An Internship Report on
My Experience about the General Banking Activities at Mutual Trust Bank (PLC), Kushtia Branch

Prepared By

Tausif Jahan Kheya
ID: 211-10-739
Batch: 19th
Department of English
Daffodil International University

Under The Supervision Of

Mr. Mahmudul Hasan

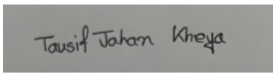
Lecturer

Department of English
Faculty of Humanities & Social Science
Daffodil International University

Date of Submission:

Declaration

I have successfully finished my three-month internship program at Mutual Trust Bank PLC , Kushtia Branch. I have written a report titled “An Internship Report on my Experience about The General Banking Activities at Mutual Trust Bank PLC, Kushtia Branch”, which has not already been submitted for academic consideration other universities/ colleges or organizations for certification/degree or complition.



…………………………………….

Tausif Jahan Kheya
ID: 211-10-739
Batch: 19th
Program: B.A in English
Department of English
Daffodil International University

Letter of Transmittal

Mr. Mahmudul Hasan

Lecturer

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Subject: Application for permission to submit internship report .

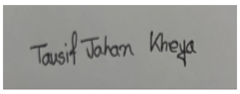
Dear Sir,

I would like to prefer, with my core respect and, that it gives me great pleasure to submit my internship report, which is titled "An Internship Report on my Experience about The General Banking Activities at Mutual Trust Bank Limited." I enjoy working under your supervision, and I am very owned to note that your kindness and guideline helped me solve all my internship issue and report writing. That's why I have been successfully complete my three month internship and report writing.

I kindly request, your approval to proceed with the submission of this report. Thanking for your guidance and support throughout my internship.

Sincerely Yours,

Tausif Jahan Kheya



ID: 211-10-739

Batch: 19th

Program: B.A in English

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Certification of the Academic Supervisor

This certifies that Tausif Jahan Kheya has prepared the report, "An Internship Report on my Experience about The General Banking Activities at Mutual Trust Bank PLC, Kushtia Branch". (MTB), as a partial completion of the requirements for a B.A. (Honors) in English at Daffodil International University. The report was organized under my supervision and is a very well work done by Tausif Jahan Kheya, who worked very hard to prepare it and presented a positive picture of the subject matter. She has a pleasant personality, and I wish her well in all of her endeavors.

Supervisor
Mr.Mahmudul Hasan

Mahmud

Lecturer

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Acknowledgments

First, I want to thank my Almighty Allah for approving me to complete my report at the time.

Completing anything involves assistance from a variety of sources. I am grateful to have received honest instruction and supervision from a number of people. My heartfelt gratitude goes to the Manager of the MTB, Kushtia branch for thoroughly analyzing the entire report and providing me with helpful advice and suggestions on how to accomplish the task correctly. I'd also want to thank Md. Ariful Islam, Deputy Manager, Md Nazrul Islam, junior officer, and Md Shoriful Islam, senior officer of MTB's Kushtia branch. They provided me with in-depth and detailed information regarding the regular activities of MTB. I'm also grateful to the other policemen who assisted me during my internship program. They are very helped to me and also they are provided me every single information in bank related.

Then I'd like to offer my heartfelt gratitude to my respected mentor, Mr. Mahmudul Hasan, lecturer in the Department of English, without whose persistence, perseverance, and constant support and direction this project would not have seen the light of day. I sincerely appreciate everything. I hope this report is fruiteful and appreciated.

Abstract

This internship contemplated my business education at Mutual Trust Bank (PLC) Kushtia Branch and Practical insight into the potential to conceive some knowledge of the practical situation of general banking activities. Bridging the gap between academic learning and practical implementation. Throughout the three months I spent there, I was mentored by seasoned experts and engaged in account opening, data auditing, FDR and DPS managing, cash handling and NID verification. Among the report detail my observations, challenges and skills I developed such as time management, problem-solving, technological and communication skills. It also includes a SWOT analysis that identifies the strengths, weaknesses, opportunities, and threats faced by the bank. This experience has given me a solid foundation in the banking industry and its professional landscape, which has given me added confidence and preparing me for future career opportunities.

KEYWORDS: Internship, General Banking, Mutual Trust Bank, Professional Development, Account Management, SWOT Analysis, Banking Industry, Communication Skills, Practical Experience

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Chapter 1: Introduction

1.1 Introduction:

First of all bank is a financial institution that licensed to accept checking and savings deposits and make loans. So,lot of people come in bank. The banking sector plays a crucial role in the global economy, providing financial services that facilitate transactions, savings, investments, and the management of wealth. As a student of English, this internship offers a unique opportunity to explore the essential intersection of language skills and the banking industry. The title of this internship report is “An Internship Report on my Experience about the General Banking Activities at Mutual Trust Bank PLC, kushtia Branch. English, being the global business language, is fundamental in ensuring clear communication, accurate documentation, and the successful delivery of services within the financial world. It can introduce me to new situations and help me in development of task-specific abilities. I’m interested work in future. Moreover, internships introduce me to different type of people, technologies and projects that may be reached to my professional goals.

1.2Objectives :

The core objectives of my report are -

- To provide basic information on Mutual Trust Bank PLC, its employees and clients
- To advice how I communicate with my superiors and co-workers
- To share about the differences between expectation vs. reality
- To share the challenges that I faced
- To acknowledge how English is utilized in the banking sector
- To enrich my confidence
- To share about the influence of internship in my career plan

Chapter 2: Methodology

2.1 Placement process followed for the internship:

There are many reasons to choose banking sector as a career.
Professional training and development opportunities:

1. Job Stability
2. Long Term Career Prospects
3. Compensation and Benefits

I have decided do my internship at Mutual Trust Bank PLC. After deciding I went there and gave a viva for an internship and they selected me. The most crucial thing is preparing in advance for what needs to be done and how to get it done. The management must decide how to tackle a certain situation before acting. Within the first 20days I become familiar with my job and my tasks. Employer assigned me some responsibilities in line with my ability. And I fulfill my responsibilities by gathering the report paper based on it.

2.2 Conduction of the project work:

I used to collect information like how the bank provides in general banking sector. I have collected all the information about the transaction system to write a report about the banking activities.
I was given the job collecting important information from the clients and account opening. As well as I also collected data of how many accounts were closed and opened in every month through "Docudex". I also shared the new account form by making a file to the head office through "Docudex". My responsibility was to help who were working in the bank. I also scanned the account opening form and also did "NID Verification" of the clients .

2. 3 Process of data analysis:
To better understand the skills tasks in relation to the process, this study used a descriptive methodology.

a. Selection of the topic:

- I chose the study's topic, and my supervisor, English department instructor Mr. Mahmudul Hasan, approved it.

b. Data Collection:
- Talk to customer.
- Discussion with my bank supervisor.

c. Interview:
- Interview with bank manager.
- Interview with colleagues

d. Primary Sources:
- Personal observation.
- Conversation with the bank officer.
- Desk work.
- Official formalities.

e. Secondary Sources:
- MTB website.
- Social media(Facebook, Google).

f. Summary:
- My every step was very carefully and seriously.

Chapter 3: Organizational Review

3.1 Bank details:

Name	**Mutual trust bank PLC**
Head Office	**MTB Centre, 26 Gulshan Avenue, Plot-5, Block SE (D, Dhaka 1212)**
Status	**Public limited company**
Number of Branch	**119**
Sub Branch	**33**
Present Chairman	**Md. Abdul Malek**
Shareholders	**Sharehoders 13**
Manpower	**2310 Manpower**
Website	**https://www.mutualtrustbank.com/**

3.2 Core values of MTB:

MTBL has some core values. They are:

a) Trust
b) Agility
c) Commitment

1) Shareholders
2) Community
3) Customers
4) Employ

d) Accountability

3.3 Performance award:

Recently MTB WINS THE 2023 GLOBAL CLIMATE PARTNERSHIP AWARD MTB PLC, a public commercial bank in Bangladesh, was selected as the 2023 Global Climate Partnership Award Winner. MTB has been awarded for one of the top 10 feasible banks of Bangladesh by Bangladesh Bank based on its performance in 2020.

Bangladesh Banks Sustainable Finance Department made a list of top 10 feasible banks and 05 non bank financial institution. After that they published the banks name on their website based on the rating.

3.4 General banking department:

1. Front Desk Section / Help desk
2. Cash Counter Section
3. SME / Load

1.Front Desk Section/ Help Desk:

One of the outstanding keys of the commercial banks are accepting deposits. The bond starts among the banker and the client through the opening of account. Most accounts are opened with the deposit money by the clients. These type of accounts are called deposit account.

Type of Account

There are various types of account in Mutual Trust Bank PLC. The types of accounts are:

✓ **Savings Deposit**: Interest rates of the savings deposit are 2.75%. There are four types
of saving deposits.

- Individual A/C
- Joint A/C
- Non-Individual

✓ **Current Deposit:** There are different type of current deposits in PLC. Current deposit accounts propose are no interests to the account holder. Current deposit accounts are four types:

- Individual Account
- Joint Account
- Non-Individual

Recently opening Islamic Banking : You can open Savings and current account.

✓ **Short Term Deposit:** Short Term Deposit (STD) is a type of account which has special notice. It is sanctified under the short term deposit ledger. This deposit cause lower rates of the interests than the savings account. Clients are hand over with cheque book, pay slip.

✓ **Fixed Deposit Receipt:** Fixed Deposit Receipt is a type of deposit which is repayable. It is fixed by the account holder after the expiry of a predetermined period. deposit can be withdrawn by giving pre notice to the bank. This period varies from1,3,6 and 12 months.

After that, the FDR account will open and the account will be noted to the Register Book of FDR. These accounts contain following informations:

- FDR (Fixed Deposit Received) No
- FDR A/C No
- Maturity Date
- Maturity Period
- Interest Rate

Bank needs to maintenance the cash reserve in case of Fixed Deposit Account. MTB offers good interest rates in FDR account.

Interest rate that MTB followed in FDR accounts are:

1 month 9%, 3 month 10%…………….

2. Cash Counter Section :

MTB Kushtia Branch receives different types of implements like pay order, cheque , demand draft etc. MTB collects these instruments from their clients for collecting money. There is a counter in this department named “Cash Counter”.

Cash counter’s important part is a VOLT. An amount of VOLT 3 crore is kept there and cash sector open and close in this amount . Cash counter also worked cheque book. Cash counter receives three types of cheque. They are:

- **Cash:** In account department the cash section has a very significant role. This department deals with the most liquid assets. It has two part. They are:

✓ Receiving Cash

✓ Disbursing cash

- **Clearing:**

✓ Inward Clearing: Inward clearing is when the bank receives the cheque from other banks that is also drawn by them is called inward clearing.

✓ Outward Clearing: Outward clearing is when the bank branches send the cheque to their clients that is drawn by other banks with inside the local zone of clearing for collecting money via clearing house, that is called outward clearing

• **Transfer:**
It deposit to crediting for the clients account. This is known as “Transfer Delivery”.

Cash Payment:
- ✧ When the client comes with a cash cheque they give the cash to the cash counter.
- ✧ Cash offer receive the cheque and check them attentively.
- ✧ Then cash officer check every important details information and then verifies the signature of the client through computer.
- ✧ If the cheque is free from errors then the officer ask the client to give their sign back side of the cheque.
- ✧ After that the client give their sign and the officer give their initial besides the client’s sign.
- ✧ There must be two signatures of the client in the cheque .

Cash Receipt:
- ✧ At the start they fill up the deposit amount in the depositors slip
- ✧ Then the depositor deposits money
- ✧ After that the cash counter officer takes the money and counts it. Then he/she enter the right amounts of the money to the register book and gives seal in the slip. Then they give a date on the slip.
- ✧ Later they give the slip to other officer to authorized it
- ✧ After all of this the cash officer gives posting in the computer. Then they give the deposit slip to the clients accounts. After that, they write down transaction number.

3.SME / Load :
- ✓ MTB Personal Loan
- ✓ MTB Professional Loan
- ✓ MTB Home Loan
- ✓ MTB CC loan
- ✓ MTB Turm loan
- ✓ MTB Demand loan
- ✓ MTB Angona loan

3.5 Services and products:

MTB’s goal is to please all their clients no matter how small or big they are as clients. Individual accounts are best. Here the type of accounts are Current account, Short Term Deposit, Savings, Fixed Deposit, Consumer assets and Liability.They also provide big pay back to their clients.

• **Retail Banking:** Retail Banking is when bank accomplish its transaction directly with bank’s client instead the corporations or with another banks that is called Retail Banking. MTB has many types of retail banking products to fulfill their clients variant needs. The retail banking products are:
- Retail Loan Product
- Deposit Products
- MTB Card Product

Deposit Products: Deposit products considers in the retail banking. MTBL has various types of deposit products. They are:

- ✓ Regular Savings Account
- ✓ Current Account
- ✓ Fixed Deposit
- ✓ Monthly Benefit Plan
- ✓ Brick by Brick
- ✓ MTB Inspire
- ✓ MTB Senior
- ✓ Children's Education Plan
- ✓ MTB Double Saver
- ✓ MTB Junior
- ✓ MTB Graduate
- ✓ MTB Ruby
- ✓ MTB Millionaire Plan
- ✓ MTB Shanchay
- ✓ MTB Kotipoti
- ✓ MTB Care
- ✓ Angona General

MTB Card Products: There are different types of card products in MTB. They are:

- ✓ MTB Credit Card
- ✓ MTB Debit Card
- ✓ MTB Visa Card

Chapter 04: Internship Activities

4.1 Introduction

I have done my internship from Mutual Trust Bank PLC, Kushtia Branch. MTB is a technological large private bank. My topic was basically General Banking (GB),here included work for internship students like-

- ✓ Account opening
- ✓ Account closeing
- ✓ FDR
- ✓ DPS
- ✓ Female Angona general account ,FDR,DPS
- ✓ Cash payment
- ✓ Cash deposite
- ✓ Check service
- ✓ Currency Exchange
- ✓ Load .

I work under an deputy manager Md Ariful Islam in the bank. But most of the time help me senior officer Md Nazrul Islam. He is very humble and supportive. He defined everything in a very simple way. On the other hand, my supervisor Mr Mahmudul Hasan who always derection me step by step.

4.2 Internship Process

1. Preparation:

- Bank selection.
- Internship letter collect from department.
- Academic transcripts collection
- Update my resume.

2. Application:

- Write a cover letter through to the bank’s focus.
- Write a application.

3. Interviews:

- Interview with manager.

4. Selection for internship:

- Provided joining letter.

4.3 Skill development:

1. **Time management:** Working in bank made me understand the time value. Because of bank maintain proper time like- office time 9am to 7 pm. Custom service time 10am to 4 pm etc. So every officers maintain this rules and also the interns.

2. **Problem solving**: Everyday we have been face new client , they are comes lot of problem :- sometime they told, they could not use ATM, cheque issued, Pay order cancellation etc. So we do solve the problem very politely.

3. **Technological skills**: Although the main product of the bank is money but it's fully technological based. Data entry , cheque issues, account opening , interest update etc work by computer. All Data is transfer head office day to day . So I have develop my technological skills like- MS word , Google sheets, documents scan, document printing etc.

4. **Communication skills**: I have to learn how to communicate different people. I have learn to different communication between old people, young people . Because bank is a public company so,as a internship student I have blind up my communication skills , Which is very important in our professional life .

4.4 Problem solving cases

My Internship time , I have faced some difficulties like sometimes while opening an account I had some different kind of clients.They don't know the schedule time of the bank.

- Sometimes they told me to help them to open their account within a day. But it wasn't possible at all. Because after having the required documents I needed to fill up their from, then I had to send their file to the head office before 1 p.m .
- Sometimes they did not submit proper documents , sometimes they did not right signature. So,we have called them.
- On the other hand, sometimes the clients want their cheque book/card immediately which was not possible as they came from the head office. So, I have to make them understand about our rules and regulations and sometimes the customers get angry without getting my points.

Whenever I face this type of clients I should talk to him or other officers about the issue.

4.5 Work condition

Account opening is the most important aspect of basic banking. Lipi Khatun is my first customer in this bank, MTB Kushtia Branch. It is the first phase in which customers will receive bank services. Before creating an account, it is critical to understand the bank's target clients. It's also crucial to understand why the customer wants to open an account at this branch. It is difficult to determine why a consumer opened an account. Bank follow **The Blue Ocean Theory** whice is business concept introduced by W.Chan kim and Renee Mauborgne in their 2004 book blue Ocean Strategy. It encourages competition in existing markets. Blue Ocean represent new demand,innivative offerings. By focusing on differentiation and low cost, companies can attract a different customer . That theory maintain our Bank MTB .

Chapter 5: Limitations of the Study

5.1 Limitations

My internship taught me a lot about how to transition from student to professional life. This is not an easy transition. I also had face my problem during my internship.
First, I had some issues with time management. At the start of the internship, I couldn't finish my assignments in the time allowed. However, after a few weeks, I began to understand how to effectively manage my time in a multitasking work. I developed my managing power. I feel that facing and overcoming these problems, will have a beneficial impact on my future.

Limitations of the bank:

- Lack of female employees.
- Data collecting in banking internship is a big problem because bank sometimes do not provide some information.
- Lack of enough computers for the interns.
- Slow customer service.
- Lack of enough facilities for the interns in this branch.
- Lack of enough office equipments.

Chapter 6: Observations and Findings

6.1 Observations and Findings:

My internship program make me very excited. I therefore made some observations and gained some experience following the conclusion of my internship. I heard a lot of challenges about the bank tasks. when I was ready to start my internship there, and I was afraid of them.

6.2 SWOT ANALYSIS:

SWOT analysis is identifying the organizations weakness, strengths, threats and opportunities.

Strengths:

- Clients have their trust upon this bank
- The relationship between the officers are good
- The bank officers are very much supportive to each other
- The environment of this bank is good

Weakness:

- They don’t have enough employee
- ATM booth doesn’t work sometimes
- They don’t have good advertisement for their products

Threats:

- MTB has increased competition among the other private banks

Opportunities:

- MTB has credit card business
- It has wide banking network

As a B.A. student, I had little theoretical knowledge of this topic. So, the practical knowledge I got during my internship is very different from what I learned during my B.A. program. As a result, real-life scenarios are more practical, and individuals should be prepared to deal with a variety of situations.

Chapter 7: Recommendations

7.1 Recommendations

I have some recommendations for Mutual Trust Bank (PLC),Kushtia Branch that might help them to improve. The following recommendations are:

- They need to increase the space of this branch.
- It will be very helpful for them if they increase their equipment.
- They need at least one female staff.
- They need more employees so that the customer do not have to wait for a long to get the service.

Chapter 8

Conclusion

8.1 Conclusion

Mutual trust Bank opened In 24 October 1999, commercial activity started in Bangladesh. MTB's(PLC) banking operation has an outstanding performance on all fronts. Presently Bangladesh has 119 branches and 33 sub branches. Contemporary global banks contain monetary progress of a nation. Banks provide SME loans which is helpful for a nation's financial development. I really enjoyed my whole internship time at Mutual Trust Bank (PLC), Kushtia Branch. I appreciate my colleagues belief in me. They really encouraged me throughout the whole internship period. I made an effort to detailed every information that I know about general banking in this report and also about my experience at Mutual Trust Bank (PLC), Kushtia Branch. My academic supervisor Mr.Mahmudul Hasan helped me a lot to prepare this internship report. I believe that my bank experience I have gained from the internship time it will help me a lot in future.

Chapter 8: References

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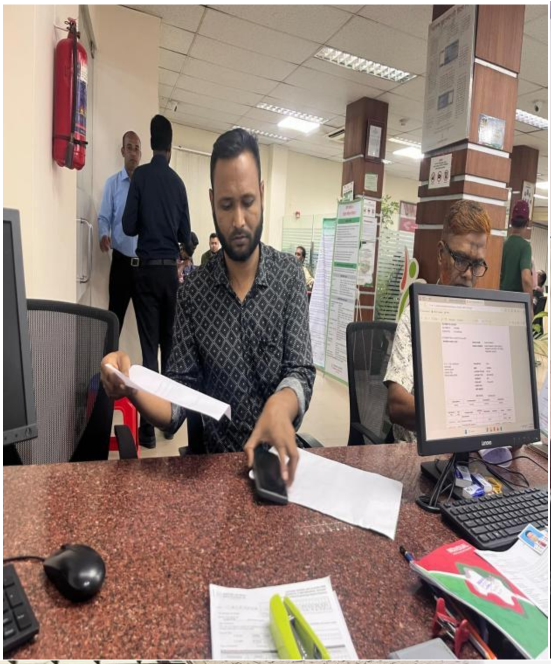
https://chatgpt.com/

Chapter 9: Appedices

9.1 Appedices:



Please take necessary action
- Md. Ariful Islam (BOM)
- Murad Ahmmad (RO)
- Md. Shoriful Islam (ACSM)
- Md. Sazedul Islam (RO)
- Md. Nazrul Islam (CSO)
- Md. Asadujjaman (CSM)
- Sanjida Farjana (CSO)
- S.M. Ashraful Islam (CSO)

DT 06/10/2024 Signature

Joining Letter

Date: 06th October,2024

The SAVP & Manager
Mutual Trust Bank PLC.
Kushtia Branch, Kushtia.

Subject: Joining Letter

Dear Sir,

Please accept the best Compliments from me.

As per MTB/CHO/Letter no: GHR/1567 October 2, 2024 I would like to submit my joining letter to your end as Intern 06th October 2024.

Hope your honor would be gracious enough to accept my joining letter and oblige there by.

Thanking you.

Best Regards,

Tausif Jahan Kheya

Tausif Jahan Kheya
06/10/2024

SL 171

RECEIVED
06 OCT 2024
MUTUAL TRUST BANK PLC

Time: 10:15 AM

মিউচুয়াল ট্রাস্ট ব্যাংক পিএলসি
Mutual Trust Bank PLC
you can bank on us

MTB Group Human Resources

MTB/CHO/GHR/1567/2024

October 2, 2024, 2024

Ms. Tausif Jahan Kheya
House 20, Road 2
Block D, Mohammadpur Dhaka Udyan
Dhaka

Dear Ms. Kheya:

Internship placement in MTB

Please accept best compliments from Mutual Trust Bank PLC (MTB).

In response to your application, this is to inform you that the management of MTB has accepted your prayer to pursue internship for a period of three (03) months under the supervision of the Branch Manager, MTB Kushtia Branch with immediate effect.

Hope your association with MTB will be an excellent learning experience for you.

Best wishes.

Sd/-

MOHAMMAD ABDUS SALAM
UNIT HEAD, GHR
salam@mutualtrustbank.com

Copy to:

01) English Literature and Language, Daffodil International University
02) The Branch Manager, MTB Kushtia Branch, is requested to provide all possible co-operation for the Internship.
03) Office file

MOHAMMAD ABDUS SALAM
UNIT HEAD, GHR
salam@mutualtrustbank.com

Corporate Head Office: MTB Centre, 26 Gulshan Avenue, Gulshan 1, Dhaka 1212
Phone: 880 (2) 5881 2298, 222 283 966, Fax : 880 (2) 222 264 303, SWIFT : MTBL BD DH E-mail : info@mutualtrustbank.com