



Daffodil
International
University

**“The General Banking Activities of Sonali Bank PLC”
Internship report.**

Daffodil International University
Dhaka, Bangladesh
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Prepared by:

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Declaration of the intern:

I sincerely attest that the internship report I submitted to Daffodil International University's English Department, titled "General banking activities of the Sonali Bank PLC," accurately reflects my own original work. I have painstakingly written this report with the assistance of Ms. Afroza Akter, Lecturer at Daffodil International University. I proudly announce that my contribution satisfies a requirement toward earning my B.A. (Hons) in English.

A rectangular box containing a handwritten signature in cursive script that reads "Mehedee Hassan".

Signature of the Intern

Letter of approval:

"This is to attest that Md. Mehedi Hassan, with ID 201-10-528, has successfully completed his Project Paper as part of the Internship course (ENG 431) under my supervision. Throughout his internship at Sonali Bank PLC, he has demonstrated dedication and diligence in his work. I have maintained regular communication with him, providing assistance whenever required. The content of his project report reflects his genuine effort and exceptional performance. I extend my best wishes for his continued success and well-being in the future."

A handwritten signature in black ink, enclosed in a black rectangular box. The signature appears to be 'AP' followed by a long horizontal flourish.

Signature of the Supervisor

Acknowledgement:

I give thanks to Allah for giving me the chance to write this report. Practical knowledge is an integral part of education, which I acquired during my internship at Sonali Bank PLC. This encounter gave me important knowledge about how the banking sector operates. Lastly, I would especially like to express my gratitude to my esteemed supervisor, Ms. Afroza Akter, for her invaluable advice and suggestions that helped me write my report. I express my gratitude to Sonali Bank PLC's Muhammad Abdul Awal and Md. Shorifujjaman. I would like to thank Allah for giving me the chance to write this report. Practical knowledge is an integral part of education, which I acquired during my internship at Sonali Bank PLC.

Abstract:

The key objectives of the study, "General Banking Activities of Sonali Bank PLC," are to gain practical knowledge and comprehend the inner workings of commercial banks. It focuses on developing independent work abilities for corporate life, learning about common banking procedures, and communicating ideas learned from the internship. Performing several departmental chores was part of my internship in the general banking department. The experience emphasized the benefits and difficulties of working in a professional setting and the value of supervision when solving problems. The study outlines different bank operations, financial performance, and the author's personal internship experiences, with a focus on how learned insights can be applied practically in future business ventures.

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Chapter-1

Introduction :

The paper, "General Banking Activities and Financial Performance Analysis of Sonali Bank PLC," delves deeply into the nuances of Sonali Bank's operations while shedding light on the financial performance environment. The General Banking department is the beating heart of the banking ecosystem, coordinating essential banking operations that require careful long-term planning in order to be managed effectively. Serving as the main point of contact for clients, it establishes the foundation for long-lasting relationships between bankers and clients, creating the conditions for continued loyalty and confidence. General banking, which is frequently praised as the cornerstone, aims to establish a stellar reputation for the company through exceptional service provision, going beyond simple profit maximization.

In the corporate sphere, financial performance is of utmost importance since it provides a useful benchmark for evaluating an organization's policies and activities in monetary terms. Profitability is the ultimate goal of any corporate activity, and strong financial results are a good indicator of an organization's sound financial standing and operational efficiency. It functions as a gauge of success, capturing the effectiveness with which an organization overcomes obstacles and accomplishes its main goals.

The operational tapestry of Sonali Bank is made up of numerous roles, each of which is deeply ingrained in the organization's identity. The scope of the research includes a detailed examination of SBL's profile, a broad review of its banking operations, and a careful evaluation of its financial results. It also explores SBL's SWOT analysis, revealing strategic imperatives and possible growth paths. This research aims to provide stakeholders with important insights into Sonali Bank's financial condition and operational dynamics by providing actionable recommendations and a definitive synthesis. It also charts a trajectory for sustainable enhancement and growth.

Objective of the report:

The purpose of the study is to examine the general banking activities of Sonali Bank PLC and to provide a clear and insightful assessment of its financial performance. The study's particular goals are:

1. In practical applications, theoretical knowledge and real-world learning collide.
2. Learn about the financial performance and operational style of Sonali Bank PLC.
3. Learn about the programs and offerings of the bank.
4. Examine the advantages and goals of general banking.
5. Outlining SBL's general banking systems.
6. To describe their plan, account, and services.
7. To elucidate SBL's financial performance.
8. Seek hands-on training for applications in the real world.
9. Look into banking divisions outside of general banking.
10. List issues facing banks and suggest fixes.

Significance of the study:

The significance of studying Sonali Bank can be multifaceted. Firstly, it is one of the largest and oldest state-owned commercial banks in Bangladesh, making it a crucial player in the country's financial sector. Analyzing its operations, performance, and policies can provide insights into the broader economic landscape of Bangladesh.

Additionally, studying Sonali Bank can offer valuable lessons in banking governance, risk management, and financial regulation. Understanding its strengths and weaknesses can contribute to improving banking practices and policies, not only within the bank itself but also across the industry.

Moreover, given its role in serving various sectors of the economy, including agriculture, industry, and trade, studying Sonali Bank can shed light on the bank's impact on economic development and social welfare in Bangladesh.

In essence, studying Sonali Bank is significant for understanding its role in the economy, its operational efficiency, and its contribution to national development.

Methodology:

With great care, the study was written, using primary and secondary data sources to give readers a thorough insight of Sonali Bank. It examined many facets of the performance and operations of the bank using a descriptive methodology. **Primary Data Sources:** Insightful conversations with staff members and direct knowledge acquired from desk work at Sonali Bank served as the primary sources of primary data. This made it possible to see things from a complex angle and captured the difficulties and internal operations of the company. **Secondary Data Sources:** Annual reports, various pertinent documents, and the Sonali Bank website were the sources of secondary data. These records gave a more comprehensive background, including historical information, financial indicators, and regulatory insights necessary for a comprehensive study.

Chapter-2

Details of Institution:

Background of SBL

Sonali Bank, founded in 1972 after independence, became a public limited company on November 15, 2007, under the Bangladesh Bank Nationalization Order.

Vision of SBL

A globally present banking leader, deeply committed to social responsibility.

Mission of SBL

Committed to providing diverse, high-quality products to enhance lives, create stakeholder value, and foster socio-economic development.

Branches of sonali bank PLC

Sonali bank plc operates 1232 branches, including 2 abroad and 1230 locally.

Corporate profile of sonali bank:

Name of company: Sonali Bank Plc

Chairman: Ziaul Hasan Siddique

CEO & Managing Director : Afzal Karim

Status: Public Limited Complyny

Authorised Capital: Taka 6000core

Paid-up Capital: Taka 4530 core

Number of employee: 18,187

SWOT Analysis:

Here's a brief SWOT analysis for Sonali Bank PLC:

Strengths:

1. Established reputation as a leading bank in Bangladesh.
2. Extensive branch network across the country.
3. Strong government support and backing.
4. Diverse range of financial products and services.

Weaknesses:

1. Slow adoption of digital banking technologies.
2. Bureaucratic processes leading to inefficiencies.
3. Limited customer-centric approach compared to competitors.

Opportunities:

1. Expansion into new markets or segments.
2. Investment in digital banking to enhance customer experience.
3. Diversification of services to meet evolving customer needs.

Threats:

1. Intense competition from both traditional and digital banks.
2. Economic instability impacting loan portfolios.
3. Regulatory changes affecting banking operations.

Chapter-3

Internship Experience:

joined the Savar Cantonment branch of Sonali Bank Plc on April 4, 2024, as an intern. Being my first step into the corporate world, I was a little anxious on my first day of joining. I had the good fortune to work with a group in the general banking department during my internship, and their kindness, leadership, and support helped me gain a lot of confidence. Each assignment was made doable and delightful by their persistent support and patient explanations, which sparked a sincere interest in the operations of the general banking industry. I found myself settling in with the department quite quickly, and I attributed its importance to its direct involvement with a wide range of clients and its crucial role in starting the bank's activities. I studied basic banking operations under their guidance, including processing pay orders, clearing checks, creating accounts, managing account formalities, and performing necessary verifications like AML and national ID. The priceless abilities I gained from these experiences highlighted the department's crucial role in contemporary banking and gave me a strong basis for my upcoming professional aspirations. My coworkers' kindness and approachability created a welcoming atmosphere that was ideal for learning, and their willingness to help whenever I needed it reinforced the value of humility and teamwork in professional development. Even while I did occasionally run into less understanding people, those interactions were few compared to the overwhelming support and positivity I had at work.

Even though three months might not seem like enough time to fully understand the complexities of banking, I gave my all to closing the knowledge gap between theory and practice. The memories of the remarkable people I met serve as constant inspirations, and the experiences gained during this time unquestionably provide as priceless stepping stones towards a bright career trajectory. To sum up, I feel really privileged to have met and interacted with such remarkable people throughout my internship. Their friendship, support, and guidance have had a lasting impression, molding not only my career path but also my personal life with priceless lessons and treasured memories.

Activists in general banking department:

1. Guaranteeing the efficient operation of several account kinds, such as bond deposits, savings accounts, current accounts, cash credit deposits, fixed deposits, short-term deposits, margin deposits, and deposits in foreign currencies. making it easier to receive and distribute cash in order to keep financial transactions running smoothly."
2. Efficiently managing cash payments and receipts."
3. Effectively overseeing transfer transactions.
4. Clearing out the house's activities."
5. Keeping up accounts with other banks and Bangladesh Bank."
6. Bill and check collecting."
7. Upkeep of safe deposit boxes."
8. Daily position with daily reporting to headquarters
9. Closing and transferring accounts."
10. The providing of customer support."
11. preserving relationships with customers.

Chapter-4

Recommendation:


1. **Enhance Internal Communication** Improve communication channels within the bank to ensure smoother operations and better coordination among staff.
2. **Establish Robust IT Support** Create dedicated IT departments to provide ongoing technical support, resolving issues swiftly and enhancing overall efficiency.
3. **Empower Officers** Train and empower officers to handle technical problems independently, reducing downtime and improving service delivery.
4. **Improve Service Delivery** Accelerate processing times for essential services like cheque books and ATM cards to meet customer expectations and increase satisfaction.
5. **Focus on Competitiveness** Address customer dissatisfaction, offer competitive interest rates, and pr

Conclusion:

Since its founding in 1972 and under the Bangladesh Bank Nationalization Order, Sonali Bank PLC has been a vital component of Bangladesh's financial landscape. It has built a solid reputation over the years for offering excellent services and goods that improve the lives of its clients in a very cutthroat industry. Sonali Bank is leading the charge and is essential to Bangladesh's economic progress as the country moves forward. In addition to its monetary contributions, the bank has a strong commitment to corporate social responsibility, which strengthens its influence on the general public and the economy. Sonali Bank is moving forward at a rate that surpasses many of its competitors in the banking industry thanks to its proactive attitude.

Appendices:

Reviewed Sonali Bank Limited's annual reports for the years 2015 through 2017 as well as publications on financial performance analysis by Eshna Verma (2016) and Ali Matar & Bilal Enizan (2018)."

 **সোনালী ব্যাংক পিএলসি.**
বিশুদ্ধ ও স্মার্ট


Ref.No.SBL/Savar Cantt/732 Date: 26/05/2024

TO WHOM IT MAY CONCERN

This is to certify that **Md. Mehedi Hassan**, son of Md. Mozibur Rahman and Mst. Helena Begum, Address:- Village: Pandhoa, Post: Senwalia-1344, Thana: Ashulia, District: Dhaka has been pursuing an internship programme of three months since 04/04/2024 and his internship programme will be completed on 03/07/2024 at this branch. He is a Bachelor of Arts(B.A) student in English of Daffodil International University. His Roll/ID. NO is 201-10-518.

Since the inception of his internship programme with us he has been found punctual, hardworking, honest, soft speaking and inquisitive. His conduct and effort are highly appreciable. We believe that he will be able to undertake any hard work of his discipline by his perseverance

We wish his every success in life.


(Muhammad Abdul Awal)
Senior Principal Officer
And
Manager

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Reference:

Sonali Bank Limited Website

<https://www.sonalibank.com.bd/>

- Bangladesh Bank Website <https://www.bb.org.bd/>
- www.google.com

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