Report on
"General banking activities of Sonali Bank PLC"

Course Code: ENG 431
Course Title: Project Paper with Internship

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December 2025

The report is submitted to the Department of English, Daffodil International University, in the accomplishment of degree of B.A. the (hons) in English.

Declaration of the Student

I, Israt Jahan, state that the internship report that is entitled General Banking Activities of Sonali Bank PLC is purely my own work. I have done this report in good faith under the guidance of Ms. Afroza Akter, Lecturer, Daffodil International University. This report is placed as a part of my internship program in the degree of Bachelor of Arts (Hons) in English. I have made sure that all the external information I have in this report is well denoted and referenced. Everything and anything that is discussed here is a reflection of my real-life learning experience as an intern in Sonali Bank PLC.

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Certification of Supervisor

It is to confirm that, Israt Jahan (ID: 22-10-849), Department of English, Daffodil International University, has successfully completed her 90 days internship under my supervision with the title of General Banking activities in Sonali Bank PLC. She had an experience working in the Green Road Branch of the Sonali Bank PLC, where she got hands on experience and was able to carry out her duties with sincerity and professionalism. The report will solely be on her personal observations and education and will be prepared purely on academic purpose. I give her permission to present this report to be evaluated and hope that she will succeed in her future life as a student and a professional.

Ms. Afroza Akter

Lecturer

Department of English

Faculty of Humanities & Social Sciences

Daffodil International University

Acknowledgement

I owe it to Almighty Allah that I was able to manage to complete my internship. I am very grateful to Sonali Bank PLC that it gave me an opportunity to perform on the General Banking Activities of Sonali Bank PLC, and I am very thankful to Sonali Bank PLC to have supported me during my internship. I also appreciate the AGM and the officers of the same board in general to share their practical experience and guide me to learn the essentials of banking. It is my sincere gratitude to my supervisor, Ms. Afroza Akter, whose guidance, useful suggestions, and constant assistance were very helpful to me in writing this report.

Abstract

This report aims to explain the general banking activities and practices of Sonali Bank PLC. The bank has gained people's trust by offering easy banking services and customer-friendly programs. Because of this, it now holds a strong position in the banking sector and is known as one of the top banks in the country. The first part of the report gives an introduction and background of Sonali Bank Limited, including its history, branch network, vision, and mission. The next part describes the project, focusing on the general banking activities I observed and learned during my internship. After that, there is a section about sustainability banking, which talks about integrated reporting and sustainable banking practices. The report then discusses my internship experiences and the lessons I learned from them. In the findings section, I have pointed out the main strengths and weaknesses of the branch where I worked. Based on these findings, I have given some recommendations. I suggest that the bank should improve its infrastructure, update its facilities, and strengthen its human resource management to reach better results. Finally, the report emphasizes that Sonali Bank should continue improving its services and programs to better serve the general public in the future.

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Chapter 1

Introduction

Introduction

In the modern world, banks are very important in sustaining the economy of a given country through services such as money transfer, loans and savings. In the new technology, online and mobile banking services have made banking more convenient and quicker. In my case, to fulfill my academic need, I had a three-month internship experience at the Sonali Bank PLC, Green Road Branch one of the biggest and most reliable banks in Bangladesh. Through my internship in the general banking department, I was exposed to the day-to-day banking activities in terms of attending deposits and withdrawals, account management, issuing cheques, payment orders and demand drafts and the way officers attend to customers. The report is founded on the real experience and lessons that I had during my internship which are practical and has been examined by my supervisor.

Chapter 2

Objectives

Objectives of the study

The primary purpose of the study is to use my academic knowledge in real banking practice and learn how general banking is conducted in Sonali Bank PLC.

General Objectives

- To acquire on the job experience of the day-to-day operations of Sonali Bank PLC.
- To learn about the general banking services and dealings with customers.
- To see the tasks and work conditions of the bank officers.

Specific Objectives

- To put theoretical knowledge into practical banking work.
- To acquire valuable general banking operations including account opening, deposits, withdrawals, and transfer of funds.
- To know how various departments contribute to general banking.
- To determine the strengths, weaknesses, and opportunities in the branch.
- To find out how the bank achieves customer satisfaction.

Chapter 3

Methodology

Methodology of the Report

Data Collection

To complete this study and write my internship report, I needed to gather correct and trustworthy information about how the bank works. To do this, I collected information from two types of sources: primary data and secondary data. Primary data came directly from my own experience inside the bank, while secondary data came from documents and websites. By using both types of information, I was able to understand not only the real daily activities of the bank but also the official rules, policies, and background of Sonali Bank PLC.

Primary Data

- Talking to and interviewing customers of Sonali Bank.
- Observing daily activities inside the bank.
- Discussing different processes with bank officers and employees.
- Conducting small surveys in different departments.

Secondary Data

- Annual report of Sonali Bank PLC.
- Official documents, booklets, unpublished papers, and other materials.
- Information available on the official website of Sonali Bank PLC.

Chapter 4

Company Profile

Overview of Sonali Bank PLC

The largest commercial bank in Bangladesh, Sonali bank PLC, was formed at the time of independence, and it was formed out of the Bangladesh bank (Nationalization) Order 1972 as a result of the transfer of the branches of the National Bank of Pakistan, Bank of Bahawalpur and premier bank. First, it was used to restore the country by banking and carrying out the central bank duties in isolated locations. It grew very fast over time, having approximately 21,800 employees and more than 1,200 branches. Being a wholly state-owned bank, it took part in developing the state and in trade. It was listed as a public limited company in 2007 with a level of management independence yet still owned by the government and is still a reputable bank in Bangladesh.

Corporate profile of Sonali Bank PLC

Name of the Company	Sonali Bank PLC
Chairman	Mohammad Muslim Chowdhury
Managing Director & Chief Executive Officer	Md. Shawkat Ali Khan
Company Secretary	Md. Mahtab Hossain
Legal Status	Public Limited Company
Genesis	Emerged as a nationalized commercial bank in 1972, following the Bangladesh Bank (Nationalization) Order 1972 (PO No. 26 of 1972), by merging the National Bank of Pakistan, Bank of Bahawalpur, and Premier Bank.
Date of Incorporation	03 June, 2007
Date of Vendor's Agreement	15 November, 2007;
Registered Office	35-42, 44 Motijheel Commercial Area, Dhaka, Bangladesh
Authorized Capital	Taka 6000.00Crore
Paid-up Capital	Taka 4530.00Crore
Number of Employee	18,187
Number of Branches	1234
Phone-PABX :	0257161080-88
FAX	88-02-9561410, 9552007
SWIFT	BSONBDDH
Website	https://www.sonalibank.com.bd
E-mail	info@sonalibank.com.bd

Vision of Sonali Bank PLC

দক্ষ, অন্তর্ভুক্তিমূলক, আধুনিক প্রযুক্তি নির্ভর, সৃষ্টিশীল এবং জবাবদিহিমূলক ব্যাংকিং সেবার মাধ্যমে দেশের আর্থ-সামাজিক উন্নয়ন প্রত্যয়ে নিবেদিত নেতৃত্ব প্রদানকারী ব্যাংক।

Mission of Sonali Bank PLC

প্রাতিষ্ঠানিক দক্ষতা বৃদ্ধি,স্বচ্ছতা ও জবাবদিহি জোরদারকরণ, শুদ্ধাচার নীতির বাস্তবায়ন, সুশাসন সুসংহতকরণ এবং সম্পদের যথাযথ ব্যবহার নিশ্চিতকরণের মাধ্যমে জনগণের জীবনযাত্রার মানোন্নয়নের পাশাপাশি দেশের আর্থ-সামাজিক উন্নয়ন প্রচেষ্টায় অবদান রাখা।

Slogan

বিশ্বস্ত ও স্মার্ট

Core Values

- Ethics
- Accountability
- Objectivity
- Transparency
- Integrity
- Teamwork
- Excellence
- Self-Reliance
- Commitment
- Innovation.

Strategic objectives

Sonali bank PLC seeks to serve more individuals in Bangladesh, particularly the people who access Sonali bank PLC by increasing branch and digital banking. It is dedicated to better corporate governance, training and motivation of employees, and development of competent and loyal staff by use of efficient HR system. Excellent customer service, retail banking expansion, SME lending, microfinance, and women entrepreneur support are some of the priorities of the bank. It also intends to manage the expenses, invest in major areas, maximize revenues by improving its services and product diversification, and implement new technology to facilitate customer access. Sonali Bank also enhances the risk management, internal and government control to facilitate the national economic growth.

Product & Services

Besides the normal banking services, it has various special services which are offered by its branches all over the country.

- Collection: Gas, electricity and telephone bills, water bills, municipal tax, passports, visa and travel fees, customs duties, zakat and Hajj deposits and land development tax.
- Pay: Government and corporate pensions of employees, army and British pensions, student stipends, teacher's salary, food procurement bills.
- Social Services: old age, widow/divorcee, freedom fighter, disability, maternal, and rehabilitation allowances.
- Sales and Encashment: Savings certificates, bonds, prize bonds, Sanchaypatra, lottery tickets, commission application form.
- Other: Tax related information, local government projects, NGO insurance.

The Bangladesh bank is guided by its regulations which dictate the type and level of work done by a branch based on size, staff skills, coordination, facilities and so on.

Chapter 5

General Activities of Sonali Bank PLC

General Banking Activities

The General Banking Department deals with transfers and deposits and acts as the initial point of entry of customers and even delivers the basic banking services, and the quality differs according to the bank.

The General Banking Department has some key sections in the Sonali Bank which consist of:

- Account Opening Section
- Cash Section
- Bills and Clearing Section
- Remittance Section
- Payment order Issue

Account opening Section

Account Opening Section assists the customers in beginning their banking by opening various types of accounts to make their transactions.

Current Account

A current account enables the customer to deposit and draw money at his/her own without interest payment and is used mostly by the business owner and traders to do their day-to-day business. In order to open a current account, customers shall provide some documents basing on the nature of business. In the case of a proprietorship firm, the documents required are an account introduction, two passport-size photos with the introduction of the introducer, a copy of the trade license, and business seal. In the case of partnership firm, some of the documents are account introduction, two attested photographs, partnership letter signed by all partners, partnership deed notarized, copy of registration (where available), trade license updated and business seal.

Savings Account

Savings account is designed to save money and get interest on the savings account of the low- and middle-income people. Any deposit may be made, and withdrawals made not more than twice in a week, Tk 20,000 maximum in each withdrawal without permission. Students, teachers, employees as well as families utilize it. An applicant must bring an introducer with a bank account; two passport sized photographs and the minimum deposit of BDT 5,00 to open an account. In the case of companies, the form should be signed by authorized persons and in the case of joint accounts, the signature of all the account holders is required.

Cash Section

A business bank is a secure deposit location whereby money of people is kept that can be accessed subsequently. The cash section is very important and this handles the deposits, payments, clearing the cheques and clearing the cheques bounced and also handles the major cash transactions of the bank.

Clearing Section

Banks also accept cheques, Demand Drafts (DD) and Pay Orders (PO) on behalf of their clients to facilitate security and reliability of the financial transactions by clearing systems like Bangladesh Bank Clearing House, Outside Bank Clearing and Inter-Branch Clearing either in Dhaka, outside Dhaka or in a branch of Sonali Bank.

Remittance Section

Remittance, also known as the transfer of funds between branches of a bank or any other bank within or outside the country. This is an important part of the banking as it is the banks who order these deals. A bank that is present in both the area of the sender and the receiver can send money to the recipient and this is known as the remitter. In such a scenario the bank in Bangladesh will receive it and send it to the branch or bank to which the receiver will access it.

Payment Order Issue

Through my internship, I was shown how to work with Pay Orders (PO) and Demand Drafts (DD) which are two of the popular ways of transferring money using local remittance. Pay Order is applied in cases where an individual requires sending money in the same city or locality like in the case of one branch of a city to another branch of the same city. It is secure and is primarily applied to local payment. Demand Draft on the other hand is utilized in the transmission of money between cities i.e. Dhaka to Khulna. Here, the draft is issued at one branch of the bank, and sent to a different branch, where the particular person is paid.

Another Banking activities

Digitalized Banking

Sonali Bank PLC uses technologies like Core Banking, Mobile Banking, SMS Banking, Online Any Branch Banking, and RMS Plus to speed up work, connect branches, simplify account opening, improve security, and enhance customer services.

Locker Service

Sonali Bank PLC offers a secure locker service in some of its branches, where customers can safely store their valuable items.

The locker sizes and yearly charges are as follows:

Locker Size	**Yearly Charge (Tk.)**	**Security Deposit (Tk.)**
Small (4.7" x 7" x 23.50")	2,500.00	
Medium (4.7" x 14.33" x 23.50")	3,000.00	5,000.00(refundable)
Large (9.4" x 14.33" x 23.50")	4,000.00	

Chapter 6

Internship Activities

Internship Experience

In September 2025, I was hired as an intern at Sonali Bank PLC, the Green Road Branch. Good officers assisted me in learning the right things such as opening the accounts, clearing cheques, and placing the orders. I found the general banking department to be interesting and this brief internship provided me with a good experience in my future career.

General Functions of the Branch

Principal branches of General Banking operations of the branch are-

- Account opening section
- Remittance section
- Bills and clearing section
- Cash section
- Sanchaypotro, Pay Order & DD section

Activities in general Banking Department

Having worked within the Sonali Bank PLC General Banking Department as an intern, I got a chance to deal intimately with various bank accounts. I got to know how the bank operates Current Accounts, Savings Accounts, Hajj Savings Scheme, Fixed Deposits, and even Foreign Currency Accounts. It was my duty to observe and learn the manner of opening, maintaining, and monitoring such accounts. I was also assisting customers in terms of where to go and what the simple conditions of various types of accounts were. One of the largest components of my day-to-day job was taking deposits and withdrawals. I monitored attentively the process through which officers verify customer information, signature checks, as well as ensuring all the transactions are secure and accurate. I also got to know the way inter-branch and inter-bank fund transfers are affected. Such transfers need to be checked properly, authorized and recorded to ensure that money reaches to the appropriate destination safely. I also observed the process of clearing cheques using Bangladesh Bank to make sure that cheques are cleared in time and with no mistakes.

I had hands-on experience when it comes to processing various instruments of the banking system such as Demand Drafts (DD), Telegraphic Transfers (TT) and Payment Orders (PO). I observed the process of preparing, checking and delivering these documents to the customers. I also got to learn the way the bank manages standing instructions such as monthly transfers or installment payments or any other routine customer requests. In addition to this, I also saw how the bank gathers the local and outstation cheques and deposits the account of the customer as soon as the cheque is cleared. I also received the idea of how the bank keeps accounts with the Bangladesh Bank and other scheduled banks to ensure the smooth running of their financial operations.

My other significant aspect in my work was in helping in daily reporting. The branch also prepares financial reports to the Head Office every day. I also observed the procedure of closing or transferring accounts by the officers after confirming all the required documentation. During my internship, I attempted to have a good interaction with customers by assisting them to be aware of banking procedures and referring them in the most appropriate way possible. This contributed to me building self-confidence and improved ideas about the role of customer service to the banking industry.

Responsibilities

My three months internship experience was at the Sonali bank PLC, Green road Branch. Throughout the period, I have learnt some important insights to the working environment of the bank, the daily routine of the bank, and the duties of the bank employees. I think the experience that I had acquired will be quite handy in my further career in the corporate world. In my internship, I did various duties and this experience made me realize how a bank works in real life.

First, being an intern, I was never assigned to any specific task, however, the majority of my tasks were associated with opening accounts in the general banking division. I acquired skills in completion of account opening forms accurately and diligently. I also made sure that all the documents presented by customers were finished and accurate.

Second, I keyed the customer information based on their documents on the account opening forms and ensured that all the information was accurate. This involved checking of personal data like date of birth, father name, mother name and marital partner name. I was taught the need to be precise and complete when it relates to customer data.

Third, I assisted customers by assisting them with the opening of the accounts. I also helped the officers in different parts of the bank including local remittance, collection and clearing, cash handling, and account maintenance whenever they had free time.

Fourth, I was advised by the bank manager not to be very careless when dealing with new accounts openings. I have taken this recommendation and ensured that I verified all details required by checking photographs, nominee details, National ID cards, and TIN certificates whilst processing any application.

Fifth, I was taught to check all personal information thoroughly to make sure that the information was consistent with documents given by the customer. This is a very essential step as a single error will lead to future problems.

Sixth, in the process of opening the accounts, I helped the appointed officers to allocate random security numbers to cheque books. I copied the numbers on the reverse side of each cheque page and the officer verified them and signed to close the task.

Seventh, cash deposit vouchers were checked by me almost daily, to check whether they were filled properly. I also filled pay orders to customers and this enabled me to have a feel of the way financial transactions are done.

Eighth, I was able to see the inter-branch and inter-bank fund transfers in officers, in terms of the correct documentation and approvals needed in such transactions. This has made me realize how banks make sure that money is transferred in a safe and efficient way. Ninth, I helped in keeping the account records through the core banking system. I understood the need to maintain proper records about all the customers and transactions in order to eliminate any mistakes and service them in a smooth manner.

Lastly, these assignments gave me practical experience in the overall operations of the banking industry. My internship duties provided me with some practical information regarding the way how a bank operates and made me more confident in doing banking operations. On the whole, this experience proved to be very useful in the context of knowing the practical aspect of banking and getting ready to work in the financial field in the future.

Chapter 7

Internship Learning

Learnings

I completed my three-month internship at Sonali Bank PLC, Green Road Branch, which is one of the most well-known government banks in Bangladesh. This internship was a valuable experience because it helped me understand how banking actually works in real life. I got the chance to apply the theories I learned in my studies and see how they are used in a real workplace. It also helped me grow both personally and professionally.

Soft Skills

During my internship, I learned how a real banking environment works and understood the importance of discipline, responsibility, and punctuality in corporate life. I became used to daily office routines, teamwork, and communicating politely with colleagues and customers. In the beginning, everything felt new and a bit difficult from learning the system to dealing with different customers but with time I adapted and became more confident. This experience helped me improve my communication skills, handle banking tasks more smoothly, and maintain professional behavior. Overall, it made me more patient, confident, and responsible, which will help me in my future career.

Hard Skills

While working at Sonali Bank PLC, I also learned many practical and technical skills related to general banking operations. Some of the major skills I gained include:

- Learning and performing the account opening process for different types of accounts (Savings, Current, Fixed Deposit, etc.).
- Verifying and processing customer documents required for opening accounts.
- Issuing and checking cheque books and pay orders properly.
- Helping in the remittance, cash, clearing, and accounts sections.
- Preparing and checking cash deposit vouchers and maintaining proper records.

SWOT Analysis

SWOT is an acronym that is used to refer to Strength, Weakness, Opportunity, and Threat. This analysis assists a firm in knowing its present performance, future planning, rivalry and decision making in a better manner.

Strengths

- Sonali bank is reputed to be an effective and reliable bank.
- The bank is endowed with talented, trained, and hardworking employees.
- It employs the current digital technology and updated banking software.
- Its mobile banking applications and internet services are secure and user friendly.
- ATM, cheque clearing and online banking are efficient and smooth.

Weaknesses

- Capital restrictions also set the bank back because it cannot satisfy all the requirements.
- There are numerous customers who are not aware of all the loan and deposit schemes offered by the bank offers.
- Employees have minimal chances of career development.

Opportunities

- Sonali bank can give an explanation of its digital banking services since there is an increased number of people in favor of online banking.
- The bank will be able to get new clients through more modern and easier to use financial products.
- Small business, farmers and upcoming businesses can be introduced to new loan schemes to increase the profits.

Threats

- There are numerous individual commercial banks that provide quick and more appealing services which presents a high competition.
- There is an increased risk of cybersecurity issues in the face of a digital banking process.
- Customers can also move to other banks that have superior technology and faster services.
- Technological advancement is very fast and this necessitates constant upgrading, which can be expensive.

Chapter 8

Findings

Findings

Through my internship, I was exposed to the general banking, customer service and internal operations of Sonali Bank PLC. The bank is reputable and famous, and certain aspects require enhancement. The key conclusions are as follows:

- Customers are forced to spend a lot of time at times, particularly during peak hours, due to the slowness of service process.
- Certain operations of the banking process remain manual, which is a waste of time and hinders efficiency.
- The computer systems and software used in the bank is somewhat outdated hence delays in transaction ions and report production at times.

In peak seasons, the number of officers to serve the customers is lower and this puts more pressure on the available officers.

Chapter 9

Recommendations

Recommendations

The overall performance of Sonali Bank is quite good. However, there are still some areas that need improvement and development to help the bank stay strong in the competitive market. The suggestions for improvement are listed below.

- Based on my observations and experience during the internship, I would like to suggest the following recommendations to improve Sonali Bank PLC's performance and customer satisfaction:
- The bank should increase the number of service counters and staff during busy hours to reduce customer waiting time.
- Manual processes should be replaced with modern banking software and digital systems to make operations faster and more efficient.
- The bank should upgrade its computers, internet speed, and core banking system to handle large volumes of transactions smoothly.
- A more comfortable and spacious waiting area should be arranged for customers, along with clean seating and air-conditioning.
- The bank can organize small awareness campaigns or help desks to teach customers how to use mobile banking, internet banking, and ATM services.
- More training programs should be arranged for employees to improve customer handling, teamwork, and time management.
- Sonali Bank should promote its services through social media, posters, and online campaigns to attract more customers, especially young people.
- Better coordination between departments should be developed to ensure faster service and smoother internal operations.
- Overall, Sonali Bank PLC provides reliable services, but by improving technology, staff efficiency, and customer facilities, it can become even more effective and customer-friendly in the future.

Chapter 10

Conclusion

Conclusion

A strong and active banking system is a huge aspect in the economic growth of a country. Sonali Bank PLC has a very significant role to play in this system in Bangladesh. It is a big and most reliable bank in the country and it offers numerous financial services to individuals and companies as well. These sectors such as trade, remittance, and other developmental projects are supported by the bank and contribute to the country to move on.

I was able to see how Sonali Bank strives daily to deliver to its customers during my internship. The officers attempt to do their best in assisting people honestly, patiently, and persistently. Although the bank is encountering certain challenges like high customer population, workload, or lack of technological changes it still manages to fulfill the financial requirements of the country. This demonstrates how the bank cares and is concerned with the country.

By paying more attention to the enhancement of customer service and shortening of the waiting period, as well as the introduction of new modern banking products, Sonali Bank can become even more powerful. Increased availability of digital services, accelerated processing, and enhanced communication can do a great deal. With all these, Sonali bank will be able to contribute to the economic growth of Bangladesh even more and remain a reliable bank to millions of citizens.

Chapter 11

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Chapter 12

Appendices

Appendices 1.1

Letter of Approval

সোনালী ব্যাংক পিএলসি

বিশ্বস্ত ও স্মার্ট

নং-এসবিএসসি/ইন্টার্নশীপ/৮.১/২০২৫/২৫৭ তারিখঃ ২২ সেপ্টেম্বর, ২০২৫

এসিস্ট্যান্ট জেনারেল ম্যানেজার/ ম্যানেজার
সোনালী ব্যাংক পিএলসি
গ্রীনরোড শাখা
ঢাকা।

বিষয়ঃ **Daffodil International University** এর বিএ প্রোগ্রামে অধ্যয়নরত ০১ (এক) জন শিক্ষার্থীকে ইন্টার্নশীপে সহযোগিতা প্রদান প্রসঙ্গে।

প্রিয় মহোদয়,

উপর্যুক্ত বিষয়ে আপনাদের জানানো যাচ্ছে যে, হিউম্যান রিসোর্স ডেভেলপমেন্ট ডিভিশন এর পত্র নং-এইচআরডিডি/ইন্টার্নশীপ-১১৩/২০২৫/২১৯৩ তারিখ: ২১ সেপ্টেম্বর, ২০২৫ এর মাধ্যমে **Daffodil International University** এর বিএ প্রোগ্রামে অধ্যয়নরত নিম্নোক্ত শিক্ষার্থীকে আগামী ২৩ সেপ্টেম্বর ২০২৫ হতে ০৩ (তিন) মাস ব্যাপী এ ব্যাংকে ব্যাংকিং বিষয়ে ইন্টার্নশীপ করার জন্য কর্তৃপক্ষ অনুমোদন প্রদান করেছেনঃ

SL.NO	Student Name	Class	Roll/ID.No.
01.	Israt Jahan	BA	221-10-849

০২.০০ শিক্ষার্থী প্রতি কর্মদিবসে শাখায় উপস্থিত থেকে ব্যাংকিং কার্যক্রম প্রত্যক্ষ করবেন। প্রতিদিন শাখায় তাঁর হাজিরা গ্রহণ করতে হবে। সংশ্লিষ্ট শিক্ষার্থী আগামী ২৩ ডিসেম্বর, ২০২৫ তারিখ পর্যন্ত আপনাদের শাখায় ইন্টার্নশীপ কোর্স সম্পন্ন করে ২৪ ডিসেম্বর, ২০২৫ তারিখে স্টাফ কলেজে, ঢাকায় রিপোর্ট করবেন। ইন্টার্নশীপ সমাপ্তি শেষে শিক্ষার্থী কর্তৃক প্রস্তুতকৃত রিপোর্ট ও রিপোর্টে প্রদত্ত তথ্যাদির সঠিকতা এবং রিপোর্টে প্রতিষ্ঠানের কোন গোপণীয়/স্পর্শকাতর তথ্যাদি প্রদান করা হয়েছে কিনা তা আপনাদের শাখা কর্তৃক যথাযথভাবে যাচাই পূর্বক তিনি সন্তোষজনক ভাবে ইন্টার্নশীপ সম্পন্ন করেছেন মর্মে প্রত্যয়নপত্র প্রদান করতে হবে।

০৩.০০ঃ উল্লেখ্য, সংশ্লিষ্ট শিক্ষার্থী ইন্টার্নশীপ সংক্রান্ত কার্যক্রম পর্যালোচনার লক্ষ্যে প্রতি ০১ (এক) মাস অন্তর সপ্তাহের শেষ কর্ম দিবসে স্টাফ কলেজে, ঢাকায় উপস্থিত হবেন। ব্যাংক থেকে সংগৃহীত তথ্যাদি শুধুমাত্র শিক্ষা কার্যক্রমে ব্যবহার করতে হবে এবং তথ্যসমূহ গোপন রাখতে হবে। ইন্টার্নশীপ সমাপ্তির পর শিক্ষার্থী কর্তৃক প্রস্তুতকৃত রিপোর্টের ০১ (এক) কপি সোনালী ব্যাংক স্টাফ কলেজ ঢাকা বরাবর জমা দিতে হবে। ইন্টার্নশীপের পর শিক্ষার্থীর অনুকূলে ইস্যুকৃত ইন্টার্নশীপ সনদ প্রাপ্তি সাপেক্ষে বিশ্ববিদ্যালয়/প্রতিষ্ঠান কর্তৃপক্ষকে পরবর্তী পদক্ষেপ গ্রহণের জন্য অনুরোধ করা হলো।

০৪.০০ঃ এমতাবস্থায়, কর্তৃপক্ষের অনুমোদনের প্রেক্ষিতে উল্লিখিত শিক্ষার্থীকে উক্ত ইন্টার্নশীপ কোর্স সুষ্ঠুভাবে সম্পন্ন করার লক্ষ্যে প্রয়োজনীয় সহযোগিতা প্রদানের জন্য আপনাদেরকে অনুরোধ করা হলে।

আপনাদের বিশ্বস্ত,

স্বাঃ/
(মোঃ সিদ্দিকুর রহমান)
এসিস্ট্যান্ট জেনারেল ম্যানেজার

সংযুক্তি- সংশ্লিষ্ট শিক্ষার্থীর এক সেট বায়োডাটা।

সদয় অবগতি ও প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য অনুলিপি প্রেরিত হলোঃ

১। ডেপুটি জেনারেল ম্যানেজার, হিউম্যান রিসোর্স ডেভেলপমেন্ট ডিভিশন, সোনালী ব্যাংক পিএলসি, প্রধান কার্যালয়, ঢাকা।
২.Dr. Ehatasham UI Haque Eiten, Assistant Professor & Head, Department of English, Daffodil International University, Birulia, Savar, Dhaka-1216
৩। শিক্ষার্থী কপি।

এসিস্ট্যান্ট জেনারেল ম্যানেজার

নং-এসবিএসসি/ইন্টার্নশীপ/৮.১/২০২৫/২৫৬ তারিখঃ ২২ সেপ্টেম্বর, ২০২৫

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সোনালী ব্যাংক স্টাফ কলেজ, ঢাকা। প্লট # ০৬, সেক্টর # ০৮, উত্তরা মডেল টাউন, ঢাকা-১২৩০
ফোনঃ৫৮৯৫৭৭২৬ প্রিন্সিপাল (জিএম) ৫৮৯৫৭৭৪৮ ডিজিএম ৫৮৯৫০৯৬৬ এজিএম (প্রশিক্ষণ) ৫৮৯৫৭৭২৯ এজিএম (প্রশাসন)৫৮৯৫৬৫১৯ এজিএম (এইচআর)
ই-মেইলঃprincipalsbsc@sonalibank.com.bd dgmsbsc@sonalibank.com.bd dgmtraining@sonalibank.com.bd

হটলাইনঃ ১৬৬৩৯,
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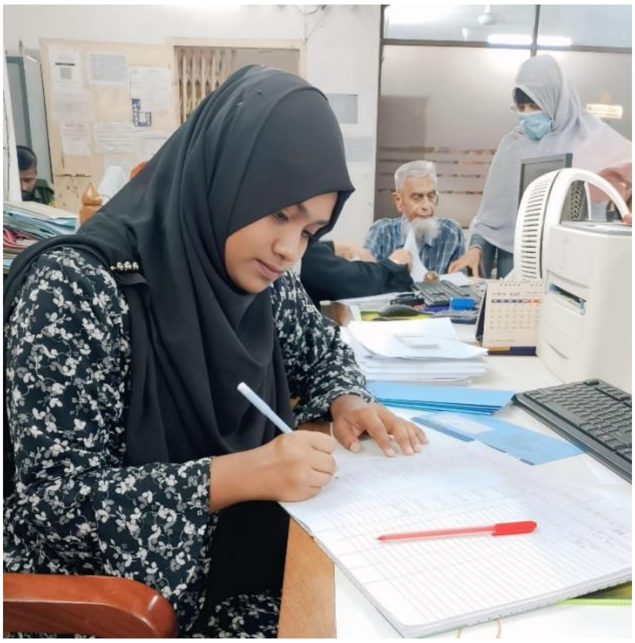
Appendices 1.2

Some photos



Appendices 1.3

Attested Certificate

সোনালী ব্যাংক পিএলসি.

বিশ্বস্ত ও স্মার্ট

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এই মর্মে প্রত্যয়ন করা যাচ্ছে যে, Daffodil International University এর BA in English প্রোগ্রামে অধ্যয়নরত শিক্ষার্থী ইসরাত জাহান (আইডি নং-২২১-১০-৮৪৯) সোনালী ব্যাংক স্টাফ কলেজ, ঢাকা এর ২২.০৯.২০২৫ তারিখের ২৫৭ সংখ্যক পত্র মোতাবেক অত্র শাখায় ২৩.০৯.২০২৫ তারিখ থেকে ব্যাংকিং বিষয়ে ইন্টার্নশীপ কোর্স করছেন । আগামী ২৩.১২.২০২৫ তারিখে তার ইন্টার্নশীপ কোর্স সম্পন্ন হবে। প্রশিক্ষণকালীন তিনি শাখায় উপস্থিত থেকে ব্যাংকিং কার্যক্রম প্রত্যক্ষ করছেন। তার কর্ম ও আচরণ সন্তোষজনক।

(মোঃ মনিরুজ্জামান)
এসিস্ট্যান্ট জেনারেল ম্যানেজার

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Appendices 1.4

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