

**An Internship Report**  
**On**  
**Ancillary Banking activities of Sonali Bank Ltd.**  
**In Bangladesh**

**BY-**

**MOST. NILUFAR YESMIN**

Student ID: E-130502088

MBA (Evening), 2<sup>nd</sup> Batch (Major in Finance)

HSTU, Dinajpur

**MASTER OF BUSINESS ADMINISTRATION (EVENING)**

*This report has been prepared for submission into the Faculty of Business Studies, Hajee Mohammad Danesh Science & Technology University, Dinajpur, as a partial requirement for fulfillment of the MBA (Evening) Degree Program.*



**FACULTY OF BUSINESS**

**STUDIES**

**HAJEE MOHAMMAD DANESH SCIENCE & TECHNOLOGY UNIVERSITY,**

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**DINAJPUR**

**May, 2016**

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**May, 2016**

**DEDICATED TO  
MY RESPECTABLE  
PARENTS  
AND  
HONOURABLE  
SUPERVISOR**



সোনালী ব্যাংক লিমিটেড  
Sonali Bank Limited

Birganj Branch, Dinajpur  
E-mail: sblbirgonjdin@gmail.com  
website: www.sonalibank.com.bd

Sonali Bank Limited

সোনালী ব্যাংক লিমিটেডের ডায়েরী নং ১৬২/১৬

NO. SBL/DIN/BIR/2016/

Date: 24/04/2016

### TO WHOM IT MAY CONCERN

This is to certify that, **Most. Nilufar Yesmin** having Student ID No. E130502088, MBA (Evening), Major in Finance, a student of Hajee Mohammad Danesh Science & Technology University (HSTU), Dinajpur, under MBA program has successfully completed his 45 (Forty five) days' internship program (From 06 March to 20 April, 2016) at Sonali Bank Limited, Birganj Branch, Dinajpur.

During her internship period **Most. Nilufar Yesmin** was found honest, sincere & responsible to her assigned duties.

We wish her every success for the days to come.

\_\_\_\_\_  
Md. Abdur Rashid Sarker  
Manager  
Sonali Bank Limited  
Birganj Branch  
Dinajpur

## Letter of Transmittal

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09 May, 2016

Dr. Shaikh Mostak Ahammad  
Associate Professor  
Department of Accounting  
HSTU, Dinajpur

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

Dear Sir,

Here is the Report on Ancillary Banking activities of Sonali Bank Limited in Bangladesh.

I have tried my best to present all the facts that I have recovered through my internship in Sonali Bank Ltd.

I tried to work sincerely and hard to cover all relevant issues regarding the matter. Though I have faced some limitations in preparing this report, I have thoroughly enjoyed in preparing this report, which has contributed significantly to my understanding on how Ancillary Banking activities are done in SBL.

I sincerely hope, that my effort will make you to accept and appreciate my report.

Sincerely yours,

**Most. Nilufar Yesmin**

Student ID: E-130502088

MBA (Evening)

2<sup>nd</sup> Batch (Major in Finance)

HSTU, Dinajpur

## **Student's Declaration** \_\_\_\_\_◆

The discussing report is the terminal formalities of the internship program for the degree of Master of Business Administration (Evening), Faculty of Business Studies at Hajee Mohammad Danesh Science and Technology University, Dinajpur which is compact professional progress rather than specialized. This report has prepared as per academic requirement after successfully completing the 45 days internship Program under the supervision of my honorable supervisor **Dr. Shaikh Mostak Ahammad**, Associate Professor, Department of Accounting, HSTU, Dinajpur.

It is my pleasure and great privilege to submit my report titled **“Ancillary Banking activities of Sonali Bank Ltd. In Bangladesh”**, as the presenter of this report; I have tried my level best to get together as much information as possible to enrich the report. I believe that it was a fascinating experience and it has enriched both my knowledge and experience.

I believe everyone is not beyond of limitation. There might have problems regarding lack and limitation in some aspects and also some minor mistake such as syntax error or typing mistake or lack of information. Please pardon me for that mistake and clarify these of my further information on those matters.

---

**Most. Nilufar Yesmin**

Student ID: E-130502088

MBA (Evening)

2<sup>nd</sup> Batch (Major in Finance)

HSTU, Dinajpur

## **Declaration of Supervisor** \_\_\_\_\_◆

It's my Pleasure to Certify that **Most. Nilufar Yesmin**, Student ID: **E-130502088**, MBA (Evening) 2<sup>nd</sup> Batch, Faculty of Business Studies, session-2013 has Successfully Completed MBA (Evening) Internship report titled **“Ancillary Banking activities of Sonali Bank Ltd. In Bangladesh”** under my Supervision and Guidance. This is a complied Work.

Therefore, she is directed to submit his Report for Evaluation. I wish her Success at every sphere of her Life.

---

**Dr. Shaikh Mostak Ahammad**

Associate Professor

Department of Accounting

HSTU, Dinajpur

## **Declaration of Co-Supervisor**\_\_\_\_\_◆

It's my Pleasure to Certify that **Most. Nilufar Yesmin**, Student ID: **E-130502088**, MBA (Evening) 2<sup>nd</sup> Batch, Faculty of Business Studies, session-2013 has Successfully Completed MBA (Evening) Internship report titled **“Ancillary Banking activities of Sonali Bank Ltd. In Bangladesh”** under my Supervision and Guidance. This is a complied Work.

Therefore, she is directed to submit his Report for Evaluation. I wish her Success at every sphere of her Life.

---

**Md. Kutub Uddin**

Associate Professor

Department of Management

HSTU, Dinajpur



## Acknowledgement

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I would like to express my gratefulness and harmony to the Almighty ALLAH the supreme authority of the Universe without whom we would be nothing. Next I would like to express my kindness to my beloved parents and family members.

This Report on "**A Report on Ancillary Banking activities in Sonali Bank Limited in Bangladesh**" has been made possible with active support from a number of people.

First of all, I would like to take the opportunity to thank the University of HSTU for giving me this magnificent scope to prepare this report. Thereafter I express my heartiest gratitude to my supervisor of this Report **Dr. Shaikh Mostak Ahammad**, Associate Professor, Department of Accounting for his continuous and patient guidance, support, inspiration and valuable suggestions.

My heartiest thanks to Manager of SBL who despite of her busy schedule has shared her valuable time and information which enable me to add more value to my report. I am also very much grateful to all my colleagues of SBL for helping me by participating in my questionnaire and by providing their valuable suggestions. I have a remarkable cooperation and contribution from all of them.

May, 2016

**The Author**

# Executive Summary

The main aim of this report is to analyze the importance of Ancillary Banking activities in Sonali Bank Ltd. as a public organization. SBL has established itself as one of the leading and fastest growing Bank in Bangladesh.

In this report at first we have provided a background of the Report. Next, we have given a short description of Sonali Bank Ltd. This bank works mainly for Government.

Then next part is project part. In that part we have discussed General and Ancillary Banking areas. The main aim of a company is to maximize the value of company. To maximize the value of company SBL needs to take care about General and Ancillary Banking areas. Because from these sections, SBL gets deposit, commission and earns more profit.

After that, we have shown findings including Products which are not up dated or Schemes' rate are very low than Private Banks. Next, we have recommended new product.

Finally my overall view if the bank controls and takes proper steps to overcome its limitations; it will become a heart -trusted bank of People.

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## **1.1 Background of the report**

HSTU has given me a scope to submit a report on Sonali Bank Ltd. which is the largest state owned bank in Bangladesh.

The primary purpose of this report is to give my idea about the Ancillary Banking activities of Sonali Bank Ltd.

This report is an attempt to reflect the position of Sonali Bank Ltd. in the banking industry.

## **1.2 Origin of the report**

From my internship period, I have prepared it under the Supervision of my respected supervisor, Dr. Shaikh Mostak Ahammad, Associate Professor, Department of Accounting.

## **1.3 Objectives of the report**

**Objectives: There are two objectives of the report; such as**

### **Broad objectives**

- To fulfill the requirement of the internship program under MBA(Evening) program.
- To express practical experience in the job field.
- To fulfill academic requirement.

### **Specific objectives**

- To give an overall idea about the performance of Sonali Bank Limited.
- To give a brief idea about the check clearing and inland remittance.
- To give some idea about its management and organization structure.

#### **1.4 Scope of the report**

As I intern and employee in the Sonali Bank, I got the opportunity to learn different part of banking system. My supervisor has suggested me to write about the Ancillary Banking division.

#### **1.5 Capacity of the report**

This report covers the Sonali Bank Ltd. Organization over view Management and Organizational structure functions performed by the Sonali Bank Ltd. Scope of this report is very confined concentrate of the Ancillary Banking.

#### **1.6 Methodology of the report**

In order to making a report, two sources of data and information have been used widely.

**The “Primary Sources” is as follows:**

- Practical work experience.
- Information from senior colleagues & the branch manager.

**The “Secondary Sources” of data and information are:**

- Annual Report of SBL.
- Various books, articles, compilations act. Regarding Ancillary Banking functions. Different ‘Procedure Manual’, Published by SBL.
- Different circular sent by Head Office of SBL and Bangladesh Bank.

#### **1.7 Limitations of the report**

I have faced the following problems which may be termed as the limitation/short coming of the study. These are as follows:

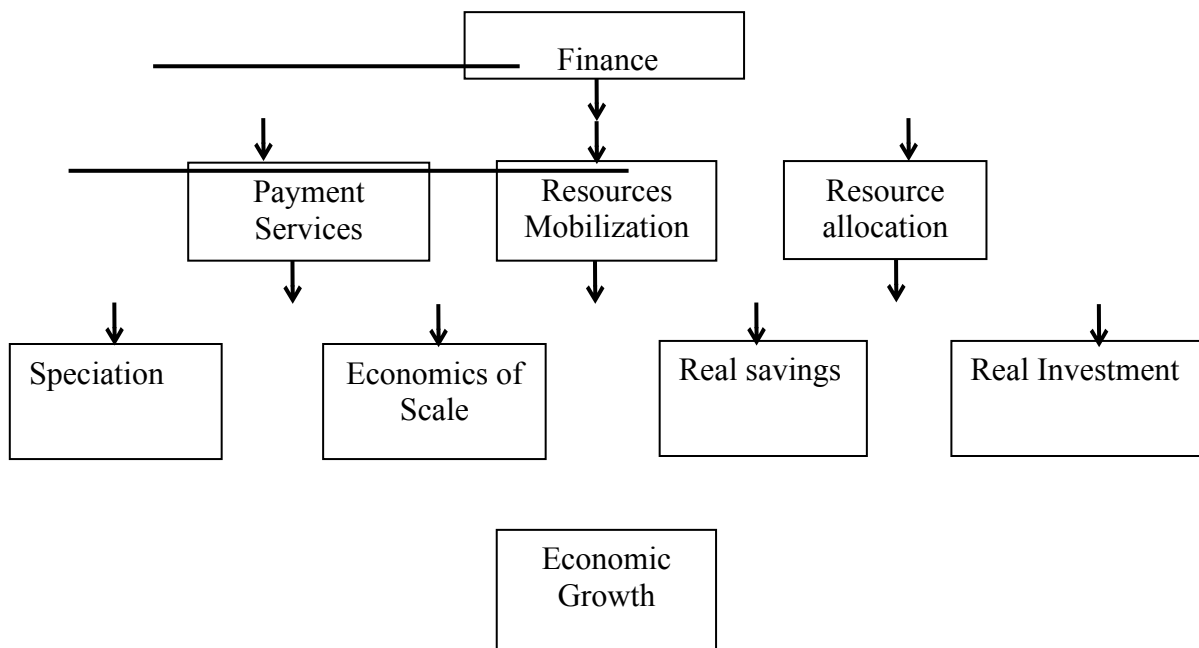
- The major limitation of the study was shorter time period. For an analytical purpose, adequate time is required.

- The main constrain of the study was insufficiency information, which is required for the study.
- Due to some legal obligation and business secrecy Sonali bank is reluctant to provide data.
- The report is mainly based on the secondary data.
- Such a study was carried out by me for the first time. So in-experience is one of the main factors that constituted the limitation of the study.
-

## 2.1 Introduction

A bank is usually defined as a financial institution which deals with money. Today however, the functions of a bank have increased so much that it is considered a very vital agent of development in country like ours. Because of their positive involvement in trade, industry, business finance and a host of their allied services, today bank are very important part of an economy.

A commercial Bank helps to develop economy as follows:



In service sector banking is very emerging field in today's family and business life. In our country banking is profitable industry than many other countries of the world. After the liberation war most of the bank was under government control.

### **Bank:**

Bank is an organization. Bank receives demand deposits and time, collection bank draft, checks act. On the other hand, we can say bank is a financial institution dealing with money. We can called it is bank.

According to A.C. Dyes, "A bank is an organization whose main function is to move for capital formation".



In the above definition, we can say that bank is a financial institution that receives savings of people and invest these saving to customer in order to make profit & other monetary transaction with interest.

### **Banking:**

Sometimes bank and banking is used wrongly as the same terms. But bank and banking bears the different meaning. The bank is a financial institution doing the business with money. Banking means all the function and activities of a bank. That is bank means a financial institution and banking means the function of that institution.

### **2.2 Origin of modern banking system**

For an economy is like as blood in a body and a bank may be compared to an artery system of a body. Modern banking system is not a consequence of an accident but a result of a gradual systematic development. Though history of banking is as old as human civilization but there exists little historical evidence as to nature of real banking operation before 13<sup>th</sup> century. For the earlier period, the distinction between commercial bank and other types of banks is difficult to make with certainty. It is very difficult for this early period to differentiate between the activities of dealers in coin and in billon and the activities of bank. Money exchanger and business were often viewed as one and the same.

According to the historians the first bank of the world was established in China in 600 B.C. by the name of Sonali Bank. Although the banking business was mostly done by private individuals like the gold smith 1000 Jewish Merchants (1200) and money lenders (1300) during the ancient period, many countries established public banking order to facilitate trade and commerce or to serve the government. The bank of Venice established in 1157 is supposed to be the most ancient bank. Then the bank of Sans Georgia was established in 1178. Originally there was not full bank in the modern sense, being simply an office for the transfer of the public debt. It seems to the historian that bank of Barcelona is the first modern bank of the world that was established in Venice, Milan, Amsterdam, and Humbug. Majority of the historians agrees that the institutional father of modern banking was the bank of England chartered in 1694. After it, many modern banks were established in the world like Hindustan bank (1700), Bank of France (1800), Bank of Japan (1982) act.

### **2.3 Development of banking business in Bangladesh**

After independence, there was serious crisis in the banking sector of Bangladesh. Out of 36 schedule banks, only two banks had three head offices in Dhaka. In the wake of liberation the owners and top executives of these banks left Bangladesh after they had already transferred resources to West Pakistan. The owners of the Union Bank Ltd. had also shifted its Head Office from Chittagong to West Pakistan. All these created serious difficulty for Bank Management. For the solution to this problem Bangladesh Bank was established as Central Bank. In 1971 there were 12 scheduled banks with their 1090 branches in East Pakistan (Bangladesh). At that time all banks except foreign banks were nationalized by Bangladesh Bank (Nationalization) order 1972. Those entire newly nationalized banks were amalgamated and brought under six classes is that Sonali, Janata, Agrani, Rupali, Uttara & Pubali Bank.

### **2.4 Background of Sonali Bank Ltd.**

Sonali Bank Limited is the largest and fully state-owned Commercial Bank of Bangladesh. It was established under Bangladesh Banks (Nationalization) Order 1972, Presidential Order 26, 1972 comprising three banks which were in operation in the then Pakistan- National Bank of Pakistan, Bank of Bahawalpur and Premier Bank. Sonali Bank was established as a Nationalized Commercial Bank.

It was incorporated in Bangladesh on 03 June, 2007 as a Public Limited Company named “Sonali Bank Limited” under Companies Act, 1994 and governed by the Bank Companies Act, 1991 aiming at accelerating banking activities by enhancing management skill and standard of service. Bangladesh Bank issued Banking License in favour of the Bank on 05 June, 2007.

Subsequently on 15 November, 2007 the bank took over the undertaking and business of Sonali Bank as a going concern under a Vendor’s Agreement signed between the Government of the People’s Republic of Bangladesh and the Sonali Bank Limited with a retrospective effect from 01 July, 2007 and became a Limited Banking Company owned by the State from a Nationalized Commercial Bank.

In this context, would you give us an idea about vendor agreement between the Government of Bangladesh and the Sonali Bank Limited on the basis of which the bank has been turned into a limited company?

Vendor's Agreement is a Legal Contract between two parties where one sells or vends something to other. A Vendor's Agreement was signed between the Government of the People's Republic of Bangladesh and the Sonali Bank Limited with a retrospective effect from 01 July, 2007. Under this agreement the Government of Bangladesh as the vendor relinquishes and Sonali Bank Limited (SBL) acquires the undertaking and banking business of Sonali Bank as a going concern with its goodwill, assets, benefits, rights, powers, authorities, privileges, liabilities, debts and obligations on 15 November, 2007.

As a matter of fact, would you say what kinds of change take place into its characteristics and activities due to shift from a state owned financial institution to a commercial banking company? In this context, would you please mention the current figure of its authorized and paid-up capitals?

After being incorporated and becoming a banking company (limited by shares) from a nationalized bank, significant changes took place into its characteristics and activities. The Board of Directors and the Management now enjoy more freedom and authority to run the bank. The decision making process has been prompt.

The officers and staff are motivated to work hard for the development of the institution. Now they know that if the bank can make more profit, they will get more benefits. Banking activities are accelerated and standard of service is enhancing day by day. When it was established, Sonali Bank had a paid up capital of 30 million taka. In 2001, Its authorized and paid up capital were tk10 billion and taka 3.272 billion respectively. The bank reserve funds were taka 60 million in 1979 and taka 2.050 billion on 30 June 2000. Presently its authorized and paid up capital is TK 6000.00 core and TK 3830.00 core respectively. Sonali Bank Limited is governed by a Board of Directors consisting of 11 (Eleven) members. The Bank is headed by the Managing Director & CEO, who is a well-known Banker and a reputed professional. The corporate head quarter of the bank is located at Motijheel, Dhaka, Bangladesh, the main commercial center of the capital.

**Some notable features of the Bank are as follows:**

Capital Structure:

Authorised Capital : Tk. 6000.00 Crore

Paid up Capital : Tk. 3830.00 Crore

Branches & Subsidiaries:			
1	Total No of Branches		1207
	a.	No of Foreign branches	2
	b.	No of Local branches	1205
	i)	No of Rural Branches	862
	ii)	No of Urban Branches	343
2	No of Regional Offices		16
3	No of Principal Offices		46
4	No of G.M. Offices		11

**Subsidiaries:**

1. Sonali Exchange Company Incorporated (SECI) having 10 (Ten) branches in USA.
2. Sonali Investment Limited (Merchant Banking) having 4 (Four) branches at Motijheel, Paltan, Uttara, Mirpur in Dhaka and 1 (One) branch in Khulna, Bangladesh.

**Associates:**

1. Sonali Bank (UK) Limited having 6 (Six) branches in UK.
2. Sonali Polaris FT Limited

Representative Offices : 3 : 1(One) in Jeddah, KSA; 1 (One) in Riyadh, KSA  
and 1 (One) in Kuwait.

Correspondence : 639

## **2.5 Branches of Sonali Bank Ltd.**

Sonali Bank has a total of 1207 branches. Out of them, 243 are located in urban areas, 862 in rural areas, and 2 are located overseas. It also operates the Sonali Exchange Company Inc. In USA and Sonali Bank (UK) Ltd. United Kingdom, to facilitate foreign exchange remittances. Sonali Bank UK remits up to 14 destinations across Bangladesh directly; these include Dhaka Chittagong, Sylhet, Maulivibazar, Beanibazar, Balagainj, Biswanat, Jagannathpur, Sunamganj, Golapaganj, Nabigonj, Habigonj, Kulaura or Tajpur. There are currently three branches in UK, one located in Brick Lane, London another in small heath, Birmingham and in Manchester.

## **2.6 Vision of Sonali Bank Ltd.**

Socially committed leading banking institution with global presence. This banking vision and opportunity situated in everywhere we established and goal this process in opportunity purpose.

## **2.7 Mission of Sonali Bank Ltd.**

Dedicated to extend a whole range of quality products that support divergent needs of people aiming at enriching their lives, creating value for the stakeholders and contributing towards socio-economic development of the country.

## **2.8 Slogan of Sonali Bank Ltd.**

Your trusted partner in innovating banking.

## **2.9 Sonali Bank Ltd. at a Glance**

Sonali Bank Limited is one of the largest public banks in Bangladesh. Recently it is going to introduce shares. It operation through One Head Office, 11 General Manager office, 46 principal Office, 16 regional office and 1200 fully computerized CBS branch 531.

## **2.10 Core business of Sonali bank**

Sonali Bank Limited operates the following services:

- Corporate banking
- Project Finance
- SME Finance
- Consumer Credit
- International Trade
- Trade Finance
- Loan Syndication
- Foreign Exchange
- Rural and Microcredit
- NGO linkage Loan
- Government Treasury Function
- Money Market Operation
- Capital Market Operation
- Remittance

## **2.11 Product/ Service Schemes**

Sonali Bank Limited offers multiple special services with its network of branch throughout the country in an addition to its normal banking operations.

- Gas bills.
- Electricity bills.
- Telephone bills.
- Water/ Sewerage bills.
- Municipal Holding Tax.

- Source tax and VAT.
- Land development tax.

## 2.12 Corporate Profile of Sonali Bank Ltd.

Name of the Company	: Sonali Bank Ltd.
Chairman	:
CEO & Managing Director	: Mr. Pradip Kumar Dutta
Company Secretary	: Mr. A.K.A. Sajedur Rahman Khan
Legal Status	: Public Limited Company
Date of Incorporation	: 03 <sup>rd</sup> June, 2007
Date of Vendor's Agreement	: 15 <sup>th</sup> November, 2007
Headquarters	: 35-42, 44 Motijheel Commercial Areas, Dhaka, Bangladesh
Authorized Capita	: TK 6000.00 core
Paid-up Capital	: TK3830.00 core
Employees	: 22,446
Number of Branches	: 1207
Phone-pabx	: 9550426-31, 33, 34, 9552924
Fax	: 88-02-9561410, 9552007
SWIFT	: BSONBDDH
Website	: <a href="http://www.sonalibank.com.bd">www.sonalibank.com.bd</a>
E-mail	: <a href="mailto:itd@sonalibank.com.bd">itd@sonalibank.com.bd</a>

## 2.13 Payment

- Pension of employees of Government and other Corporate Bodies.
- Bangladesh Bank employees' pension
- Army pension
- Student stipend/ Scholarship.
- Govt. & Non- Govt. Teachers salary
- MT issue & payment section
- TT payment section
- DD issue & payment section

- Payment order
- DDP
- Food procurement bill

#### **2.14 Sale & Encashment/ purchase:**

- Savings Certificates.
- Prize Bonds.
- Lottery tickets of different Semi-Govt. and Autonomous
- Bodies
- Public Service Commission's application form.
- Judicial Service Commission's application form.

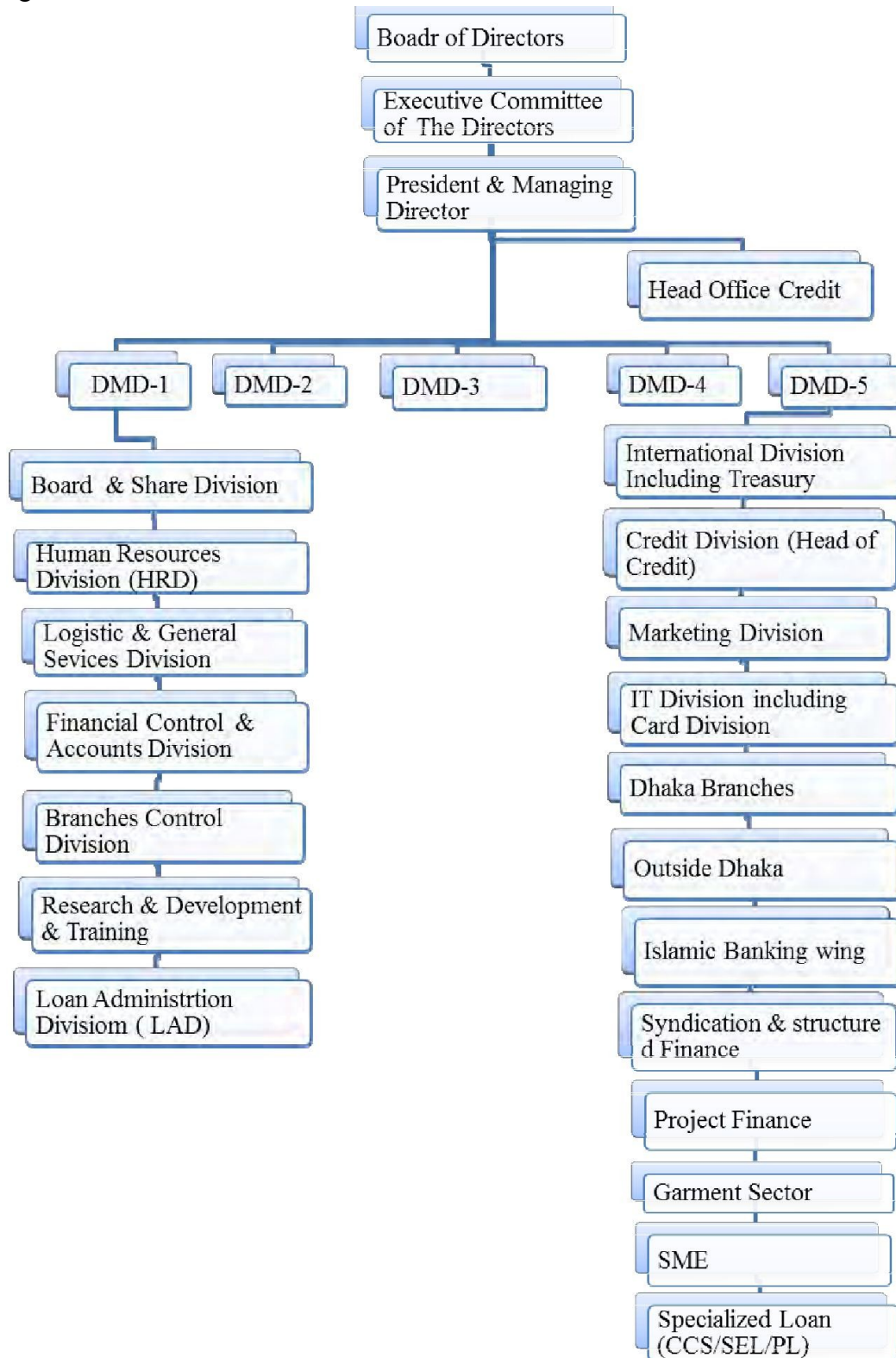
#### **2.15 Value of Sonali Bank Ltd.**

- Trustworthy
- Dependable
- Reliable
- Professional
- Dynamic
- Fair
- Secure

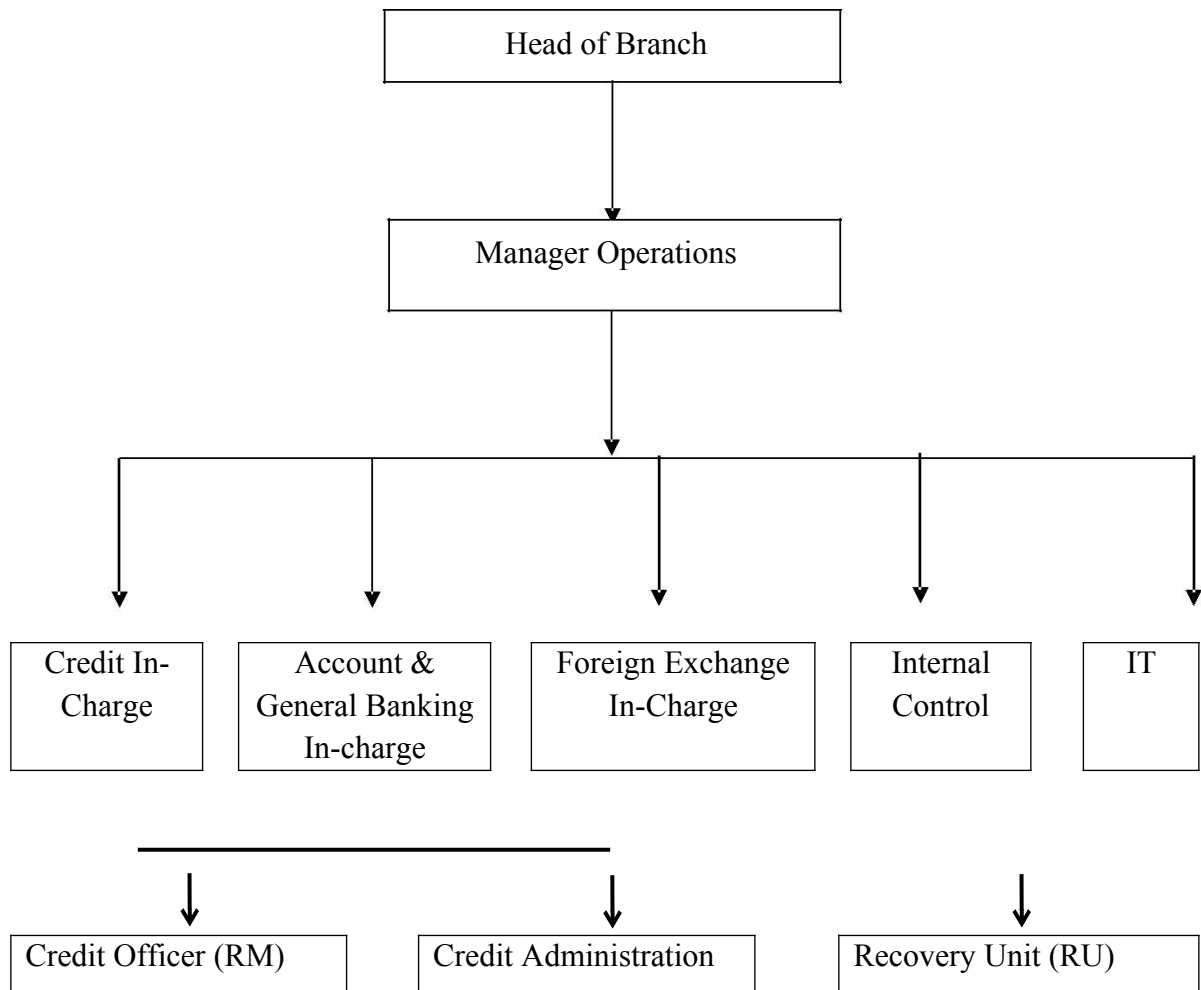


## 2.16 Organization Structure of Sonali Bank Ltd.

Organogram of Head Office:



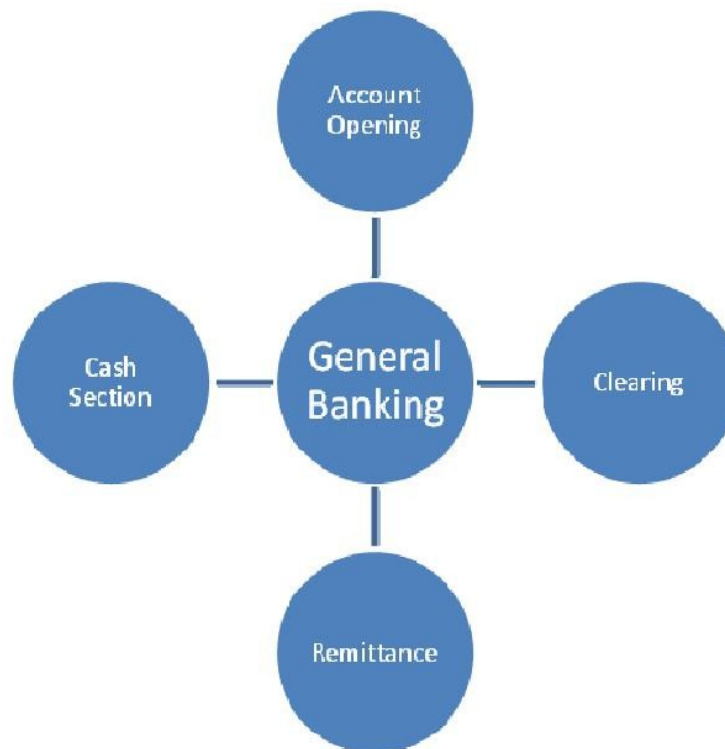
**Organogram of Branch:**



### 3.1 Introduction of General Banking

Ancillary Banking is the heart of business banking activities. Ancillary Banking department performs the core function of bank operates the day-to-day transactions. It is the storage point of all kinds of purpose in transactions.

Ancillary Banking is the front-side banking service department. It provides services to customers coming frequently as well as customers coming for only one time in the bank for enjoying ancillary services. In general, there is no relation between banker and customers taking only one service from the bank. Bank generally deals with a person who maintains an account with the Bank. That is, a banking relationship will be established only when a customer maintains an account with the Bank. Ancillary Banking is an important department for all banks because it provides day-to-day service to the customers. It is the department that serves most of the customers of the Bank and the image of the Bank is established with the services provided by the Front Desk. Almost all the customers are directly served by this department. Customers open accounts, issue checks books, deposit their money, receive payments, remit funds, issues bank drafts and pay orders and meet their demand for cash by honoring checks with this department. A typical Bank has generally the following sections -



### **3.2 Function of General Banking**

**There are many function of the General Banking. There are-**

1. Maintenance of Deposit A/Cs saving account / current account / cash credit deposits/ Fixed deposit/ short term deposit/ margin deposits/ Bond deposit / F.C. Bond deposit.
2. Receipts & payment of cash.
3. Handling transfer transactions.
4. Operating of clearing house.
5. Maintenance of accounts with Bangladesh bank & other banks.
6. Collection of Checks & Bills.
7. Issue and payment of Demand Drafts, Telegraphic Transfers and Payment Orders.
8. Executing customers standing Instructions.
9. Maintenance of safe deposit Lockers.
10. Maintenance of Internal Accounts of the banks.
11. Reporting to head office about daily position.
12. Saving all transaction record in computer.
13. Closing and transfer of different types of accounts.
14. Keeping good relation with valued customers.
15. Providing necessary support to the customers.
16. Act as an advisor.

### **3.3 Sections of General Banking**

Any branch of Sonali Bank Ltd. perform this type of activities. Now all are in details:

1. Account opening section.
2. Remittance section.
3. Bills and clearing section.
4. Cash section.
5. Mails receive and dispatch section.

#### **1. Account Opening section**

One of the vital sections under Ancillary Banking is the account opening section. Banker customer relationship begins this section. Various tasks are performed in this section. Such as:

1. Opening of different types of account.
2. Issue of check book.
3. Transfer and closing of account.
4. Enquiry of account.

#### **Types of Account**

Accounts department is the most important functional area of this branch. The following types of accounts are maintained in this bank:

1. Fixed deposits A/C
2. Short term deposits A/C
3. Savings deposits A/C
4. Current deposits A/C

5. Call deposit A/C

6. Sundry deposit Accounts.

### **3.3.1. Fixed deposit A/C**

This account is opened for a fixed period of time this type of account is very popular to the fixed income earners. Sonali Bank maintains different terms of this deposit and interest rate varies with the variation of term. The minimum term is 3 months. The branch maintains fixed deposit account for maximum term of 3 years. A fixed deposit account holder has to deposit his money with the bank at a time and the amount of deposit is drawn at the maturity of the account. But in case of emergency a fixed deposit A/C holder can withdraw his money before maturity. Interest rate on this account varies according to term of deposit. Sonali Bank pays the following interest rates on Fixed deposit A/C:

<b>Duration</b>	<b>Rate of interest</b>
3 months or more but less than 6 months	5.50 %
6 months or more but less than 1 year	6.00 %
1 Year or more but Maximum 3 year	6.50 %

### **3.3.2. Short term deposit A/C**

This item includes the deposits which are deposited for a period ranging 7 days to 89 days. These types of liabilities are payable by a special notice or after specified period. Some of these types of deposited are of nature of time deposited. Its interest rate is 4%

### **3.3.3. Savings deposits account**

Normally Savings Account is used by individual or service oriented organization. In this account, a depositor can deposit money as many times he/she wants. But the account holder cannot withdraw his deposited money frequently. In this case he has to follow some stipulated rules and regulations. The Bank pays 5.00% interest on savings deposit and interest is generally allowed on monthly balances.

### **3.3.4. Current deposits account**

This account is used by the persons or institutions that need frequent deposit or withdraw money. The depositors of this A/C can deposit or withdraw money more than one time as they need in a working day. Normally current A/C is used by the businessmen. No interest is paid on this Account. Two types of current A/C are maintained by the branch i.e. personal and institutional.

### **3.3.5. Call deposits A/C**

Tender money is deposited in this account. In order to participate in tender invited by any private or public institution, the participants have to deposit a particular amount of money as security. It is called tender money. The tender inviting institution receives tender money under this account through bank. The deposited amount in this account remains up to opening of tender. After opening of tender, the tender inviting institution can withdraw fund from this account, at any time. The bank pays no interest on this account.

### **3.3.6 Sundry deposit account**

This account is also called special purpose deposit account. The following items are deposited in this account:

- Employees' contributory provident fund
- Employees 'general provident fund
- Sonali Bank employee's pension fund
- Sonali Bank employee's pension and death cum-retirement benefit fund.

### **3.4 Account opening**

I have gathered practical knowledge about opening of bank accounts. Various types of bank accounts are opened with the Sonali Bank . I have taught how a current deposit (CD) A/C, savings deposit (SD) A/C are opened.

### **3.4.1 Procedures of opening a CD A/C**

- To open a current deposit A/C, an individual has to carry out the following procedures-Obtain a prescribed application form from the bank .
- Submit the duly completed form with necessary papers to the concerned officer. Face a brief interview
- Put specimen signature in the signature card supplied by the bank. Deposit of money
- Get counter folio of the payment slip.

Once these formalities are carried out in appropriate manner, an account number is posted against the application. Then a check book is issued in favor of the applicant and he is considered as a valid account holder of the bank.

**With the prescribed application form, the applicant should submit the following papers and information's.**

- Nationality certificate from the appropriate authority.
- Two copies of recent passport size photographs.
- If the applicant is a service holder he should collect employee certificate from his employer and is to be submitted.
- The applicant's signature should be identified by an introducer who has a CD A/C with the respective branch.
- The applicant should deposit minimum taka 1000/- to open an account.
- Copy of National ID Card.
- Copy of Electric bill or telephone bill papers.

**3.4.2 In case of joint account, the applicant must furnish the following information and**



## **papers**

- Name of the parties who will operate the account and sign the checks.
- At the event of death either or any of the account holders how the balance will be paid and to whom the securities (if any) will be delivered. The documentary requirements are almost the same as individual accounts. Account opening form and the special instructions must be signed by all the joint account holders to signify their consent.
- If the client is a partnership company the company has to submit partnership deed to the bank.
- If the applicant is a sole proprietorship business, the client has to submit trade license collected from the appropriate authority & seal of the institution.
- If the client is a private or public limited company, the company has to submit Memorandum of Association (MOA), Article of Association (AOA) and other necessary documents. Name and specimen signature of the people who are authorized to open and operate the account and the source of their authority.

### **3.4.3. Procedures of opening a savings deposit (SD) A/C**

The procedures of opening a SD A/C are almost same as the CD A/C. Some of the rules and regulations regarding to operate a SD A/C are mentioned below:-

- Only savings account holder or a CD account holder of the respective branch can be introducer of the applicant of opening SD A/C.
- Two copies of recent passport size photographs of the applicant should be attested by the introducer. In this case the introducer will mention his/her account number.
- The applicant should deposit Tk. 1000 is required to open this account.
- If the client is private or public limited company, the people authorized to open and
- Operate the account should put joint signature where it is necessary.

### **3.5. Closing an account**

During the study work I have taught how to close a bank account before maturity. In order to close an account before maturity the holder has to place a written application to bank. After receiving the application the bank will deduct service charge at an amount necessary for the respective account as closing fee from the balance and rest of the money is given to the account holder.

### **3.6. When bank closes an account**

- Bank closes an account in the following situations:-
- If a customer places written application to the bank to close his account.
- If the customer does not properly follow the rules and regulations necessary to operate his account.
- If the bank is notified the message of death of a customer.
- If the bank receives a notice regarding the insanity of his customer. If the bank receives a garnishee order from court.

### **Dormant account:**

Dormant Account is those accounts, which are not created any transaction by the customer for a long time. The law has not prescribed any period after which an account should be treated as a dormant Account because of absence of any transactions by the customer in his account. Every bank has its own policy in this respect. In saving a/c, if there is no transaction within 6 months it will be dormant account. In case of current a/c, it will dormant account if there is no transaction within 1 year.

### **Remittance section:**

The system of transmitting or sending money from one branch to another branch of the same bank or from one bank to another bank within a country or outside the country is known as remittance. It is one of the important functional areas of a bank. A bank can earn handsome fees as commission from the dealings of money remittance. During my internship program I have gathered practical experience about how money is remitted from one branch to another

branch of a bank or from one bank to another bank.

### **Types of Remittance**

Sonali Bank Ltd. earns more from this section by TT, DD, MT, PO, Remittance Management System(RMS), Spot cash, Western Union, Xpress Money, Transfast, Merchantrade, Prabhu Money Transfer , IME, EFT, BFTEN etc.

Remittance can be of two types, i.e. A) Inland Remittance B) Foreign Remittance.

#### **A) Inland Remittance:**

When money is remitted within a country through proper banking channel, it is termed as inland remittance. Sonali Bank deals a lot of inland remittance at every working day.

#### **Modes of Inland Remittance:**

**1. Demand Draft (DD):** DD is the most widely used instrument of remitting fund. It is order to pay money drawn by one branch of a bank upon another branch of same bank for a particular amount of money that is payable to order and demand.

#### **Procedures of remitting money through DD:**

The procedures of remitting money through DD are stated briefly in below-

- At first, the sender of money is advised to fill up a form and deposit the cash. The form is usually called DD application form or credit voucher.
- The senders of money fills up the voucher appropriately and place it with cash before the officer at cash receipt section.
- After receiving the voucher and cash, the officer counts the money and charges a fee as commission. Here it is mentionable that the commission for DD up to tk 30,000 is Tk. 30 for per 1000 and Tk. 1 for every thousand above Tk. 30,000.
- After that, the voucher is sent to the concerned officer of remittance section.
- Here the officer prepares a paper instrument called “Demand Draft (DD)” and enters

the amount in the draft issue register.

- Draft book and DD along with the register are then sent to the officer in charge for
- checking. If everything is Okayed, the officer signs the DD and voucher and keeps the register and counter foil of the DD.
- After that the DD is issued to the sender of money. At this stage he can send the DD to the receiver branch by post or any other ways,
- After issuing the DD and handing over it to the sender of money, the DD issuing branch sends an advice to the receiver branch about DD.
- Finally, the DD receiver branch makes payment to the bearer of DD. i.e. payee after completing the necessary formalities.

**2. Mail Transfer (MT):** MT is another widely used instrument of remitting fund from one branch of a bank to another branch of the same bank. It is not used to remit fund from one bank to another. MT is nearly same as DD.

**Procedures of remitting money through MT:**

The procedures of remitting money through MT are almost same as the procedures of remitting fund through DD. But there are some exceptions in this system -

- In case of MT, the sender of money is not provided with the MT paper but a receipt. The branch sends the MT paper under its own responsibility by mail to the MT receiving branch.
- The commission for MT up to Tk. 30,000 is Tk. 10 for per 1000 and Tk 1 for every thousand above Tk 30,000.
- The MT issuing branch has to send a secret message i.e. Test to the MT receiving branch. It is must for any amount of money. Here the amount of money, issuing date and other particulates are mentioned.
- To maintain the secrecy of the message sent, the issuing branch codes the message by a particular number consisting of different digits. After receiving the message, the

paying branch decodes it by using the predetermined techniques. This process is called test. If everything is Okayed, the paying branch makes payment to the payee.

### **3. Telegraphic Transfer (TT):**

Telegraphic Transfer (TT) is another widely used mode for remittances of funds. Telegraphic Transfer is quicker than a transfer of amount by DD or MT. The customer deposits money with the branch to be sent. The customer obtains a cash memo containing TT serial number.

#### **Procedures of remitting money through TT:**

The primary formalities that have to be maintained to remit money through TT are same as DD and MT.

- The commission for TT up to Tk. 30,000 is Tk 10 per TK 1000 and Tk 1 for every thousand above Tk 30,000. ABB charge is applicable for for for online branches.
- In case of TT, no paper instrument is sent to the paying branch. Rather the TT issuing branch sends a TT advice through telephone, telegraph, Fax or telex to the paying branch. In sending message, the branch keeps necessary secrecy.
- Side by side, the TT issuing branch sends an advice to the head office of the bank.
- After receiving the message, the paying branch tests to decode the message. If everything is obeyed, then the branch makes payment to the payee. After that the branch sends an advice to the head office to reconcile the accounts of both branches.
- In case of TT, test is must for every issue and for any amount of money.

#### **Payment Order (PO):**

Payment Order (PO) is an instrument that contains an order for payment to the payee only in case of local payment whether on behalf of the bank or its constituents. Customers can purchase to deposit as security money or earnest money. Payment Order is in the form of receipts and issued by joint signatures of two officials. Payment of this instrument is made from the branch it has been issued. The payee's banker who should certify that the amount

would be credited. The commission for PO up to Tk. 1,000 is Tk 23, up to Tk. 1,00,000 is TK 35 and TK 115 for above TK 100,000.

### **B) Foreign remittance:**

The procedure to transfer money from one country to another country through bank or other govt. authorized agencies is called foreign remittance. The Sonali Bank, Sat Masjid Road Branch, Dhaka does not provide foreign remittance facility to its customer directly.

### **Procedures for Western Union, Spot cash , Transfast, Xpress money :**

Customers show pin number to the banker for payment. If 8 digits, it will be spot cash, If 16 digits, it will be Xpress money, if 10 digits, it will be Western Union, If 13 digits , it will be Trans fast. Then the banker logs in that site and confirms payment by matching information.

### **EFT and BFTN:**

From various countries, amount is directly transferred to the branch of the clients. Now, share bonus, fund transfer and salary of Govt. and Private org are given through BFTN.

### **Bills and clearing section:**

This section is very critical and complex. It carries risk. In my branch a Senior Officer named Mrs. Tahmina Begum is charged with this section that is well-experienced and skilled enough to deal such complexities.

### **Clearing**

This section of Ancillary Banking deals with both the clearing of inter-banking and intra - banking checks. The checks which are deposited during the whole day are scanned and sent to Bangladesh Bank's central clearing house for clearing. Clearing is somewhat a complex process. Each and every scheduled bank has a clearing account with BB which is used to clear the payments made by checks. The checks that are scanned and sent to the BB are submitted to the center and the payments are made from the respective BB clearing account. Checks amounting more than Tk. 5 lac are immediately submitted to the central system before 11:00 am and cleared on an urgent basis.

The growth of banking habits among the people has led to greater use of cheques facility by them. The number of banks and their officers are also constantly on increase. Every bank receives daily hundreds of cheques, drafts, pay order etc. on the other banks. One method of collecting the money of such cheques, draft, pay order etc. are to send an official to every drawee bank. This method is bound to prove costly and tedious. The other alternative is to fix a common place where officials of different banks may meet daily to settle interbank claims. Such a method is simple and convenient since it does not involve unnecessary traveling and actual handling of cash. The common place so fixed is termed as banker's clearing house.

A clearing house may, therefore be defined as an organization of banks consisted for the purpose of settling inter-bank liabilities due to transfer of deposits by a customer of a particular bank to that of another bank.

### **3.7 Cash section**

One of the most important sections of the branch is Cash Department. It deals with all kinds of cash transactions. This department starts the day with cash in vault. Each day some cash that is opening cash balance are transferred to the cash officers from the cash vault.

Opening cash balance is adjusted by cash receipts and payments. This figure is called closing balance. This balance is then added to the vault. This is the final cash balance figure for the bank at the end of any particular day. There is an important clause and duty practiced by the branch is to refund the principal amount that exceeds a certain amount to the principal or local branch of the bank.

#### **3.7.1. Cash payment**

In this section I gathered practical experience about how a check is honored and how cash is paid. The formalities involved in check honor and cash payment are stated below:-

**1. Presenting the check:** If any A/C holder would like to draw money from his A/C he at first has to issue a check supplied by the respective bank. Then he has to present the check to

the concerned officer after duly signed.

**2. Token Issue:** After receiving the check, the officer examines the followings-

- Account number of customer
- Issuing date of check
- Amount of money mentioned in the check.
- Amount position/balance position of the customer.
- Whether the customer has signed behind the check or not.
- After that, the officer enters the amount of money, token number, and account number in the daily transaction register. The register is usually called day book. Then, the token is issued & given to the customer. The number indicated in the token is written behind the check.

**3. Verifying the check:** At this stage, the check is sent to the principal officer (second officer) to verify it. To examine the validity of the check, the second officer compares the customers signatures given on the check with that on the signature card kept in his custody.

**4. Honoring the check:** If all the factors are satisfactory, the check is honored by the second officer.

**5. Check cancellation:** At this stage, the officer signs across the check to pay the money.

**6. Drawing money:** After the check is signed by the second officer, the customer returns the token to the cash payment section and draws his money.

### **3.7.2. Cash receipt**

Customer's deposits are received in this section of bank. Then the amount received is credited to the customer's A/C in the ledger book.

### **3.7.3. Check dishonored by Bank**

During the internship program, I was taught how a check is dishonored by bank. The



statutory duty of a bank is to honor his customer's check. But a bank can dishonor a check for various reasons. Some of the reasons for that a bank dishonors his customer's check are stated below-

- If the customer's account position is not okay, that is if the amount of money mentioned in the check is greater than customer's deposit.
- If the check is torn.
- If the check is post-dated or a stolen checks.
- If the customer's signature given on the check is a forged one or does not tally with his specimen signature kept in bank custody.
- if the check is not submitted to the customer within banking hour. If the duration of issuing the check is more than 6 months others.

### **3.8 Mails receive and dispatch section.**

Internal letters are maintained in Local mail register (Receive & send). External letters are sent maintaining Registered mail register. Numbering of letters is the main task of dispatch section.

From my first day of internship, I was in duty of Dispatch. A number of business letters, statements, SC cheques are sent to local office, post office, head office and other business organizations. These are posted with number in outward register. When business letters, documents, circulars, orders, memorandums came, I posted in inward register with number. This section is important for numbering. By number, all are traced out if need.

### **4.1 Ancillary services**

Sonali Bank Limited offers multiple special services with its network of branches throughout the country in addition to its normal banking operations.

**Collection:**

- Gas bills.
- Electricity bills.
- Telephone bills.
- Water/Sewerage bills.
- Municipal holding Tax.
- Passport fees, visa fees and Travel tax.
- Customs & Excise duties.
- Source tax and VAT.
- Jakat fund.
- Hajj deposit.
- Land development tax.

**Payment:**

- Pension of employees of Government and other Corporate Bodies.
- Bangladesh Bank employees pension.
- Army pension.
- British pension.
- Students' stipend/scholarship.
- Govt. & Non-Govt. Teachers' salary

- Food procurement bill on behalf of the Govt.

**Misc. Services:**

- Bank a/c information of tax payee client according to demand of NBR.
- Local Governance Support Project.
- Enlist of Non Government Insurance company.

**4.2 Major ancillary services**

**4.2.1 Government transactions**

A bilateral agreement was held to conduct Government transaction between Bangladesh Bank and Sonali Bank which is known as Agency Arrangement. This agreement was signed by The central bank of Bangladesh and Sonali Bank at 1 July 1974. According to the rule Sonali bank act as an agent of Bangladesh bank (Treasury Rules and other Subsidiary Rules 1998). The Treasury branches of Sonali Bank does all types of Govt. Transaction on behalf of the Govt. Where offices of Bangladesh Bank is absent. Number of treasury branches of Sonali bank are 596.

**4.2.2 Savings certificate**

Savings certificate is a debt instrument in which Government borrows the fund for a definite period of time at a fixed interest rate.

1	Savings Certificate is a savings mobilization Scheme of the Government.
2	At present the following savings certificates are sold & encashed from the post office.
	5 -Year Bangladesh sanchayapartra.>( Limit, interest Rate)
	Tin mash ontor munafa vittik sanchayapartra .>Limt, Interest rate, interest in each 3 months interval)
	Pensioner sanchayapartra.>( Limit, conditions, interest rate, interest in each 3 months interval)

### 5-Years term Bangladesh Savings Certificate Interest

Period (on completion of)	5-Year Bangladesh Sanchayapatra		
	Rate of Profit (%)	Rate of SSP (%)	Total Rate (%)
At the end of 1st Year ( if the purchaser encash before maturity)	9.20%	0.00%	9.20%
At the end of 2nd Year ( if the purchaser encash before maturity)	9.95%	0.00%	9.95%
At the end of 3rd Year ( if the purchaser encash before maturity)	10.70%	0.00%	10.70%
At the end of 4th Year ( if the purchaser encash before maturity)	11.45%	0.00%	11.45%
At the end of 5th Year	12.20%	0.99%	13.19%

- Tk. 30,00,000/ can be purchased in one name
- Tk. 60,00,000/- can be purchased in joint name
- Can be nominated to one or more persons.

### Tin mash ontor munafa vittik sanchayapartra

Period (on completion of)	Tin Mash Antar Munafa Vittik Sanchayapatra		
	Rate of Profit (%)	Rate of SSP (%)	Total Rate (%)
At the end of 1st Year ( if the purchaser encash before maturity)	9.80%	0.00%	9.80%
At the end of 2nd Year( if the purchaser encash before maturity)	10.80%	0.00%	10.80%
At the end of 3rd Year	11.80%	0.79%	12.59%

- Tk. 30,00,000/ can be purchased in one name
- Tk. 60,00,000/- can be purchased in joint name
- Minimum have to purchase Tk. 1,00,000/-
- Can be nominated to one or more persons.

- Profit can be drawn after every 3 months.Tk. 3147.50/- is paid as profit for Tk.1,00,000/-
- 5% source tax will be deducted from profit.

### **Pensioner sanchayapartra**

- A purchaser must be a retired person from any Govt, semi-govt autonomous body.
- A retired person should have a minimum 20 years length of service
- Any retired person who reached at the age of 55 years.
- Under family pension scheme husband/ wife/ children of the deceased employee can purchase. No age bar is applicable for them.
- A purchaser has to furnish copy of 1) pension book, 2) sanctioned memo of gratuity, 3)sanctioned memo of Provident fund at the time of purchase.

### **Paribar sanchayapartra**

- An adult female purchaser can purchase upto Tk. 45,00,000/-
- Minimum to purchase Tk. 10,000/-
- Can be nominated to one or more persons.
- Profit can be drawn after every 3 months.Tk.1120.83/- is paid as profit for Tk.1,00,000/-
- 5% source tax will be deducted from profit. Source tax will not be deducted from Paribar Sanchayapatra purchased before 30/06/2011

Period (on completion of)	Pensioner sanchayapartra		
	Rate of Profit (%)	Rate of SSP (%)	Total Rate (%)
At the end of 1st Year ( if the purchaser encash before maturity)	9.20%	0.00%	9.20%
At the end of 2nd Year ( if the purchaser encash before maturity)	9.95%	0.00%	9.95%
At the end of 3rd Year ( if the purchaser encash before maturity)	10.70%	0.00%	10.70%
At the end of 4th Year ( if the purchaser encash before maturity)	11.45%	0.00%	11.45%
At the end of 5th Year	12		

#### 4.2.3 Different types of allowances or bhata

Department of social services Under Ministry of social welfare implement various types of Social Services for social safety and socio-economic development. Sonali Bank Ltd. Make payment of this bhata to the people. Such as:

#### Old Age Allowances

#### Implementing Ministry/Department

Ministry of Social Welfare, Department of Social Services.

**Start year: 1997-98**

#### Main Objectives

- a. Ensuring socio-economic development and social security for the elderly;
- b. Increase the dignity of elderly within family and community;
- c. Straightening of mental health through grant to elderly;
- d. Grant for Medicare and increase of nutritional support.

### **Gradual development (increase or decrease) over time**

Fiscal year	Number of Beneficiary (In Thousand Person)	Per head per month Allowance (In Taka)	Total Allocation (In Million BDT)
1998-99	403.11	100	485.00
1999-00	413.19	100	500.00
2000-01	415.17	100	500.00
2001-02	415.17	100	499.20
2009-10	2250.00	300	8100.00
2010-11	2475.00	300	8910.00
2011-12	2475.00	300	8910.00
2012-13	2475.00	300	8910.00
2013-14	2722.50	300	9801.00
2014-15	2722.50	400	13068.00
2015-16	3000.00	400	14400.00

### **Allowances for Widow and Husband's Deserted Destitute Women:**

#### **Implementing Ministry/Department:**

Ministry of Social Welfare, Department of Social Services.

**Start year:** 1998-99

#### **Main Objectives**

- a. Ensuring socio-economic development and social security for the Widow and Husband's Deserted destitute Women;
- b. Increase the dignity of Widow and Husband's Deserted destitute Women within family and community;
- c. Straightening of mental health through grant to Widow and Husband's Deserted destitute Women;
- d. Grant for Medicare and increase of nutritional support.

### **Education Stipend for Student with Disability**

The Department of Social Services has started its journey to address challenges of 21<sup>st</sup> century, especially issues related to social development. The Department firmly believes that sustainable human resource development depends on education. But still now student with disabilities are not yet able to enjoy equal facilities in educational institution. Beside, poverty also hinders them from getting education. To encourage the children with disabilities to enroll themselves in the educational institution, the Government has introduced stipend programme for the student with disabilities. The Government has allocated taka 41.88 corer in the financial year 2015-2016 for this programme, The responsibility has given to DSS to implement this programme.

### **Educational Institution under the jurisdiction of Stipend Programme for the Student with Disabilities:**

- The educational Institution run by the Department of Social Services.
- The educational Institution financed by the Jatioy Protibondhi Foundation
- Government Primary School
- Non-Government Registered Primary School.
- Government and Non-government High School.
- Government and Non-government College.
- Government affiliated Aftedhai, Dhakhil, Alim, Fazil, Kamil Madrasha.
- The educational Institution run by the NGO and financially supported by the Government.

### **Living standard development Program for Hijra community**

Hijra community is a very small portion of the total population of Bangladesh, who are neglected, trampled and mistreated in the society. They are mostly discriminated in grounds of healthcare, safe-home, and education. According to the Department of Social Welfare survey, there are around 9,285 (Nine thousand Two hundred and Eighty five) *Hijra* in Bangladesh. In every step they are being deprived of human right. It has become increasingly important to involve the group, who are the victims of discrimination in the development of the country ensuring their education, rehabilitation, and social security. The



government has taken inevitable initiative to materialize “Program for improving the living standard of the Hijra community”. In the 2012-2013 fiscal years, the rehabilitation program was primarily launched in 7 districts of the country which include Dhaka, Chittagong, Bogra, Dinajpur, Patuakhali, Sylhet and Khulna. In 2013-2014, 14 more districts are included under the development program. According to the current fiscal year around 4,07,31,600 (Four crore, Seven Lakh, Thirty One Thousand Six Hundred) taka is allotted for this under-privileged group.

### **Living standard Development program for Dalit, Harijan, Bēdē (gypsy) communities**

*Dalit, Harijan, Bēdē* (gypsy) communities are considered minority groups in comparison to the total population of Bangladesh. “*Dalit*” are the communities or group of people who are neglected and trampled in the society.

#### **Aims and Objectives:**

- To provide allowance for incapable and poor who are 50 and above
- To ensure scholarship for the children of *Dalit, Harijan, Bēdē* (gypsy) communities
- To provide proper Training for improving their skill and efficiency
- To enhance their respect in the society.

### **4.3 Pension for Retired persons**

Bangladesh Govt. Modified the pension rules for the first time in 1972. Pension is granted to a Government servant on his or her retirement from public service on the basis of length of qualifying service rendered and amount of emoluments last drawn. Sonali Bank Ltd. Make payment to both civil and Army pensioner.

### **4.4 Food procurement bill on behalf of the Government**

Sonali bank Ltd act on behalf of the Govt. For food procurement bill. Sonali Bank Limited always performs all the functions that is necessary for the Government. Food procurement

bill is very important for Bangladesh.

#### **4.5 Non-Government teacher's salary**

Every non-government teacher has a salary account. Salary account is nothing but a saving account. Education ministry serve the teachers salary through Sonali Bak Limited. A teacher can deposit their money in their salary account. There are various types of non-government institutions like school, college and madrasha. Sonali Bank Limited help our government in all aspect.

## 5.1 Findings

- Most of the branches office space is not large as its operation.
- Aggression of CBA is a vital problem.
- CBA affected the overall performance. High authorities are caught at their revolt.
- Main Sources of Income is Foreign Exchange Business. Other business should be Elaborated. But in my branch there is no Foreign Exchange department.
- Service of this bank is not fully modernized.
- Sudden changes of government policies are a vital problem.
- Maximum branches are not computerized so it effect the efficiency of the employee and
- Lack of smooth co-ordination.
- Service of this branch is not attractive.
- Products are not up dated. Schemes' rate are very low than Private Banks.
- Salary structure is not good. To serve a huge employees, salary is poor which Demotivates qualified employees.
- Corruption exists. From Upper level to lower level SSS, all hanker after money. For Money, they work many illegal works such as loan sanction without proper documents.
- Ensure proper division labor in the desk. Unfortunately, someone works more, Someone passes time by gossipping.
- Ensure sufficient manpower. Work load is more for lack of employees.
- Development Human Resources which is a must for service organization.
- Needed personnel having business knowledge by MBA.
- Lack of proper supervision.

## 5.2 Recommendation

There are some recommendations, if the bank follows the recommendation mentioned below, it will overcome its problem.

- Bank must enrich their service like private commercial bank most likely one stop service, ATM service, ready cash service etc.
- Smooth co-ordination should be needed.
- Bank needs efficient employees who must be honest. To ensure this proper supervision is necessary.
- The branch need large office space for it's vast banking operation.
- Bank should open a computer section, It is the demand for modern era.
- Activities of CBA should be reduced.
- All banking activities should be performed using IT
- Bank should neglect the manual based operation
- All branches should be well decorated
- Staff and officers should speak polite and low voice
- Bank should introduce new product
- Bank should provide appropriate training
- Bank should take motivational effort
- To limit interferences of CBA.
- The entire department should be well informed regarding their goals and objectives. It is essential to execute company objectives into individual target.
- There must be a clear allocation of responsibilities authority and accountability.

### **5.3 Conclusion**

Sonali Bank Limited is the largest commercial bank as well as the largest employer in both the public and private sector in Bangladesh. The bank is playing an important role in the socio-economic development through the development of industrial sector. The bank provides all the conventional banking service as well as some specialized financing activities to the economy period.

Finally we can say if the bank controls its expenses and takes proper steps to overcome its limitation, it will become a first rows bank of Bangladesh. So in conclusion it can be said that every organization has its positives as well as negatives and in case of Sonali Bank Limited existence of the later one is less than the earlier one and as the management is determine to reach the pick of success it seems that in near future the negatives will be eliminated. Because Sonali Bank ltd. is near to the heart of the people acting old heritage with new generation ensuring digital Bangladesh.

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