finance and Banking
Faculty of Business Studies
HSTU, Dinajpur-5200

Faculty of Business Studies
Hajee Mohammad Danesh Science & Technology University
Dinajpur-5200 Bangladesh.

April, 2016

LETTER OF TRANSMITTAL

April 20, 2016

Sourav Paul Chowdhury

Assistant Professor

Department of Management

Hajee Mohammad Danesh Science and Technology University, Dinajpur.

Subject: Submission of Internship Report of MBA (Evening) Program.

Dear Sir,

With immense pleasure, I am submitting my internship report of “**General Banking Activities of Uttara Bank Limited, Station Road Branch, Dinajpur**” which was assigned me as a part of my MBA (Evening) Program. I have tried my level best to complete this report with the necessary information and suggested proposal that you were provided me as your best as well.

I hope that the report will be completed as your expectations.

Thank you

Sincerely,

Md. Moymun Hossain

Student ID: E130501037

MBA (Evening), Major in Marketing

1st Batch, Semester-V

Faculty of Business Studies

HSTU, Dinajpur

Student's Declaration

I do hereby declare that the internship report “**General Banking Activities of Uttara Bank Limited, Station Road Branch, Dinajpur**” embodies the result of my own internship works and efforts, prepared under the supervision of Sourav Paul Chowdhury, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science and Technology University, Dinajpur.

I further affirm that work and information reported in this internship report is original and no part or whole has been submitted to, in any form, any other University or Institution for any degree or any other purpose.

Md. Moymun Hossain

Student ID: E130501037

MBA (Evening), Major in Marketing

1st Batch, Semester-V

Faculty of Business Studies

HSTU, Dinajpur

Certificate of Supervisor

This is to certify that **Md. Moymun Hossain**, Student ID: E130501037, MBA (Evening), Major in Marketing, 1st Batch, Semester-V, Faculty of Business Studies has successfully completed MBA (Evening) Internship Program titled on “**General Banking Activities of Uttara Bank Limited, Station Road Branch, Dinajpur**” under my Supervision and Guidance.

I also certify that I gone through the report and thoroughly found it satisfactory for submission to the Faculty as a part of partial fulfillment of MBA (Evening) degree.

Therefore, he is directed to submit his Report for Evaluation. I wish him success at every sphere of Life.

Sourav Paul Chowdhury

Assistant Professor

Department of Managemnt

Faculty of Business Studies

Hajee Mohammad Danesh Science and Technology University, Dinajpur.

Certificate of Co-Supervisor

This is to certify that **Md. Moymun Hossain**, Student ID: E130501037, MBA (Evening), Major in Marketing, 1st Batch, Semester-V, Faculty of Business Studies has successfully completed MBA (Evening) Internship Program titled on “**General Banking Activities of Uttara Bank Limited, Station Road Branch, Dinajpur**” under my Supervision and Guidance.

I also certify that I gone through the report and thoroughly found it satisfactory for submission to the Faculty as a part of partial fulfillment of MBA (Evening) degree.

Therefore, he is directed to submit his Report for Evaluation. I wish him success at every sphere of Life.

Jesmin Ara

Lecturer

Department of Finance and Banking

Faculty of Business Studies

Hajee Mohammad Danesh Science and Technology University, Dinajpur.



STATION ROAD BRANCH

Abdur Rahim Super Market,

Station Road, Dinajpur-5200

Tel: 880-531-64461, 65924, Mobile: 01991144371

E-mail: stationroaddnj@uttarabank-bd.com; Website: www.uttarabank-bd.com

UBL/STA/DIN/INTERNSHIP CERTIFICATE/2016/

Dated:

TO WHOM IT MAY CONCERN

This is to certify that, Md. Moymun Hossain, S/O Md. Moazzem Hossain, Village: Pulhat, Post: Pulhat, Upazila: Dinajpur Sadar, District: Dinajpur has completed his internship program on General Banking Activities under Uttara Bank Limited, Station Road Branch, Dinajpur.

We wish every success in his life.

(Deb Dulal Barman)
Manager

*DEDICATED TO
MY
BELOVED PARENTS
&
SUPERVISOR*

ACKNOWLEDGEMENT

It is my great privilege to express our gratitude to our creator Allah (SWT) for such great opportunity to be in touch with Uttara Bank Limited for the 45 days. I have to put my heartened feelings and gratitude for the kindness and assistance that was provided to me to complete my assigned report on the topic “**General Banking Activities of Uttara Bank Ltd. - A Study on Station Road Branch, Dinajpur**” In preparing the report. I want to express my strong gratitude to my Honorable supervisor, **Sourav Paul Chowdhury**, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science and Technology University. I will never forget the kind cooperation which I received from my Honorable supervisor.

I express my heart full thanks to all the faculty members of Uttara Bank Limited especially **Deb Dulal Barman**, Manager, UBL, Station Road Branch, Dinajpur and all other faculty members who gave me necessary information and excellent guidance to prepare this internship report.

I am very grateful to **Rahat Mia**, Senior Officer, Station Road Branch, Dinajpur to learn about UBL, ‘**Banking Activities of Uttara Bank Ltd.**’ due to their hearty, kind and helpful cooperation with me. I would also like to thanks all the other employees of al level for their beloved manner and attitude that they had shown to me during the staying in the Branch.

I would like to thank from the deep of my heart to those people who are related with making of this report and make it a success.

At last but not the least, Hajee Mohammad Danesh Science and Technology University, Dinajpur for giving me an opportunity to complete my MBA (Evening) degree and give me a scope to gather practical experience and enrich my knowledge.

May **ALLMIGHTY ALLAH** bless all of them.

The Author

EXECUTIVE SUMMARY

Banks are most active financial intermediary in today's world. As a financial institution bank mainly operate to communicate among persons and effectively works as safeguard among them in this age globalization. In recent years this sector is becoming competitive day by day as the number of banks is increasing. So retaining customers and banks position every bank is in need to provide improved quality customer service nowadays and this report tries to identify banks service role provided to the customers through evaluating general banking of Uttara Bank Limited, Station Road branch. I examined different aspects of customer services with regards to their satisfaction level identify its impact and usefulness in general banking procedures. The report provides a general view on Uttara Bank Limited, theoretical aspects related to general banking as well as gives an idea about customer services provided and its gaps in Bangladeshi banks to retain its customers. This study also tries to clarify the operating procedures of general banking department of UBL as a commercial bank and also tries to identify some aspects of further improvement in operations. I have included various points inside the report to highlight the general banking sector's performance of Uttara Bank Limited. I have started with the history of the banking sector in Bangladesh and development of this sector and the overview of banking industry. Then I have discussed about the Uttara Bank's overview, its company chronicle, its mission, vision, goal, objectives as well as its organ gram, time line of UBL-at a glance, its organizational structure and structural of management, also the products and services launched by this bank and then I came to the main point of my report which is Service gaps in the general banking sector of Uttara Bank Ltd. In this sector, I wanted to highlight the provided service functions of this bank, how they are provided to the customers through general banking activities and how they are retaining their customers through the help of SERVQUAL. Finally, I have found some problems in order to operate their business also recommended how to remove these problems to operate its business smoothly in the upcoming years.

LIST OF CONTENTS

CHAPTER	TITLE	PAGE
	LETTEER OF TRANSMITAL	iii
	STUDENT'S DECLARATION	iv
	SUPERVISOR DECLARATION	v
	CO-SUPERVISOR DECLARATION	vi
	INTERNSHIP CERTIFICATE	vii
	ACKNOWLEDGEMENT	ix
	EXECUTIVE SUMMARY	x
CHAPTER 1	INTRODUCTION	1-4
1.1	BACKGROUND	2
1.2	OBJECTIVE OF THE REPORT	2
1.3	METHODOLOGY OF DATA COLLECTION	3
1.4	LIMITATIONS OF THE STUDY	3
1.5	PROJECT STEP	3
CHAPTER 2	COMPANY PROFILE	5-11
2.1	AN OVERVIEW OF UTTARA BANK LTD	5
2.2	HISTORY	6
2.3	MISSION	6
2.4	VISION	7
2.5	GOAL	7
2.6	OBJECTIVE OF THE ORGANIZATION	7
2.7	STRATEGIES OF UTTARA BANK LIMITED	8
2.8	MILESTONES IN THE DEVELOPMENT OF THE ORGANIZATION	9
2.9	CORE VALUES	9
2.10	HIERARCHY OF UTTARA BANK LTD LIMITED	10
2.11	UBL AT A GLANCE	11
CHAPTER-3	EXPERIENCE IN UTTARA BANK LIMITED	12-14
3.1	RESEARCHER EXPERIENCE IN UTTARA BANK LIMITED	12
CHAPTER-4	GENERAL BANKING ACTIVITIES IN UTTARA BANK LIMITED	15-33
4.1	GENERAL BANKING	15
4.1.1	ACCOUNT OPENING SECTION	15
4.1.2	REMITTANCE SECTION	16
4.1.3	CASH SECTION	18
4.1.4	CLEARING & BILLS SECTION	21
4.1.5	MAIL RECEIVE & DISPATCH SECTION	23
4.1.6	PRODUCT AND SERVICE	23
4.2	DIFFERENT TYPE OF DEPOSIT ACCOUNT	26
4.3	SAVINGS BANK (SB) ACCOUNT	26
4.4	CURRENT DEPOSIT (CD) ACCOUNT	28
4.5	FIXED DEPOSIT RECEIPT (FDR) ACCOUNT	30
4.6	SHORT TERM DEPOSIT (STD)	30
4.7	DEPOSIT SCHEMES	31
4.7.1	UBL SPECIAL NOTICE DEPOSIT	31

CHAPTER	TITLE	PAGE
4.7.2	MONTHLY DEPOSIT SCHEME	31
4.7.3	UBL Double Benefit Deposit Scheme (DB+):	32
4.7.4	UTTARAN EDUCATION DEPOSIT SCHEME	33
CHAPTER-5	SWOT ANALYSIS	34-36
5.0	SWOT ANALYSIS	34
5.1	Strengths	34
5.2	WEAKNESSES	35
5.3	OPPORTUNITIES	35
5.4	THREATS	36
CHAPTER-6	FINDINGS, CONCLUSION & RECOMMENDATION	37-40
6.1	FINDINGS	37
6.2	CONCLUSION	38
6.3	RECOMMENDATIONS	39
	REFERENCES	41
	BALANCE SHEET OF UBL	42-44

CHAPTER-1

INTRODUCTION

Modern banks play an important role in promoting economic development of a country. Banks provide necessary funds for executing various programs underway in the process of economic development. They collect savings of large masses of people scattered throughout the country, which in the absence of banks would have remained ideal and unproductive. These scattered amounts are collected, pooled together and made available to commerce and industry for meeting the requirements.

As a servicing industry, the Banks are customers oriented. Customers are the driven power of a Bank and it earns profit by providing services to customers. Customers are the person or institutions which deal with the Bank. In general, he, who has an account in a Bank, may be treated as a customer. In broad sense, customers may be seen from the two wings – Depositors and Borrowers. Beside these, other short-term served customers may exist in a Bank. As the Banking area is very hard and competitive, in order to survive and successfully compete with other Banks, a Bank has to serve its customers very carefully. Now, in Bangladesh more than 50 scheduled Banks are operating their activities to serve customers

To fulfill the demand of time and impress the customer most of the banks are now trying to make their whole banking operation through online. Online banking is the demand of time. It is now no longer a “nice to have” but an “impossible to survive without” for all banks. Uttara Bank Ltd performs many of its operation in on line and trying to include rest of the operations.

Online banking comes with huge benefits. Many customers warmly adopt the habit of online banking. Some eagerly wait for new online services. But some still prefer traditional banking. They find traditional banking easy, hassle free and more trustworthy than online banking.

Uttara Bank Ltd is continuing to begin new online services one by one. During my project period Researcher got the opportunity to observe customer closely. Researcher found that many customer want more online services to save their time

and cost. Many customers are happy with traditional banking. Some customers have no faith on online banking.

Online banking makes life easier, there is no doubt. But introducing a new system is not easy because it brings some difficulties with it. In case of starting full online banking; the bank has to introduce some new system/products. In that situation both employees and customers face some problem to adopt that new system/product.

1.1: BACKGROUND

The internship program is required for the student of Business School. It is a program with duration of 45 Days. Students who have completed all the required courses are eligible for this program. In the internship program Researcher was attached to the Uttara Bank Ltd. Station Road Branch for 45 days.

This report originates to fulfill the requirement of studying EMBA Program at Hajee Mohammad Danesh Science & Technology University. This program has been designed to facilitate the students with basic theoretical and practical knowledge in the job activities in the context of Bangladesh as well as worldwide.

Since the EMBA program is an integrated, practical and theoretical method of learning, this program is required to have practical exposure in any kind of business organization. This report has been prepared on practical orientation.

1.2: OBJECTIVE OF THE REPORT

The primary objective of this report is to comply with the requirement of my course. But the objective behind this study is something broader. The principal intent of this report is to analyze the trends of modern banking and their customer's satisfaction. Objectives of the study are summarized in the following manner:

- I. To identify the present state of Uttara Bank Limited.
- II. To get an idea about the financial strength of Uttara bank.
- III. To find out the problems exist in general banking department.
- IV. To describe General Banking, SMS Banking, ATM, loan & other facilities provided by it.

- V. To provide the recommendation for improvement.

1.3: METHODOLOGY OF DATA COLLECTION

For achieving the specific objective of this study, Researcher have collected the related data both from primary & secondary sources.

Primary data have been collected from

- I. Interviewing and interacting with the customers of Uttara Bank.
- II. Observing different organizational activities.
- III. Conversation with the staffs of this bank.

Secondary data have been collected from

- I. The annual reports of Uttara bank.
- II. Different papers of the bank.
- III. Various records of the bank, unpublished data.
- IV. Different textbooks, journals, booklets and
- V. Web site of Uttara bank.

1.4: LIMITATIONS OF THE STUDY

- I. The internship was based upon only Uttara bank, Station Road Branch, so the report doesn't show all branches' activity of Uttara bank in depth.
- II. Although Researcher have obtained wholehearted co-operation from employees and customers of Uttara bank, Station Road Branch but they could not manage enough time to deal with my report.
- III. The annual report and web sites are the main secondary sources of the information but this information was not enough to complete the report.
- IV. The main limitation for me was that relevant data and document collection was difficult because of the confidentiality of the administration.

1.5: PROJECT STEP

Firstly Researcher made a plan about what to do. Then check out some banking activities of the bank staffs. Gather some practical banking knowledge from some

banker of Uttara Bank Ltd. Then working few days with them and acquire some experiences. After learning some work Researcher gave some customer services. When Researcher became easy with customers Researcher collect some primary data from them. Researcher also talks with few bank staffs personally to collect more primary data. Researcher collects my secondary data from different sources like bank website, brochures, commercials etc. After collecting necessary data Researcher made the project.

The whole project was prepared through the following seven steps:

- I. Step 1 → Planning for the study
- II. Step 2 → Acquire knowledge about several online banking activities
- III. Step 3 → Analyze work experience when Researcher was intern
- IV. Step 4 → dealing with customers
- V. Step 5 → Data collection from different sources of bank (primary and secondary)
- VI. Step 6 → Analysis of collected data
- VII. Step 7 → Draw summary and recommendations.

CHAPTER 2

COMPANY PROFILE

2.1 AN OVERVIEW OF UTTARA BANK LTD

Uttara Bank Limited is one of the oldest and largest commercial banks in private sector in Bangladesh. It provides mass banking services to the customers through its branch network all over the country. This bank has been playing a vital role in socio-economic, industrial and agricultural development as well as in the overall economic development of the country since its inception through savings mobilization and invests of funds.

Uttara Bank Limited “Abohoman Banglar Oitijje Lalito” is perfectly applicable; it’s fast growing ability and within a short period acquiring the position at the top slot in terms of quality service to the customers’ add the value addition to the shareholders prove its accuracy.

It has already made significant progress from its existence. The bank has already occupied an enviable position among its competitors after achieving success in all areas of business operation.

It offers all kind of Commercial Corporate and Personal Banking services covering all segments of society within the frame work of Banking Company Act and rules and regulations laid down by our central bank. Diversification of products and services include Corporate Banking, Retail banking and Consumer Banking right from industry to agriculture, and real estate.

Uttara Bank Ltd, since its beginning has attached more importance in technology integration. In order to retain competitive edge, investment in technology is always a top agenda and under constant focus. Keeping the network within a reasonable limit, its strategy is to serve the customers through capacity building across multi-delivery channels. Their past performance gives an indication of their strength. They are better placed and positioned to take their customers through fast changing times and enable them compete more effectively in the market they operate.

2.2 HISTORY

The prosperity of a country depends on its economic activities. Like any other sphere of modern socio economic activities, banking is a powerful medium of bringing about socio economic changes of a developing country. Without adequate banking facility agriculture, commerce and industry cannot flourish. A suitable developed banking system can provide the necessary boost for the economic growth of the country. Because banking system is linked with the whole country.

Uttara Bank Limited has a glorious history as a private commercial bank which was established in 1965 under the name “Eastern Banking Corporation Limited” with the specific objective of accelerating trade and investment in the economically depressed eastern wing of the than Pakistan. After liberation of Bangladesh the Bank underwent a major change namely, it was nationalized in March, 1972 and given the name “Uttara Bank”. The Bank again in 1983 was denationalized and made a commercial bank in the private sector under the name “Uttara Bank Limited”. The Bank was incorporated as a banking company on June 29, 1983 and obtained business commencement certificate on August 21, 1983. The Bank floated shares in the year 1984.

UBL conducts all types of commercial banking activities. The core business of the bank comprises of import, export, working capital finance and corporate finance. The bank is also rendering personal credit, services related to local and foreign remittances. The “Personal Credit” scheme of the bank, which is designed to help the fixed income group in raising standard of living is competitively priced and has been widely appreciated by the customers. The bank’s strategy is to gradually cover the total arena of banking.

2.3 MISSION

- I. To provide high quality financial service
- II. To provide excellent quality customer service
- III. To maintain corporate and business ethics.
- IV. To become a trusted repository of customers money and their financial advisor.
- V. To make their stop superior and rewarding to the customers.
- VI. To display team sprite and professionalism.
- VII. To have a sound capital base.

2.4 VISION

Uttara Bank will be a unique organization in Bangladesh. It will be a knowledge-based organization where the UBL professionals will learn continuously from their customers and colleagues worldwide to add value. They will work as a team, stretch themselves, innovate and break barriers to serve customers and create customer loyalty through a value chain of responsive and professional service delivery.

Continuous improvement, problem solution, excellence in service, business prudence, efficiency and adding value will be the operative words of the organization. UBL will serve its customers with respect and will work very hard to instill a strong customer service culture throughout the bank. It will treat its employees with dignity and will build a company of highly qualified professionals who have integrity and believe in the Bank's vision and who are committed to its success. UBL will be a socially responsible institution that will not lend to businesses that have a detrimental impact on the environment and people.

“Building a profitable and socially responsible financial institution focused on Markets and Business with growth potential, thereby assisting and stakeholders build a “just, enlightened, healthy, democratic and poverty free Bangladesh”.

2.5 GOAL

Uttara Bank will be the absolute market leader in the number of loans given to small and medium sized enterprises throughout Bangladesh. It will be a world-class organization in terms of service quality and establishing relationships that help its customers to develop and grow successfully. It will be the Bank of choice both for its employees and its customers, the model bank in this part of the world.

2.6 OBJECTIVE OF THE ORGANIZATION

The objective of Uttara Bank Limited is specific and targeted to its vision and to position itself in the mindset of the people as a bank with difference. The objective of Uttara Bank Limited is as follows:

- I. Building a strong customer focus and relationship based on integrity, superior service.
- II. To creating an honest, open and enabling environment
- III. To value and respect people and make decisions based on merit
- IV. To strive for profit & sound growth

- V. To value the fact that they are the members of the Uttara Bank family – committed to the creation of employment opportunities across Bangladesh.
- VI. To work as a team to serve the best interest of our owners
- VII. To relentless in pursuit of business innovation and improvement
- VIII. To base recognition and reward on performance
- IX. To responsible, trustworthy and law-abiding in all that we do
- X. To mobilize the savings and channeling it out as loan or advance as the company approve.
- XI. To establish, maintain, carry on, transact and undertake all kinds of investment and financial business including underwriting, managing and distributing the issue of stocks, debentures, and other securities.
- XII. To finance the international trade both in import and export.
- XIII. To develop the standard of living of the limited income group by providing Consumer Credit.
- XIV. To encourage the new entrepreneurs for investment and thus to develop the country's industry sector and contribute to the economic development

UBL's Objectives are reflected in the following areas:

- I. Highly personalized service
- II. Customer-driven focus
- III. Total commitment to quality
- IV. Outstanding products
- V. Contribute in the economy
- VI. Quality of human resources
- VII. Commitment to its clients at each level

2.7 STRATEGIES OF UTTARA BANK LIMITED

- I. To strive for customers best satisfaction & earn their confidence.
- II. To manage & operate the Bank in the most effective manner.
- III. To identify customer's needs & monitor their perception towards meeting those requirements
- IV. To review & updates policies, procedures & practices to enhance the ability.
- V. To train & develop all employees & provide them adequate resources.
- VI. To promote organizational efficiency by communicating company plans, polices & procedures openly to the employees in a timely fashion.
- VII. To cultivate a congenial working environment.

VIII. To diversify portfolio both the retail & wholesale markets.

2.8 MILESTONES IN THE DEVELOPMENT OF THE ORGANIZATION

- I. To be a dynamic leader in the financial market in innovating new products as to the needs of the society.
- II. To earn positive economic value addition (EVA) each year to come.
- III. To top the list in respect of cost efficiency of all the commercial Banks.
- IV. To become one of the best financial institutions in Bangladesh economy participating in
- V. The most significant segments of business market that we serve.

This year simultaneously for development and achievements of continuous growth rate in all the areas of banking operation .The bank has successfully been marching ahead with its prime business objective by earning Achievements were possible because of his service excellence of management with support from a very resourceful and- skilled workforce who are rendering efficient and specialized services.

2.9 CORE VALUES

- I. **For Customer:** To become most caring Bank-by providing the most courteous and efficient service in every area of business.
- II. **For Employees:** By promoting the well-being of the members of the staff
- III. **For Shareholders:** By ensuring fair return on their investment through generating stable profit.
- IV. **For community:** By assuming role as a special responsibility corporate entity in a tangible manner through, close adherence to national policies and objectives, Upholding ethical values, Constantly seeking to improve performance by aligning our goals with stakeholders', expectations because they value them.

2.10 HIERARCHY OF UTTARA BANK LTD LIMITED



Figure: Hierarchy of Uttara bank ltd Limited

2.11 UBL AT A GLANCE

- I. UBL is one of the largest private banks in Bangladesh.
- II. It operates through 215 fully computerized branches ensuring best possible and fastest services to its valued clients.
- III. The bank has more than 600 foreign correspondents worldwide.
- IV. Total number of employees nearly 3,562.
- V. The Board of Directors consists of 13 members.
- VI. The bank is headed by the Managing Director who is the Chief Executive Officer.
- VII. The Head Office is located at Bank's own 18-storied building at Motijheel, the commercial center of the capital, Dhaka.

UBL Networks	
Corporate Offices (Corporate Branch & Local Office)	2
Regional Office	12
Worldwide Affiliates	600
Total Branches (Including Corporate Branch & Local Office)	215
Authorized Dealer Branches	38
Treasury & Dealing Room	1
Training Institute	1
Man Power	3562

CHAPTER-3

EXPERIENCE IN UTTARA BANK LIMITED

3.1 RESEARCHER EXPERIENCE IN UTTARA BANK LIMITED

In UBL Researcher worked in the General Banking department. Researcher was placed in the account opening section. Researcher was responsible for opening all type of account of the customer. It was a great experience for me because Researcher achieved a lot of practical and professional knowledge. The office environment is very pretty and friendly. All employees are very responsive and caring. They always helped me to learn extensively. Employees were doing their job as a team. They help each other in every situation. They accepted me cordially and treated me as their team member. In the account opening section at first customer used to come for creating account/s then Researcher tried to discover the purpose of the account of the customer. If the customer were confident enough about the account type then only Researcher proceeded further otherwise Researcher suggested them the type of account that suited them the most and the photocopy of the documents (like: Passport sized photograph, National ID card of account holder & Nomine, TIN Certificate, Trade license etc) they were needed to submit to the bank. Upon submission, Researcher verified all the relevant documents and necessary information. Further, Researcher used to take signature of the applicant in the prescribed account opening form of UBL. Researcher used to fill up the account opening form and get verified by the relationship manager.

Then Researcher entered that information into the Bank's online system. Then, the customer used to get the account number and they had to deposit minimum amount in that account number. In this way different accounts were created by me and future transactions were carried out in those accounts. With this responsibility Researcher also used to write debit/credit vouchers, pay order, deposit slips, cheques etc. All in all, it was a great time when Researcher was doing my internship in UBL. It was a great official environment. Really, Researcher achieved fruitful knowledge from this bank and the employees. Researcher think this experience will make my future career path more suitable and easy.

Account Section

Researcher had to work on account section of Station Road Branch. Researcher had to collect necessary documents from the customers those who came to open account of Station Road Branch. Documents like TIN certificates, Trade license, National ID Card, Photo of Holder and nominees etc.

Update customer's information

My prime job at Uttar Branch was to update customer's information. Customers who opened their bank account before 2005, they need to update their information and also photo, address, transaction profile, National ID no. etc. and Researcher had to collect all information from the customers.

Fill-up debit card forms

Researcher had to collect debit card requisition from the customers and filled up necessary papers. After filled up debit card form Researcher had to send the papers to the card division of head branch.

Account opening

Researcher had to open all types of bank account and collect necessary documents from the customers.

Account closing

Researcher had to close all types of bank account when the customers want or over the maturity the account.

Address change & Name correction of the customers

My key job was to correct customers name and address if changes necessary. Researcher had to contact with customers via phone and had to inform that their address or name have to correct.

Calculate the Depreciation of Fixed Assets

In the month of June - July they need to calculate the depreciation of their fixed assets. They give me opportunity to calculate this.

Salary Calculation

As Researcher passed my more time in Account section so Researcher have learned how they calculate the salary and bonus ending of the month so Researcher can helped them to calculate the salary and bonus of employee.

Cheque book issue

UBL provides to types of cheque book they are MICR and Non MICR. Researcher have learned how those books issued so Researcher did it.

Write down the Dr. and Cr. Voucher:

Researcher wrote their Dr. and Cr. Voucher because of their internal maintain activities.

Foreign Remittance Department

Researcher was assigned to Foreign Remittance Department under direct supervision of Ms. Niag Morshed who is a senior officer in Station Road Branch. My job was to work where ever needed in remittance department.

At first Researcher have to check the foreign remittance message where the pin number is written then whenever Researcher saw the pin number Researcher can understand that which exchange company provides this number because there is a pattern in pin number.

- I. Then Researcher have to collect information from customer and help them to write their applicant form.
- II. After this my supervisor used to check this pin number.
- III. Then when everything is all right Researcher used to write debit voucher.
- IV. Entry this transaction in a register
- V. Other then this Researcher during lunch Researcher used to serve customers.

CHAPTER-4

GENERAL BANKING ACTIVITIES IN UTTARA BANK LIMITED

4.1: GENERAL BANKING

During my practical orientation Researcher was placed in General Banking of Uttara Bank Limited at Rangpur Branch. General Banking is the starting point and main function of all the banking operations. It is the department which provides day-to-day service to the customers. It is associated with financial transactions to facilitate customer service. However, there are other departments for successful banking operations.

- I. Account opening section
- II. Remittance section
- III. Cash section
- IV. Bills and clearing section
- V. Foreign Exchange section
- VI. Mail Receive & Dispatch Section

4.1.1: ACCOUNT OPENING SECTION

Documents to be obtained for different types of account:

When anyone comes to open an account he has to submit some documents to the banker. Different types of documents need for different customer.

Some common documents require for all types of account are

- I. Introduction recommendation.
- II. Specimen signature card.
- III. Account opening agreement form.
- IV. Two copies of Photograph of account holder and one copies of nominee.
- V. Deposit slips book.
- VI. Cheque-book requisition slip.
- VII. Letter of mandate authorizing another person to operate the account on behalf of the accountholder.

4.1.2: REMITTANCE SECTION

The major function of commercial Banks is mobilization of fund. Other than this, bank provides supplementary services to its clients. Clients need to remit money from one place to another for their business or other purposes. Banks fulfill this need of customers by means of remittance service.

Money can be remitted domestically or internationally, which known as local remittance and foreign remittance.

There are four ways of transferring fund domestically. The modes of transferring funds are:

- I. Pay-Order (PO).
- II. Demand Draft (DD).
- III. Telegraphic Transfer (TT).
- IV. Mail Transfer (MT).

Payment Order / Pay Order (P.O)

This is an instrument issued by the branch of a bank for enabling the Customer/Purchaser to pay certain amount of money to the order of a certain person/firm/organization/office within the same clearing house area of the pay order-issuing branch.

Characteristics of P.O

- I. The issuing branch and paying branch are same.
- II. Application for payment within the clearing house area of the issuing branch.
- III. This may be open or can be crossed.

Procedure of Issuing Payment Order

- I. Obtain P.O, application from duly filled in and signed by the Purchaser/application.
- II. Receive the amount in cash/transfer with commission amount.
- III. Issue Pay Order.
- IV. Enter in Pay Order register.

Demand Draft (D.D)

This is an instrument through which customer's money is remitted to another person/firm/organization in outside the clearinghouse area from a branch of one bank to an outstation branch of the same bank or to a branch of another bank (with prior arrangement between that bank with the issuing branch): This is an order instrument in which the issuing branch gives instruction to the payee/drawer branch to pay certain amount of money to the order of certain person/firm/organization. Commission, vat and postage are charged for issuing DD.

Procedure for issuing D.D

- I. Obtain D.D. application from duly filled in and signed by the purchaser/application.
- II. Receive the amount in cash/transfer with prescribed commission & postage amount
- III. Issue the D.D. duly in and signed by the authorized officer.
- IV. Insert test number (where applicable)
- V. Enter in the D.D. issue register.
- VI. Issue advices to the payee branch.

Procedure for payment of D.D.

- I. Examine the D.D. by verifying the signature, test number, serial number etc.
- II. Enter the D.D. payable register.
- III. Verify with the IBCA number. Pass necessary vouchers.

Charge for Demand Draft

- I. Minimum amount for a DD is TK. 25.
- II. Commission is the 0.10% of the DD amount.
- III. Vat is TK. 15% on the commission amount.

Telegraphic/ Telephonic Transfer (T.T)

This is a mode of transfer of customer's money from a branch of one bank to another branch of the same bank through telegraphic/telephonic message.

Characteristics of T.T.

- I. Issued by one branch to other branch and message is tele-communicated.
- II. Remittance/ transfer of money are done through tested tele-messages.
- III. Remittance is effected on the basis of tested message.
- IV. Test key apparatus is required

Procedure for issuing T.T.

- I. Obtain T.T. application from duly filled in and signed by the purchaser/application with full A/C particulars of the beneficiary.
- II. Receive the amount in cash/transfer with prescribed commission, telephone/telex and postage amount.
- III. Prepare T.T. message inserting the test no.
- IV. Enter in T.T. issue register

Charge for T.T.

- I. Minimum amount for a TT is TK. 25.
- II. Telephone Charge is TK. 35
- III. Commission is the 0.10% of the TT amount.
- IV. Vat is TK. 15% of the commission amount.

Mail Transfer (M.T)

Charge for M.T.

- I. Minimum amount for a M.T is TK. 25.
- II. Telephone Charge is TK. 35
- III. Vat is TK. 15% of the commission amount.

4.1.3: CASH SECTION

Cash section is an important section where cash transactions are made. Cash sections demonstrate liquidity strength of a bank. It is also sensitive as it deals with liquid money. Maximum concentration is given while working on this section. Tense situation prevails if there is any imbalance in the cash account. There are various systems maintained by cash officer that is under:

- I. Cash Receive
- II. Cash Payment

Cash Receive

When clients deposit cash in the bank, the bank officer should follow the following common precaution

- I. Check and count the received cash.
- II. Make sure that the amount in word and number in the deposit slip is same.
- III. Check the account title and the number.
- IV. Both the deposit slip is in order.
- V. Depositor's signature is in the slip.
- VI. Receive seal in the slip is a must.
- VII. Write the domination of the currency at the back of the pay in slip or the credit voucher and affix stamp in the slip/voucher,
- VIII. Enter particulars of in slip/credit voucher in the receiving cash officer book.
- IX. At least, send the pay in slip/voucher to the deposit department or to the respective department.
- X. Deposit slip must be signed by the respective officer.
- XI. Carbon copy of the deposit slip must be handover to the client with proper seal and signature.

Cash Payment

Cheque, demand drafts, pay orders, pay slips and debit cash vouchers etc. are received from various departments for payment of cash to customers/payees. Prior payment of, cash it is the officer's duty to make sure that the cheque/or the instrument has been genuinely passed. The following common precaution is thoroughly practiced before honoring a cheque.

- I. The branch name in the cheque.
- II. The date in the cheque is very crucial. Cheque is normally valid for six months and pre-dated cheques are asked to present after the date given.
- III. Tk in words and figure of the cheque is same.
- IV. Balance in the account is available.
- V. The specimen card signature and signature in the cheque should match.
- VI. Signature of recipient is obtained on the reverse of cheque.
- VII. In case, where a prior arrangement has been made with the bank, a client may overdraw against a cheque.

Books maintained by cash department

Vault Register: This is the book where amount of cash available in the branch is maintained. That is, the amount in the vault register book Cash Receive Register: This register keeps record of all incoming cash. Cash Payment Register: Similar to the cash register book, this books keeps tracks of all outgoing cash, that is all payments. Cash Position Register: This is the book where cash balance is recorded by counting the notes and coins that are physically available. The balance in this book is compare with the vault register, which should be the same. In case there is an error, then the figures would not match but if no discrepancy is found then anything is to be worried about

Other Registers

- I. Money Remittance Register
- II. Prize Bond Register
- III. Stamp in hand Register

4.1.4: CLEARING & BILLS SECTION

Types of Clearing

1) Outward Clearing

This is the opposite flow of the Inward cheque clearance. When UBL's cheque sends to other person of other Bank, that Bank will do the same thing to claim money from Uttara Bank Ltd. With the same procedure like Inward clearing of that Bank. At the time of Outward Cheque for clearing, the things must have to be checked: The Clearing Seal, The Endorsement Seal, and The Branch Seal

Cost of clearing the collection cost normally varies with the distance and UBL does not take any charge for collection within Dhaka City or within the district. But when anyone issue check of UBL without having enough sufficient money in the account, the clearing dept. will cut Tk.25 fine for this.

- I. L.B.C: The word LBC means Local Bills for Collection. It is applied on transaction between inter branch. Issuing cheque/DD from one branch to another branch of the same Bank. Suppose Moulovibazar branch have issued a cheque to Station Road Branch. After received the cheque the Station Road Branch will give a seal of Crossing, LBC seal and Endorsement seal on that check and will issue forwarding on Moulovibazar Branch.
- II. I.B.C: IBC means Inward Bills for Collection. It is the reverse of LBC. In this case Moulovibazar branch will receive cheque and give a seal of Crossing, LBC and Endorsement seal on the cheque and send it to Station Road Branch with an Advise.

2) Inward Clearing

Whenever any branch of Uttara Bank Ltd. receives a cheque of other Bank to collect money, then the branch sends the cheque to its Head Office. The Head Office arranges the cheques separately by the name of different bank and then it send to the respective bank for clearance by the clearinghouse. Those cheques of different Bank to collect money for the ordered person are called Inward Cheque for clearing.

Then these cheques go for entry in to the Inward Registry Book and Database of Clearing Department.

Bangladesh Bank conducts this job of clearinghouse name HOUSE. This is done twice a day- First house and Return house. First house is to deliver cheques and collect cheques from other banks. Return house is to return the honored cheques. This practice among the banks is to give only the names of those cheques, which were not honored.

As soon as the principal branch gets the clearance it sends an Inter Branch Transaction Advice (IBTA) to the branch, who has sent the cheque for collection. Receiving the IBTA is considered as clearance for the payment to the party.

Clearing house

Clearing House is a place in the Central Bank where different banks come to settle their interrelated liabilities

Clearing House System

The mechanism of working at a Clearing House in general is as follows:

- I. Every Bank of the locality, which is a member of the clearinghouse, prepares Bank-wise list of cheque after receive from customers and drawn on different Banks of the locality.
- II. An officer, in charge of clearinghouse, goes to the clearinghouse in the morning with the cheques and their list. He delivers the cheques to the officials of the respective banks. Similarly, he also receives the cheques drawn on his Bank from the officials of the other banks.
- III. The official of each bank computerizes the final balance, payable or receivable by his Bank after taking into account the various amount of receipt and payment.
- IV. The official return of their respective Bank to meet again in the afternoon to return any dishonored instruments to the officials of the respective Banks.

- V. The final settlement is effective by the supervisor of the clearinghouse by debiting or crediting, as the case may be, the accounts of the respective Banks as maintained with the clearinghouse

4.1.5: MAIL RECEIVE & DISPATCH SECTION

Banking is the business of correspondence. Lot of mail comes to the bank and dispatch from the branch daily. Lot of my document causes much loss for bank. That is why bank has to record all Mail received and dispatched through the bank.

Mail receiving

All mail comes to the bank recorded in this desk. For this reason a register book maintained called inward mail register. A number is given on receiving mail and records particulars of document in the register book.

Mail Dispatching

Before dispatching mail from the bank, Bank must record in outward mail register. A number is given on the mail. Destinations, date of dispatch are recorded in that register book.

4.1.6 PRODUCT AND SERVICE

Some of the products and services provided by UBL are as below:

A. Deposit Schemes

- I. Fixed Deposit
- II. Double Benefit Deposit Scheme
- III. Deposit Pension Scheme
- IV. Monthly Deposit Scheme
- V. Bearer Certificate of Deposit
- VI. Short Term deposit
- VII. Saving Bank Deposit

VIII. Current Account

IX. Foreign Currency Deposit

B. Remittance

I. Pay Order

II. Demand Draft

III. Telegraphic Transfer

IV. Mail Transfer

C. Service

I. Express Money

II. Money Gram

III. Instant Cash

IV. SWIFT Service

V. International Money Order

D. Investment Modes

Demand Loan (House Building / Apartment)

I. House Building General

II. House Building Commercial

Agricultural Loan (Production)

I. Loan to Primary Procurers

II. Loan for Tea Crop Production

Term Loan

I. Small Industries

II. Medium Industries

III. Large Industries

Export Financing

I. Ready Made garments / Others

II. Jute Products and Others

Commercial Loan

I. Financing Towards the Agro based Businessman

II. Loan to Agricultural Inputs Traders

III. Fertilizer Dealers / Distributors

IV. Jute Trading

Other Loan

I. Loan Against FDR

II. Loan Against DPS

E. Other Loans & Lease Service:

I. Over Draft

II. Micro Credit

III. Export Credit

IV. Import Credit

V. Bills Purchases

VI. Loan on Securities

VII. Loan on Secured Mortgage

VIII. Payment Against Documents

IX. Loan Against Imported Merchandise

X. Export Development Loan

F. Foreign Exchange Models

I. FCAD Account (Foreign Currency Account Deposit)

II. NFCD Account (Non Foreign Currency Account Deposit)

III. RFCD Account (Residential Foreign Currency Deposit)

4.2 DIFFERENT TYPE OF DEPOSIT ACCOUNT

Deposit account is one of the important sources of bank's funds. In order to attract customers the banks offer attractive facilities to different types of deposit accounts holders. Some Deposit Accounts are like Saving Accounts, Current Accounts, Fixed Deposit Accounts etc.

Various types of account offered by UBL

I. Savings bank (SB) account

II. Current deposit (CD) account

III. Fixed deposit account

IV. Short term deposit

4.3 SAVINGS BANK (SB) ACCOUNT

To open a SB account, following rules are maintained by the bank:

- I. Any person who is adult and mentally sound can open and maintain a SB (Savings Bank a/c) with the head of single or multiple users. The guardian of the minor child can open the SB a/c with the favor of them.
- II. Any club, association or any organization can open a SB a/c by providing the article of association of their organization.

- III. Any illiterate person can also open a SB a/c in the bank. But such account holder must be present at the time of withdrawing money from their bank a/c.
- IV. There should be proper identification by any account holder who has the a/c in the same branch and his account number and account name should be properly filled up in the SB opening form with her/his valid signature that is used to run the bank account.
- V. More than one account in any branch is not permitted. But the guardian or the parents of minor child can open more SB a/c for their children in the bank.
- VI. For each and every a/c, a separate account number will be given that must be used for depositing, withdrawing or other banking activities when required.
- VII. An account holder can deposit money in his/ her SB a/c more than one time as he/she wants.
- VIII. Minimum deposit of 1000 (One Thousand) taka is the must to open a SB account. Bank can close any SB account if the balance drops to less than 1000 taka.
- IX. A client can withdraw and deposit money only through specific cheque book and deposit book issued by the bank only.

SB account has the following properties

- I. Opening Amount/ Initial Deposit Tk. 1,000/-
- II. Service Charge (yearly) Nil
- III. Minimum Balance Requirement Tk. 1000/-
- IV. Closing charge Tk. 350/-
- V. Interest rate 4.50%
- VI. One cannot withdraw money more than two times in a week.

- VII. The withdrawing amount is not to exceed 25% of the total balance.
- VIII. If customer withdraws money more than twice in a week than no interest is given to customers on his account

4.4 CURRENT DEPOSIT (CD) ACCOUNT

A current account is an account, which is generally opened by business people for their convenience. A current account is a running and active account, which may be operated upon any number of times during a working day. There is no restriction on the number & amount withdrawals from current a/c. It does not earn any interest.

To open a current account, following rules are maintained by UBL:

- I. Any adult and mentally sound person can open the current account in the single or multiple forms.
- II. Any client cannot open more than one current account of his/her own in any branch.
- III. There is no obligation to deposit and to withdraw money from the current account.
- IV. To open a current account initial deposit of taka 2000 (Two Thousand Taka) is compulsory. If the current balance of any current account falls below 2000 taka, bank can claim 100 (One Hundred) taka as incidental charge in the month of June and December.
- V. Bank will collect tax on the balance of the account of the account holder as per the government rules.
- VI. The amount of taka 100 (One hundred) will be deducted from the bank account as account running cost at the time of closing any bank account.
- VII. Bank can close the account and take any necessary steps any time without any notice if any account is proven unsatisfactory to the bank.

- VIII. It is to be clearly mentioned, if the account is run by more than one person, the nature to run the account or the applicability of single or multiple signatures.
- IX. Bank can take the responsibility to collect the money of payee a/c cheque, draft, dividend warrant etc. To deposit all of the cheque, draft, pay order, all are to be crossed signed.
- X. To withdraw money from the bank account the account holder can only use the cheque only issued by the same branch of the account.
- XI. If the cheque is refused for the low balance of the account, bank can charge 25 (twenty five) taka as penalty.
- XII. The account holder must provide the sample signature to the bank and it must be used in each document issued to the bank.
- XIII. To open a bank a/c, two copies of passport size photograph is the must bBe need.
- XIV. Current account cannot be identified by the SB a/c holder or any employee of the Bank.
- XV. Any account holder or multiple a/c holders can select one nominee if they want.
- XVI. All mentioned rules and regulation can be changed or modified any time.

Properties of Current deposit (CD)

- I. Opening Amount/ Initial Deposit Tk. 2,000/-
- II. Service Charge (yearly) Nil
- III. Minimum Balance Requirement Tk, 2,000/-

Current a/c may be individual or joint or partnership or can be formed on any name. It provides the following facilities:

- I. Overdraft facility,

- II. Other facilities like collection of checks transfer of money, rendering Agency and general utility services.

4.5 FIXED DEPOSIT RECEIPT (FDR) ACCOUNT

In this category are included the deposit with the bank for a fixed period which is specified at the time of making the deposit. Such deposits are therefore called fixed deposits or term deposits. A fixed deposit is repayable on the expiry of a specified period, chosen by the depositor to suit his purpose and to enable him to get back money us and when he needs it. The fixed deposit may be made for 3 months, 6 months, 1 year, 2 year or 3 year . As the date of repayment of fixed deposit is determined in advance, the banker needs not keep more cash reserves against it and can utilize such amount more profitably. The banker therefore offers higher rate of interest on such deposits. Fixed deposit has grown in importance and popularity in our country during recent years. When a matured FDR is withdrawn, the principle amount along with the interest amount (deducting 15% tax from the total but for TIN 10% tax from total) is paid to the client.

The rate of interest and the terms of the Fixed Deposit receipt are given below:

Term	3 months	6 months	1 years & above
Interest rate	9.25	9.50	9.75

UBL has recently increased its interest rate on FDR with the change of current market interest rates available. This incremental rate will be applicable for new clients. In those cases contractual interest rates shall be applicable up to the date of their respective maturity, One important thing is that the rate of interest on FDR for a period if more than one year will be simple instead of compound.

4.6 SHORT TERM DEPOSIT (STD)

It is a deposit account open by customer where customer deposited money for short period. Customer can draw money after giving short notice; this account holder enjoys the same facilities of CD account including receiving interest on his deposited money. Interest rate of STD is less than the interest rate of SB account. STD account

has the following properties:

- I. Opening Amount/ Initial Deposit Tk. 2000
- II. Service Charge (yearly) Nil
- III. Minimum Balance Requirement Tk. 2000
- IV. Interest rate 3.75 %

4.7 DEPOSIT SCHEMES

- I. UBL Special Notice Deposit
- II. Monthly Deposit Scheme
- III. UBL Monthly Profit Scheme
- IV. UBL Double Benefit Deposit Scheme (DB+)
- V. Uttaran Marriage Deposit Scheme
- VI. Uttaran Swapnapuran Deposit Scheme
- VII. Uttaran Education Deposit Scheme

4.7.1 UBL SPECIAL NOTICE DEPOSIT

- I. 1Govt. Semi-Govt., Autonomous organization and an individual may open SND Account with UBL.
- II. 7 days' notice required to withdraw.

(Taka)

Deposit Amount	Below 1 crore	Equal and above 1 crore and below 25 crore	Equal and above 25 crore and below 50 crore	Equal and above 50 crore and below 100 crore	Equal and above 100 crore
Annual Interest Rate	4.50	5.00	9.00	9.25	9.50

4.7.2 MONTHLY DEPOSIT SCHEME

Any adult Bangladeshi National will be eligible to open this account.

Minimum Deposit Tk.1,00,000/- but cannot deposit broken amount like 150000 or 175000 etc. Only deposit direct amount like 100000, 200000, 300000 etc.

- I. The Profit can withdraw per monthly.
- II. Cannot withdraw the capital amount before one year
- III. Deposit may be withdraw before its maturity and no interest will be paid
- IV. After one year depositor should to update the account if he/she want.

Tk 100,000	Profit per Month 810(Rate 10.80%)
------------	-----------------------------------

4.7.3 UBL Double Benefit Deposit Scheme (DB+):

- I. Any adult Bangladeshi National will be eligible to open this account.
- II. Minimum Tk.1, 00,000/- (Taka One Lac only) and multiples thereof will be accepted as deposit under this scheme.
- III. The period shall be of 7 (six) years term.
- IV. Deposit may be withdraw before its maturity and no interest will be paid If withdraw before 1(one) year of deposit.
- V. Interest will be paid at Savings rate if withdraw after 1(one) year.
- VI. Advance will be allowed up to 80% of the deposit after completion of one year
- VII. Full amount including interest will be paid on maturity.
- VIII. Govt. tax, Surcharge, Source Tax, Levy, Govt. Excise duty will be recovered from the depositor's A/C.
- IX. Account holder can appoint a nominee against the account.
- X. Bank reserves the right to close the account at any time and make amendment / alteration of the terms & conditions of the scheme without assigning any reason.

(Taka)

Monthly Installment	500	1000	2000	5000	10000
years	Amount to be paid after Maturity	Amount to be paid after Maturity	Amount to be paid after Maturity	Amount to be paid after Maturity	Amount to be paid after Maturity
2 years	13461	26921	53842	134605	269211
3 years	21367	42735	85469	213673	427347
5 years	40000	80000	160000	400000	800000

4.7.4 UTTARAN EDUCATION DEPOSIT SCHEME

- I. Anybody by single or by Couple can open this scheme by Deposited Tk.500, 1000, 2000, 5000,10000 only per Month.
- II. The tenure of the scheme is fixed that is selected by depositor.
- III. Rate of profit is: 10.89 %
- IV. If failure to pay monthly installment on due dates (10th of Month) he/she will pay penalty of Tk.50/-(twenty) on next subsequent installment.
- V. If 3 (three) consecutive monthly installment unpaid the account will be closed automatically.
- VI. The Account can be changed at any Branch of UBL but no transferable.

CHAPTER-5

SWOT ANALYSIS

5.0 SWOT ANALYSIS

SWOT analysis is an important tool for evaluating the company's Strengths, Weaknesses, Opportunities and Threats. It helps the organization to identify how to evaluate its performance and scan the macro environment, which in turn would help organization to navigate in the turbulent ocean of competition.

5.1. Strengths

Company reputation: Uttara bank has already established a favorable reputation in the banking industry of the country particularly among the new comers. Within a period of 25 years, UBL has already established a firm footing in the banking sector having tremendous growth in the profits and deposits. All these have led them to earn a reputation in the banking field

Top Management: The top management of the bank is also major strength for the UBL has contributed heavily towards the growth and development of the bank. The top management officials have all worked in reputed banks and their years of banking experience, skills, expertise will continue to contribute towards further expansion of the bank. At UBL, the top management is the driving force and the think tank of the organization where policies are crafted and often cascaded down.

Facilities and equipment: UBL has adequate physical facilities and equipments to provide better services to the customers. The bank has computerized and online banking operations under the software called MBS banking operations. Counting machines in the teller counters have been installed for speedy service and the cash counters. Computerized statements for the customers as well as for the internal use of the banks are also available.

Impressive branches: This creates a positive image in the minds of the potential customers and many people get attracted to the bank. This is also an indirect marketing campaign for the bank for attracting customers. 215 branches of the bank are impressive and are compatible to foreign banks.

Interactive corporate culture: UBL has an interactive corporate culture. Unlike other local organization, UBL's work environment is very friendly, interactive and informal. There are no hidden barriers or boundaries while interacting among the superior or the subordinate. The environment is also lively and since the nature of the banking job itself is monotonous and routine, UBL's likely work environment boosts up the spirit and motivation of the employees.

Team work at mid-level and lower level: At UBL's mid-level and lower level management, there are often team works. Many jobs are performed in groups of two or three in order to reduce the burden of the workload and enhance the process of completion of the job. People are eager to help each other and people in general are devoted to work.

5.2 WEAKNESSES

Advertising and promotion: This is a major setback for UBL and one of its weakest areas. UBL's adverting and promotional activities are not satisfactory but it facilities are not advertised well. It does not expose its product to general public properly and are not in lime light. UBL does not have neon sign or any advertisement in the city. As a result people are not aware of the existence of this bank.

Low remuneration package: The remuneration package for the entry and the mid-level management is considerably low. The compensation package for BBL entry level positions is even lower than the contemporary banks. Under the existing low payment structure, it will be very difficult to attract and retain higher educated employees in UBL.

5.3 OPPORTUNITIES

Diversification: UBL can pursue a diversification strategy in expanding its current line of business. The management can consider options of starting merchant banking or diversify in to leasing and insurance. By expanding their business portfolio, UBL can reduce their business risk.

Product line proliferation: In this competitive environment UBL must expand its product line to enhance its sustainable competitive advantage. As a part of its product line proliferation, UBL can introduce the following products.

ATM: This is the fastest growing modern banking concept. Since UBL is a local bank, they can form an alliance with other contemporary banks in launching the ATM, if they take this opportunity UBL will be a fastest bank in the country. UBL take this opportunity very easily because this bank has lot of branches.

5.4 THREATS

Multinational banks: The emergence of multinational banks and their rapid expansion poses a potential threat to the new growing private banks. Due to the booming energy sector, more foreign banks are expected to arrive in Bangladesh. Moreover, the already existing foreign bank such as Standard Chartered is now pursuing an aggressive branch expansion strategy. Since the foreign banks have tremendous financial strength, it will pose a threat to local banks.

Upcoming banks: The upcoming private local banks can also pose a threat to the existing private commercial banks like UBL. It is expected that in the next few years more local private banks may emerge. If that happens the intensity of competition will rise further and banks will have to develop strategies to compete against an on slaughter of foreign banks.

Contemporary banks: The contemporary banks of UBL such as Jamuna Bank, Brac Bank, Islami Bank, Dhaka bank, Prime bank and Dutch Bangla are its major rivals. Jumana bank and other banks are carrying out aggressive campaign to attract lucrative clients as well as big time depositors.

CHAPTER-6

FINDINGS, CONCLUSION & RECOMMENDATION

6.1: FINDINGS

- I. There is a shortage of employees. Due to shortage of employees, customers can't get quick service.
- II. Few officers of the bank are competent. Even though many of them simply know the working procedure of what they are doing but don't know the philosophy behind doing those and some are inefficient to serve the customer.
- III. Some unskilled staffs hinder the overall performance.
- IV. Officers of the desk, where workload is very high, hardly get the chance to go out for development purpose and always feel that their duties for the organization would not be evaluated unless they can show a good amount of deposit collection against their name.
- V. To provide cheque book it takes minimum ten days.

6.2: CONCLUSION

In recent times, banking sector is one of the most competitive business fields in Bangladesh. Since, Bangladesh is a developing country; a strong banking sector can alter the socio economic structure of the country. So we can say, the whole economy of a country is coupled up with its banking system. Uttara Bank Limited is the bank which is highly potential commercial Bank of Bangladesh. This bank performs hundreds of important banking and non-banking activities for both the public and the government as a whole. The Bank has an outstanding attitude to boom our business sector. From the learning and experience point of view Researcher can say that Researcher have really benefited from my internship program at UBL. This 45 days internship program at UBL will definitely help me to realize my future carrier in the job market. Performance analysis of a department of a bank is not so sufficient to measure and express perfectly within this short time of my internship period. But it is a great opportunity for me to get use to with the operational environment of commercial banking of UBL. Researcher have tried by soul to incorporate this internship report with necessary relevant information.

6.3: RECOMMENDATIONS

The bank management needs to have a clear operational efficiency and must thoroughly analyze the scopes for further development in order to retain and attract new customers towards any particular branch of a bank, Therefore, it is vital for the commercial banks to closely monitor their performance level, which comprises the functional units, that provides services to its clients. To make better position in the industry banks need to expand some activities & should give emphasis on some field & need to introduce new and diversified financial products to provide wider option to customers. Without having an effective customer base, it becomes difficult for any bank to compete and sustain in the competitive market for the banking services.

Before drawing the end Researcher would like to offer the following suggestions for bringing improvements at Uttara Bank Limited: UBL has some attractive deposit schemes but it can be more to compare themselves from others Bank. UBL is giving equal focus on all schemes; so they should try to update all types of deposit schemes and the bank has to improve their deposit policy. The deposit of the bank should be more diversified.

- I. Their interest rate is good but it is necessary to increase the rate of interest of special deposit to take a better place in Marketing. They should try to make it a standard position.
- II. To take a better place in marketing position they can make a market storming to introduce about their deposit schemes.
- III. Sometime customer cannot understand which types of Deposit they should to open in this case the employee can help them to make a discussion.
- IV. Sometime customer do not spend more time to open a new deposit specially some valuable clients want to open a deposit via a phone call so it is important so much to provide a quick service to the customer. The Bank should update their software systems to satisfy their customers by providing quick service.
- V. If they can update or introduce with new deposit they can attract the new customer.

- VI. If the keep proper record they can give a better service and security to the deposit holders.
- VII. Customer of UBL is satisfied for their service. UBL should maintain it to make a better position in banking sector.
- VIII. Account opening process should be easier for illiterate customers.
- IX. The Bank should offer better training programs to their employees about the special scheme of UBL
- X. The Bank should increase their loan facility on deposit schemes.
- XI. Employee behavior with the customers sometimes reaches out of acceptance. In every month, it is obvious that some customers are raising their voice loudly for misunderstanding with some employees or such event occurs because of making delay to provide services.
- XII. Use of latest technology in banking operation to meet up the customers demand and service.
- XIII. UBL has to increase their ATM booth services across the country.
- XIV. Provide latest news about their deposit schemes if any changed or modified.

REFERENCES

- I. <http://www.uttarabank-bd.com>
- II. <http://library.hstu.ac.bd/main/resources>
- III. <http://dsebd.org/displayCompany.php?name=UTTARABANK>
- IV. <http://www.stockbangladesh.com/users/index>
- V. www.uttarabank-bd.com/html/balancesheet.html
- VI. [banking-activities-of-uttara-bank-limited.html](http://www.uttarabank-bd.com/html/banking-activities-of-uttara-bank-limited.html)
- VII. <http://othesis4u.wordpress.com/2012/07/02/internship-report-on-general-banking-of-uttara-bank-limited/>
- VIII. <http://www.bubt.edu.bd/content.php?Page=faculty&id=148&dtype=dept&course=689&Type=details>
- IX. http://books.google.com.bd/books?id=YzG32Wa3e3gC&pg=PA16&source=gbs_selected_pages&cad=2#v=onepage&q&f=false pp, 306-307
- X. Import Policy – Ministry of Commerce, Bangladesh Government.
- XI. Bangladesh Laws on Banks and Banking.

BALANCE SHEET OF UBL

We have audited the accompanying Financial Statements of **UB Capital and Investment Limited** (the company) which comprise the Balance Sheet as at March 31, 2015, Income Statement, Cash Flow Statement and the Statement of Changes in Equity for the year ended and a summary of Significant Accounting policies and other explanatory information. Management is responsible for the preparation and fair presentation of these Financial Statements in accordance with Bangladesh Financial Reporting Standards (BFRS), and for such internal control as management determines is necessary to enable the preparation of Financial Statements of that are free from material misstatement, whether due to fraud or error selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances. Our responsibility is to express an opinion on these Financial Statements based on our audit. We conducted our audit in accordance with Bangladesh Standards on Auditing (BSA). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Financial Statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Financial Statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the Financial Statements, whether due to fraud or error. In making those risk assessments, the auditor consider internal control relevant to the company's preparation and fair presentation of the Financial Statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the Financial Statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

UTTARA BANK LIMITED
CONSOLIDATED BALANCE SHEET (UN-AUDITED)
AS AT 31 MARCH 2015

	Amount in Taka	
	31- Mar-2015	31-Dec-2014
PROPERTY AND ASSETS		
Cash	11,059,739,149	10,701,403,843
Cash in Hand (including foreign currencies)	2,600,237,971	2,371,010,602
Balance with Bangladesh Bank and its agent Bank(s) (including foreign currencies)	8,459,501,178	8,330,393,241
Balance with other Banks and financial institutions	1,167,074,848	1,012,268,602
In Bangladesh	672,230,684	54,762,804
Outside Bangladesh	494,844,164	957,505,798
Money at call and short notice	240,000,000	460,000,000
Investments	40,638,723,762	42,787,914,497
Government	40,110,715,456	42,359,906,191
Others	528,008,306	428,008,306
Loans and Advances	73,330,686,236	74,198,912,815
Loans, cash credits, over drafts etc.	70,467,943,221	71,312,996,622
Bills purchased and discounted	2,862,743,015	2,885,916,193
Fixed assets including land, building furniture and fixtures	3,409,772,264	3,351,964,701
Other Assets	8,413,520,662	7,963,268,899
Non Banking Assets	71,276,237	71,276,237
TOTAL ASSETS	138,330,793,158	140,547,009,594
LIABILITIES AND CAPITAL		
Liabilities		
Borrowings from other Banks, Financial Institutions and Agents	1,984,786,963	2,068,330,312
Deposits and other accounts	110,756,079,425	113,836,737,696
Current and other accounts etc.	42,049,969,576	43,951,345,758
Bills payable	2,041,242,665	2,417,499,268
Saving bank deposits	28,740,629,476	28,464,319,302
Fixed deposits	36,295,031,278	36,849,717,017
Other deposits	1,629,206,430	2,153,856,351
Other Liabilities	13,137,659,393	12,425,360,489
TOTAL LIABILITIES	125,878,525,781	128,330,428,497
CAPITAL/SHARE HOLDERS' EQUITY		
Paid up capital	4,000,803,370	4,000,803,370
Statutory reserve	4,030,837,039	4,030,837,039
Other reserves	3,053,543,627	3,087,257,251
Surplus in profit and loss account	1,367,045,141	1,097,645,237
Total equity attributable to equity holders	12,452,229,177	12,216,542,897
Non controlling interest	38,200	38,200
TOTAL LIABILITIES AND SHARE HOLDERS' EQUITY	138,330,793,158	140,547,009,594

UTTARA BANK LIMITED
CONSOLIDATED BALANCE SHEET (UN-AUDITED)
AS AT 31 MARCH 2015

	Amount in Taka	
	31- Mar-2015	31-Dec-2014
OFF BALANCE SHEET ITEMS		
Contingent Liabilities	24,256,205,895	25,358,218,368
Acceptances & endorsements	-	-
Letter of guarantees	2,524,287,039	2,394,188,658
Irrevocable letter of credit	11,838,470,179	11,425,493,126
Bills for collection	4,924,758,801	4,726,267,357
Other contingent liabilities	4,968,689,876	6,812,269,227
Other Commitments	-	-
Documentary credits and short term trade related transactions	-	-
Forward assets purchased and forward deposits placed	-	-
Undrawn note issuance and revolving underwriting facilities	-	-
Undrawn formal standby facilities, credit lines and other commitments	-	-
Liabilities against forward purchase & sale litigation filed by the Bank	-	-
Total Other Commitments	-	-
Total Off-Balance Sheet Items Including Contingent Liabilities	24,256,205,895	25,358,218,368

(Md. Golam Mustafa, FCA)
 Executive General Manager & CFO

(Shaikh Abdul Aziz)
 Managing Director & CEO