Internship Report on
LOAN PROCESSING SYSTEM OF RUPALI BANK PLC: A STUDY OF MIRPUR BRANCH

Submitted By:

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Program: BBA

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Date of Submission: 26th November

Letter of Transmittal

Date:

Professor Dr. Md. Abdur Rouf

Professor in Accounting

Department of Business Administration

Daffodil international university.

Subject: Submission of Internship Report on ‘ Loan Processing System of Rupali Bank PLC: A study of Mirpur Branch’.

Dear Sir,

I am happy to present my internship report entitled Loan Processing System of Rupali Bank PLC (Mirpur branch) as one of the partial requirements of the completion of the Bachelor of Business Administration (BBA) program under the Department of Business Administration under the Faculty of Business and Entrepreneurship, Daffodil International University.I have successfully completed the report in time and within the suggested objectives. Besides the academic knowledge acquired, this report preparation and internship program has enabled me to learn about the audit process and independency of an auditor.

I have attempted to make this report a comprehensive and informative one. I hope you are going to enjoy my effort and the report will meet your expectation.

It must be said that in the absence of your advice and cooperation, I would be unable to come up with this report. I will be pleased to respond to any form of questions that you may consider important about the report.

Yours sincerely,

Nasrin Nahar Nipu

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Student's Declaration

This certifies me that a report on internship program is presented with the title Loan processing system of Rupali Bank PLC a study of Mirpur Branch and is personally prepared by me after being under a 3-month internship with Rupali Bank PLC, Mirpur Branch. This report is an independent work in terms of my practical experience and observation in the course of the internship period. It has never been referred to another institution, university or any other organization with any academic or professional intent.I also declare that no confidential information of Rupali Bank PLC has been referred or utilized in this report without permission. The entire information and data indicated herein are gathered in original sources.

I do state that it is intended only as an academic report and has no other commercial or legal implications outside of academia.

Nasrin

Nasrin Nahar Nipu

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Certificate of The Supervisor

I do certify and attest that the internship report, entitled "Loan Processing System of Rupali Bank PLC'' is prepared and submitted by Nasrin Nahar Nipu, Student ID: 221-11-1545, a student at the Department of Business Administration, at Daffodil International University, in partial completion of the degree scholarship of Bachelor of Business Administration (BBA). I have read the report and would declare it to be a well structured and detailed study which represents the practical knowledge of the student on the loan processing system of Rupali Bank PLC.I am therefore advising that the same be submitted and reviewed as part of the academic requirement of the Bachelor of Business Administration (BBA).

Professor Dr. Md. Abdur Rouf

Professor in Accounting

Department of Business Administration

Daffodil international university.

Acknowledgement

The most kind, the most merciful, in the name of the Almighty God. I would like to first of all thank my esteemed supervisor Professor Dr. Md. Abdur Rouf, Professor of Accounting, department of business administration, Daffodil international university, who has guided me, given me advice and goodwill over the course of the internship program. The facilitation and oversight of this report have been achieved with success through his supervision and encouragement.

I would also like to express my gratitude to Md Masudur Rahman (Deputy General Manager), Rupali Bank PLC, Mirpur Branch, who gave me a chance to acquire practical experience in a working environment. The internship has not only improved my knowledge on the real-life functioning of banks, but also taught me to be team players and flexible in a dynamic work environment.

I would like to close this note by expressing my heartfelt appreciation to all the officers, staff members and all other interns at Rupali Bank PLC,Mirpur Branch, who gave me their cooperation, support and assistance during my period of experiencing the internship.

Nasrin

Your Sincerely,

Nasrin Nahar Nipu

ID: 221-11-1545

BBA 61 Batch

Daffodil International University.

Executive Summary

It has been an excellent experience as a student of Accounting major to undertake my internship in a well-known commercial bank. Bangladesh has numerous established commercial banks which are either privately or publicly owned and among all of them, Rupali Bank Plc is one of the most recognized and modern French state owned commercial banks. The vision of Rupali Bank Plc is to offer effective banking services to its customers and at the same time contribute towards the economic growth of the country.

The following internship report is made on my practical experience in the Rupali Bank Plc, Mirpur Branch within the period of 3 months. The report is concerned with the Loan Processing System of the bank. The primary focus of the research is to examine the processes, policies and effectiveness of the loan processing processes at Rupali Bank Plc. It also tries to measure the client awareness and contentment about the loan services and also gauge the total financial performance as compared to the loan management.

Rupali Bank Plc, which is part of other financial institutions in Bangladesh is important in mobilizing the idle savings and investing them in productive investment projects. In any developing country such as Bangladesh, the roles of financial institutions play a key role in the economic growth and stability of the country. One of the greatest sources of revenue to banks is the loan and investment business and Rupali Bank Plc is ranked as one of the best in this aspect. This is because the bank has been able to attract customers through the provision of a wide range of loan products and financial facilities to cater to the varied client.

This report has been gathered using primary as well as secondary data. The internship report has six chapters. The Chapter One contains the introduction, background, significance, objectives, scope, literature review, methodology, data analysis, and limitations of the research. Chapter Two gives an organizational perspective of Rupali Bank Plc, its background, mission, vision structure and core functions. Chapter Three is on my roles and responsibilities as an intern in the program. Chapter Four is Key Learning’s and Experiences.Chapter Five is the critical analysis and reflection of Rupali Bank Plc loan processing system. The conclusion is provided in Chapter Six. Lastly, Chapter Seven has the implications of loan processing system of Rupali Bank PLC.

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Chapter 1

Introduction

1.1: Introduction:

Rupali Bank PLC came into being after three former commercial banks, which were, Muslim Commercial Bank Ltd., Australasia Bank Ltd., and Standard Bank Ltd. merged. Which had been functioning in the then Pakistan. On March 26, 1972, the Bangladesh Banks (Nationalization) order, 1972 (P.O. No. 26 of 1972) was made and all their assets, gains, powers, authorities, rights, privileges, liabilities, and obligations were transferred to the newly established institution.

Originally, Rupali Bank was a nationalized commercial bank since its opening up until December 13, 1986. It was converted into a Public Limited Company under the Companies Act 1994 on December 14, 1986 and officially became Rupali Bank Limited (presently Rupali Bank PLC since the recent regulatory naming structure provided by the Bangladesh Securities and Exchange Commission).

Though, the bank was denationalized in 1986 and converted into a limited company, majority shareholding was retained by the Government of Bangladesh. The government has over the years sold off some of its shareholdings but Rupali Bank PLC is still largely owned by the government.

The Government of Bangladesh has a 90.19 percent- majority stake in paid-up shares of Rupali Bank PLC, and continues to exercise control and supervision over the bank until December 31, 2024, and onward up to mid-2025.Rupali bank PLC has a Board of Directors of 10 (ten) members, headed by a Chairman. The Chief Executive Officer and Managing Director of the bank deals with the day-to-day operations of the bank, and is a very experienced banker and a reputed professional, in the financial arena.

The Head Office of the bank is in 34, Dilkusha Commercial Area, Dhaka-1000, the financial hub of the capital city. Rupali Bank PLC has a powerful corporate structure and offers a vast spectrum of personal, corporate, agricultural, and SME banking services in its large network of approximately 586 branches located both in urban and remote rural regions of Bangladesh.

Moreover, the bank has a network of international collaborators in various countries around the globe and this ensures that the bank offers services in international trade, remittance, and foreign exchange with ease and reliability. Rupali bank PLC is still maintaining its status as one of the most reliable and oldest financial institutions in the country with its combination of conservative banking principles and up to date technological solutions to satisfy a wide variety of clients.

1.2: Background of the study:

The internship program is a compulsory part of the Bachelor of Business Administration (BBA) degree program in Daffodil International University (DIU) Faculty of Business and Entrepreneurship. It is also aimed at giving the students a practical exposure of real business setting and closing the gap between the theoretical learning and the real world. Under this program, I had an internship placement program of three months at Rupali Bank PLC, which is one of the largest state owned commercial banks in Bangladesh. I was sent to the Loan and Investment Department during this time when I acquired comprehensive information regarding the Loan Processing System of the bank.

This experience has helped me to know the whole process of credit- loan application and documentation, assessment, approval, disbursement and recovery. The internship provided me with practical experience in assessing credit-risks, documentation and the process of reporting adopted by a big financial organization such as Rupali Bank PLC. The learning experience was very practical and therefore improved my knowledge on credit operations, financial compliance and customer service management, which are essential in the current banking practices.

1.3: Scope of the study:

I was lucky to receive an appointment to Rupali Bank PLC after passing the 123 academic credits in Daffodil International University, a very reputable commercial bank that is owned by the government and is present in the country all over. The internship helped me to acquire a broad spectrum of practical learning, observation and analysis pertaining to banking operations and credit management.

The study scope is presented below:

- Loan Processing System and Credit Operations of Rupali Bank PLC:

The paper includes the process by which Rupali Bank PLC assesses the loan applications, credit risk grading, collateral management, and loan recovery.

- Organizational Structure and Future Prospects of Rupali Bank PLC:

The paper also examines the administrative structure, system of service delivery and the future growth prospects of the bank considering digital transformation and economic growth in Bangladesh.

1.4: Objective of the study:

- To understand the loan processing system of Rupali Bank PLC.
- To analyze the effectiveness and challenges of the loan processing system of Rupali Bank PLC.

1.5: Methodology of the study:

The way of solving a research problem in a systematic manner is methodology. Some systematic and sequential steps have been followed in carrying out this study. To begin with, the research problem, which is the Loan Processing System of Rupali Bank PLC, was found and formulated. Secondly, a comprehensive survey was conducted to find out the information and literature concerning the matter. Thirdly, the study was appropriately guided by an effective research design. The fourth stage involved sampling method whereby the non-probability judgmental sampling method was selected. Subsequently, the primary and secondary data were gathered. Lastly, the data gathered were examined, interpreted and sorted as per the study aims.

1.5.1: Primary Data Sources :

- Face-to-face meeting with OICs.
- First-hand observation of the loan applications, appraisal and approval.
- Partial Working Experience.

1.5.2: Secondary Data sources::

(i) Annual Reports of Rupali Bank PLC (2021 – 2024).

(ii) Official publications, brochures, and circulars of Rupali Bank PLC.

(iii) Related documents, reports, and files available at the Mirpur Branch.

(iv) Bangladesh Bank circulars and policy guidelines.

(v) Books, journals, and research papers on banking and loan management.

1.6: Limitation of the study:

The paper is done with the aim of undertaking a comprehensive study of loan processing systems that have offered numerous facilities and experienced some challenges in my research.

One can call these barriers as limitation of the study. The following are these limitations:

- Time constraint in the internship period.
- Inadequate information was the one acquired to the study.
- The limited sample size based on the size of the population.
- There were no confidential documents or objects that could be accessed to the firm.
- Since the internship is the first real-life experience, one can not know it all about the bank.

Chapter 2

Organization overview

2.1: <u>Background:</u>

Rupali Bank PLC. was formed under a merger of 3 (three) previous commercial banks i.e. Muslim Commercial Bank Ltd., Australasia Bank Ltd. and Standard Bank Ltd. which were in operation in the then Pakistan on March 26, 1972 under Bangladesh Banks (Nationalization) Order 1972 (P.O. No. 26 of 1972) with all its assets, benefits, powers, authorities, privileges, liabilities, borrowings as well as obligations. Until December 13, 1986, Rupali bank was a nationalized commercial bank. Rupali Bank PLC. on December 14, 1986 became the biggest Public Limited Banking Company of the country.

Rupali bank has a Board of Directors who is mostly appointed by the government and the chairman of the Bank of Directors is Md. Nazrul Huda and Managing director and chief executive officer is Kazi Md. Wahidul Islam. The leadership is concerned with modernization of the services, financial discipline and enhancement of the banks position in socio-economic development. Rupali bank PLC has a large network of 586 branches in the country such as branches in rural and urban areas. It employs more than 7,000 people and operates a number of millions of clients across the country.

Present capital structure: Authorized capital**:** Taka 7,000 million (US ≈ 88.66 million). Paid-up capital**:** Taka 464.6972050 million (i.e., ~ Tk 464.70 million).

Break up of paid up Capital: Government shareholding: 90.19% , Private shareholding: 09.81%.

Present Share Structure: Total number of outstanding ordinary shares: 46,46,97,205 (each share of Tk 10). Shares held in dematerialised form (as of 31 March 2024): 46,41,99,375**.**

Number of Branch: Rupali Bank operates through 586 branches. It is linked to its foreign correspondents all over the world.

Number of Employees: The total number of employees is 7164.

Chief Executive: The Bank is headed by the Managing Director (Chief executive) who is a reputed professional Banker.

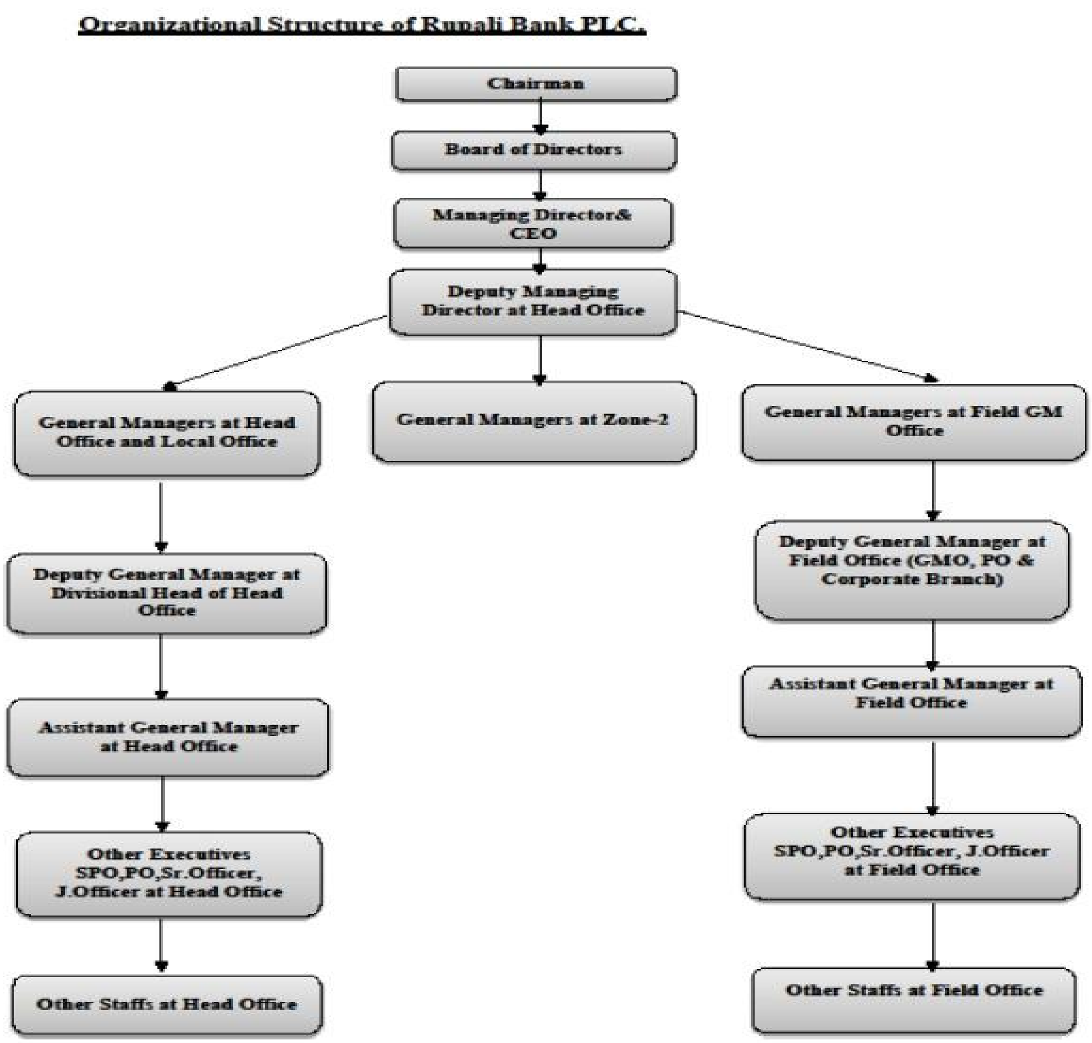
2.2: <u>Vision & Mission:</u>

Vision: To develop a solid and consistent system of loan processing system that would not only guarantee efficiency, transparency, and customer satisfaction that would see Rupali Bank PLC as the most reliable financial institution to every borrower in Bangladesh.

Our Mission :

- Development a long-term relationship that assists our customers to attain financial prosperity.
- Get good career opportunities and develop staff commitments.
- Ethical values and satisfy the financial requirements of customers in the quickest and most suitable manner.
- Innovate further to develop high-quality human resource, a robust technological base and offer modern service packages.

2.3: Organization structure of Rupali Bank PLC:



Chapter 3

Internship Role and Responsibilities

3.1: Role and Responsibilities:

Being among the large state-owned commercial banks in Bangladesh, Rupali bank plc has significant roles in the financial system and economic progress of the country. The financial services provided to individuals, businesses and the government and the financial inclusion of the population and national development are core activities of the bank.

My internship task was to observe and assist officers in the Loan and Advance Section. This experience has provided me with the practical information regarding the manner in which loan requests are registered, assessed, approved, and followed in the organized policy of the bank credit.

The most crucial tasks and responsibilities that I undertaking throughout the internship were:

- I noticed that clients attach a loan application form and other necessary documents including trade license, TIN certificate, bank statement, financial reports and NID copies.
- I assisted officers in ensuring that the documents were complete and attached then sent them to be reviewed.
- After the documents had been received the branch officers checked the validity of information given. I was helping them to organize and assemble investment files on new and renewal loan cases.
- I have discovered that Credit Risk Grading (CRG) is an important procedure that is involved in the loan assessment process. It assists in establishing the amount of financial risk exhibited by the borrower.
- I noted that security documentation was done by the officers. I was also involved in verifying and arranging collateral related documents like mortgage deeds, land ownership paper and individual promises.
- I helped in drawing monthly reports on investment performance to monitor disbursed loans, repayments, and overdue payments.

3.2: Rationale of those roles and responsibilities:

The duties that I undertook during the internship were well coordinated with the organizational hierarchy of Rupali Bank PLC especially the Credit and Advance Department. Some of the activities I worked with officers on included checking of documentation, preparing loan files, verifying client information and entering the loan management system.

These functions were important in the general loan processing process. The documentation verification assists in reducing the risks of loan defaults, and correct file preparation will guarantee compliance with the regulatory environment and the easy interdepartmental functioning between the branches and the head office. The credit officers were also assisted enabling them to handle more workloads and deliver the services to the clients in time.

3.3: <u>Example of the task :</u>

- My primary responsibilities included assisting the officers in preparing and arranging files relating to investments (both new and renewal loans).
- I helped the officers to confirm the authenticity of documents submitted by clients.
- I was able to see the way officers compiled Credit Risk Grading (CRG) reports to assess the risk profile of the borrower.
- I also took part in the preparation of Investment Proposal Forms (IPF) and Sanction Letters of the approved clients under the supervision of my officer.
- I would keep the internal bank records regularly updated regarding the schedule of loan repayment.
- I helped officers to prepare the Monthly Investment Performance Report.

Chapter 4

Key Learning’s and Experiences

4.1: Important Learnings:

My internship experience at Rupali bank PLC gave me important information about the loan processing system in the bank and how a commercial bank actually works. Among the most valuable lessons, there is the way various categories of loans, which include SME, industrial, housing, consumer, import, and export loans, are evaluated, recorded, and granted.

I also got to know how loan applications are assessed using the criteria of credit worthiness, financial statements, verification of collateral, risk grading, and compliance requirements of Bangladesh Bank. The process of loan disbursement, observation of the monitoring system, design of repayment schedule, and interactions with the customer enhanced my knowledge of the professional banking practice.

Moreover, I was taught how the digital banking tools and internal software (Core Banking System) are utilized in order to record, trace, and track loan data, which assists in ensuring the accuracy, transparency, and timely reporting.

4.2: Connection with Academia:

Internship experience has provided an excellent connection between the theoretical principles acquired in the Business Administration program and their application in the banking sector. The courses like Financial Management, Principles of Banking, Credit Management, Risk Analysis, Business Economics, and Accounting were a direct complement to my assignments in the internship.

Having practical access to the process of loan assessment and documentation, I managed to put into practice such academic concepts as financial ratio analysis, credit scoring, calculation of interest rate, division of loans into several categories, sufficiency of capital, and compliance standards. Having been exposed to actual clients, financial statements and regulatory processes was able to provide a better understanding of how theoretical frameworks underpin decision making in real world banking settings.

4.3: Examples of Personal and Professional Growth:

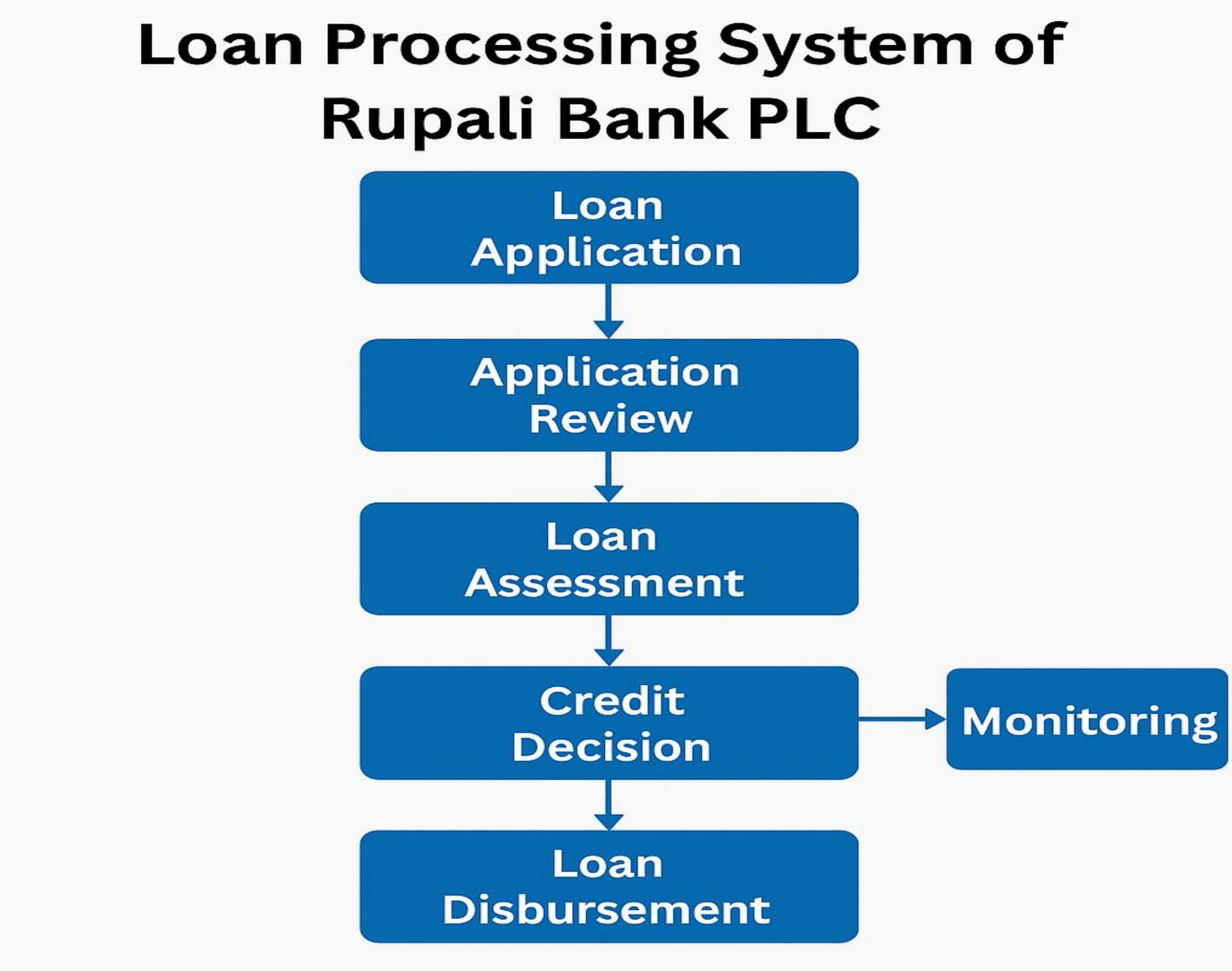
The other experience that helped me to grow personally and professionally during my internship at Rupali Bank PLC was when I assisted in have a Small Enterprise (SME) loan application verified and processed. A local business owner was seeking an SME loan and he had not provided the right paperwork, including the updated trade license and the bank statements. The credit officer who was responsible requested me to assist in completing the necessary document checklist and reach out to the client in the absence of the missing papers. I was required to be professional in my communication, explain the loan conditions to the client, and follow the client on every step.

Initially, I was scared since I have never dealt with actual clients. I remained patient, however, with the use of polite communication, and made sure that the client comprehended all. Upon receiving the documents, I assisted the officer authenticate the business details of the customer, feed information to the loan management system, and set up the file to be approved.

Chapter 5

Critique and Reflections

5.1: Loan Processing System:



Loan Application

The bank provides the applicant with a prescribed form which is filled in. The form will contain the information on the loan size, loan purpose, and loan term and security. The documents are required to be attached like National ID, TIN, income statement, trade license, land documents, and photographs. In certain types of loans (such as house-building loans to government employees), the loan can be applied online using the portal of Rupali Bank.

Application Review

This makes sure that there are no defaults of any past loans by the borrower.The branch is also checking repaying ability of the applicant, his/her financial status and use of the loan.

Fees

In the case of Shohoj Rin: the application (processing) fee is BDT 200. Other related expenses: documentation fee, CIB (Central Information Bureau) fee, stamp opinion, legal fee, and valuation fee, according to collateral / security.In certain loan products there is no processing fee: here are Crops Loan wherein there is no loan processing fee.

Documentation

Rupali Bank PLC has elaborate Credit Manual / Documentation Procedure. Important documentation required is:

- Application form
- Sanction advice / sanction letter.
- Borrower letter of acceptance.
- Charge documents (legally creating the right of the bank over collateral).
- Security / mortgage documents
- Other legal documents: letter of arrangement, letter of disbursement, letter of guarantee (where applicable), letter of authority, etc.
- Signing of documents: stamping, witnessing, registration (where necessary), checking of signatures, safe keeping of documents.

Disbursement

After the process of documentation is done and executed properly, Rupali Bank releases the loan as per the terms outlined in the sanction letter. In case of home loans: the mortgaged land + building is pledged. The repayment is normally through monthly payments, which may vary according to the loan product. For instance, quarterly repayment of some rural loans may be provided. Depending on the type of loan (6 months grace on crops loans).

Monitoring & Recovery

Once the borrower has been disbursed with his loan, the bank will keep an eye on how he is spending the loan to ascertain whether he is spending the loan as per his intentions. The bank (in its structure) has a

Recovery Division that deals with problem loans. (It has no publicly described internal policies, but that is normal among banks). Documents of legal / security are maintained by the bank with its registry so that they can be enforced in case of default.

5.2: <u>Loan Types</u>

1.Shojoj Rin: The product is meant to offer loan in cottage and manufacturing based activities.

- Loan amount: Loan maximum BDT 10 lac.
- Loan Tenor: 48 months (installment monthly/ quarterly) (maximum) term loan.
- Loan Tenor: Continuous loan as for Bank Rules.
- Interest Rates: 9.00% (Variable).
- Security: The bank will take personal guarantee and the third party guarantee against the loan not exceeding BDT 0.50 lac, which is quite safe.
- Security: Auxiliary collateral real state (1:1) required in case of loan above BDT 0.50 lac.

2.Babsahi Rin: This product will offer loan in trading and manufacturing based activities.

- Loan value: Loan maximum BDT 5 crores.
- Loan Tenor: Continuous loan as for Bank Rules.
- Interest Rates: 9.00% (Variable).
- Security: The maximum loan amount (MCL) required by auxiliary collateral real state needed to Exclusive ownership will be 75% of the immediate sell price of the property and the maximum loan amount (MCL) required by co-shared/ third party ownership will be 50% of the immediate sell price of the property.

3.Majhari Rin (Medium Loan): This product is designed with the purpose of offering loan in medium as well as manufacturing based operations.

- Loan amount: Loan maximum BDT 75 Crores.
- Loan Tenor: Project term loan Maximum 120 months (installment monthly/ quarterly) Or Bank and Party Decisions.

- Loan Tenor: Continuous loan as for Bank Rules.
- Interest Rates: 9.00% (Variable).
- Security: The maximum loan amount (MCL) required by auxiliary collateral real state needed to Exclusive ownership will be 75% of the immediate sell price of the property and the maximum loan amount (MCL) required by co-shared/ third party ownership will be 50% of the immediate sell price of the property.

4.Peshajibi Rin: It is our product that will give loan in the micro and manufacturing based ventures with the aim of forming young entrepreneur and shaping up our economy.

- Loan amount: Loan maximum BDT 100 lac.
- Maximum Duration of loan: 60 months (installment monthly/ quarterly) maximum.
- Loan Tenor: Continuous loan as for Bank Rules.
- Interest Rates: 9.00% (Variable).
- Security: There must be no need in auxiliary collateral, but educational certificate or professional certificate and Personal guarantee and Third party guarantee is necessary. In case of no educational or professional certificate, the aid collateral real state is necessary.

5.Sulob Rin: This will be a product meant to offer loan in small and manufacturing based activities.

- Value of the loan: The maximum loan BDT 200 lac.
- Loan Term: Project term loan Up to 96 months (installment monthly/ quarterly) Or Bank And Party decisions.
- Loan Tenor: Continuous loan as for Bank Rules.
- Interest Rates: 9.00% (Variable).
- Security: The maximum loan amount (MCL) required by auxiliary collateral real state needed to Exclusive ownership will be 75% of the immediate sell price of the property and the maximum loan amount (MCL) required by co-shared/ third party ownership will be 50% of the immediate sell price of the property.

6.Home Loans:

- General House Building Loan: BDT 120 lakh or less, 15 years or less, interest rate based on 9 percent, a mortgage is necessary.
- Government Employee House Building Loan: This has the maximum lending of 75 lakh, a maximum loan tenure of 20 years, grace period, debt equity and the land/building is guaranteed by the bank.

5.3: <u>Loan & Deposits</u>

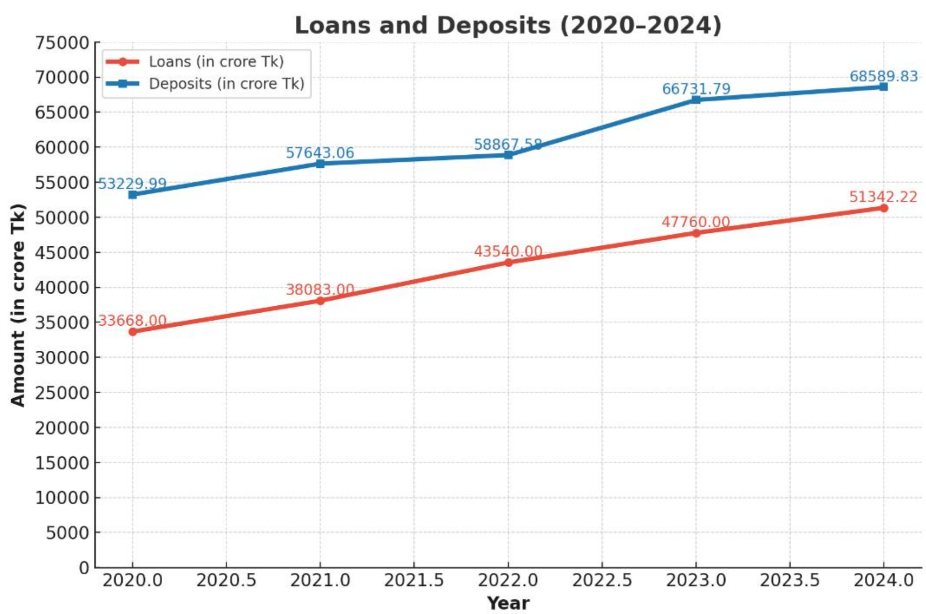


Figure 1 (Loans & Deposits)

<u>Loan:</u>

The total loans and advances of Rupali Bank Ltd (Mirpur-1 Branch) for the years **2021–2024** are presented below:

Table 1.1

Year	Loans (in crore Tk)	Growth rate (%)
2020	33,683.52	9.76%
2021	38,083.37	10.58%
2022	43,540.08	12.26%
2023	47,760.12	13.63%
2024	51,342.22	15.31%

The above data indicate a consistent rise in loan disbursement over the four years. The loan portfolio almost doubled from Tk.19,534 crore in 2020 to Tk. 34,007 crore in 2024, reflecting the bank's growing reliability among business and retail clients.

<u>Deposite:</u>

The rate of deposit growth has been a little higher than the rate of loan growth in most years and this

reflects the liquidity status and high confidence of the customers in Rupali Bank PLC. The highest deposit growth. Rupali Bank PLC has recorded consistent and healthy deposit growth, which indicates better working performance, increase in customer confidence, and proper management of bank finances within these five years (12.66%), with the launch of digital banking, agent banking, and enhanced quality of service.

Table 1.2

Year	Total deposits	Growth rate (%)
2020	53,229.99	8.85%
2021	57,643.06	9.18%
2022	58,867.58	11.03%
2024	66,731.79	12.08%
2025	68,589.83	12.66%

5.4: **Division wise loan:**

Rupali bank PLC lends regionally as indicated by the division-wise lending decisions on the loan distribution. Usually, Dhaka and Chattogram prevail owing to concentration of businesses whereas other divisions are donors to agricultural and SME loans. By examining this information, the bank is able to maintain a balance in the development of the region, diversification of risk and enhanced presence on the national level.

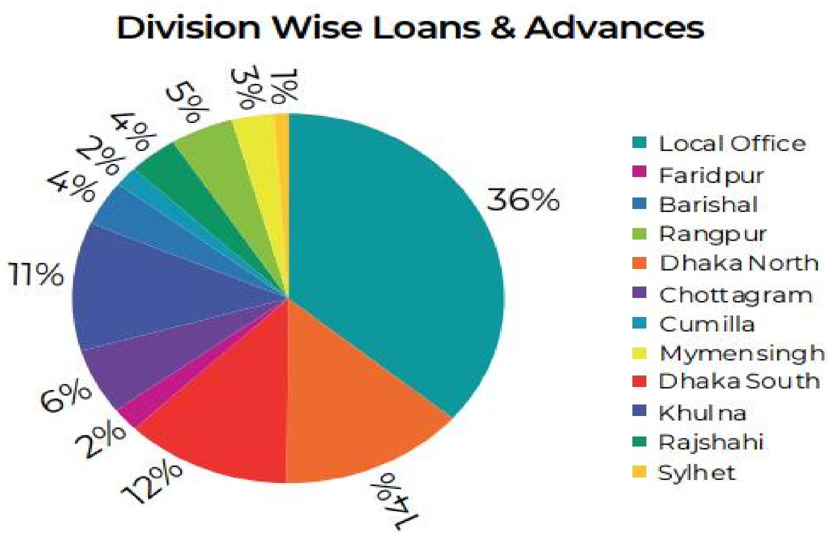


Chart:(Division wise loans)

5.5: **Classified Loan:**

The import and export loan portfolio of Rupali Bank PLC demonstrates its vital contribution to Bangladesh's international trade. Import loans facilitate the inflow of goods and raw materials essential for industrial and commercial activities. Export loans empower exporters to sustain production and earn valuable foreign currency for the country. A balanced growth between import and export loans reflects healthy trade financing operations, while any imbalance may indicate shifts in trade activity or economic conditions.

Table 3

Type of loan	2020	2021	2022	2023	2024
Export (in crore)	2,283.45	3,322.59	4,067.83	3,884.00	3,118.85
Import (in crore)	11,207.60	27,300.22	17,662.70	17,570.00	18,306.61

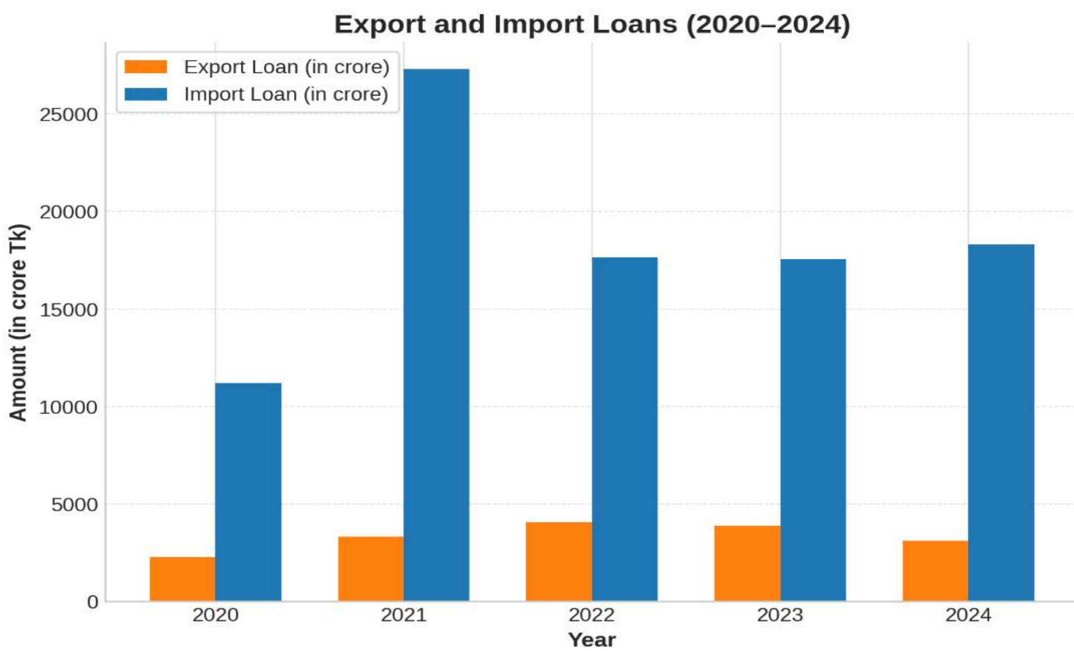


Figure: 2 (Export & Import loans)

4.6: Economic value added:

EVA is a measure of the company capacity to create a value that is more than its cost of capital. The volatility of 2020 to 2024 indicates unstable profitability and capital-efficient use. The high EVA of 2023 means that there will be very good operational and financial management in that year.

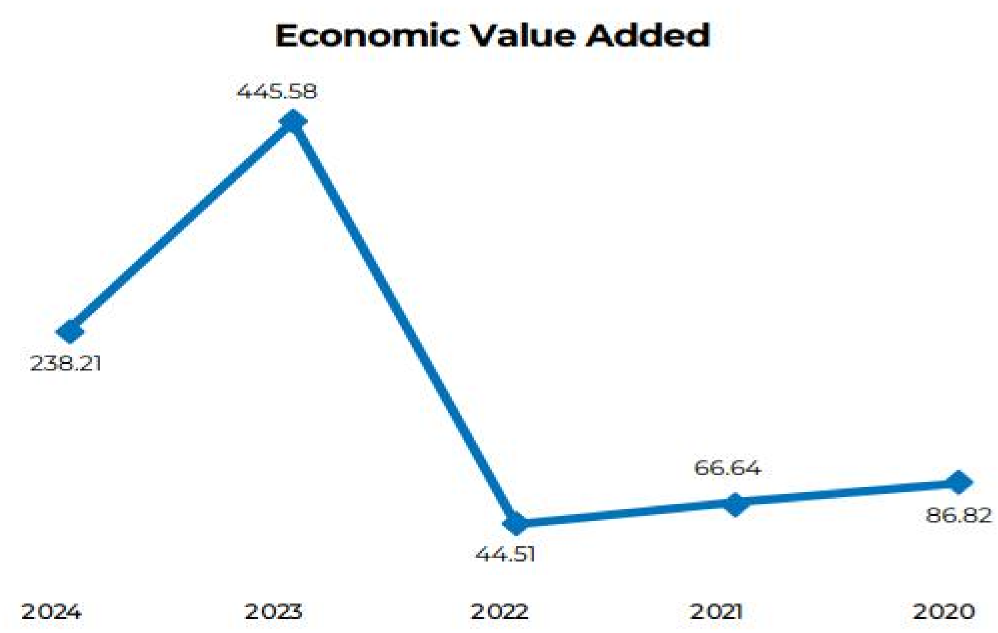


Figure 3

Chapter: 6
Conclusion

6.1: Conclusion:

The internship experience at Rupali Bank PLC has proved to be an experience that is priceless and has given me practical knowledge on how a commercial bank operates more so the loan processing system. As an intern, I was able to have a clear insight into the way loans are initiated, assessed, approved, and tracked within the framework of the Bangladesh Bank regulation. Introduction to the documentation process, credit appraisal methods, customer relationships and risk assessment processes have made me relate theoretical information in my course studies with actual banking activities.

All in all, the internship was not only an informative experience exploring the credit operation and risk management but also helped me to enhance my analytical, communication, and teamwork, abilities. The mentoring and tutoring of the senior officers at Rupali Bank PLC made my learning experience not only more realistic but also made me have a clear picture of the tasks and ethics that one needs in the banking career.

Finally, it can be concluded that this internship was a very important step towards my future career level. My professional desire to work in the banking and financial field, especially in credit management has been enhanced by the knowledge and skills that I gained by working directly in the loan processing system. I believe the knowledge and experience acquired in Rupali Bank PLC will act as a powerful source of my professional development and future activities.

Chapter: 7
Implication

7.1: Implications:

The internship experience was thorough and eye opening at Rupali bank PLC since it has taught me about how the system of loan processing is vital to the financial stability and development of the bank and the banking customers. In addition to being able to do certain tasks, this internship showed me that theoretical knowledge learned in academic courses is applicable in real-life situations in terms of decision-making and problem-solving in the banking sector.

Applicability of Academic Learning:

The internship also enabled me to use the theories of credit management, risk analysis, and financial reporting in the practical banking activities. Such concepts as loan appraisal, collateral evaluation, interest calculation and risks diversification became not abstract concepts and daily occurrences. Such practical use of what I learned in the classroom helped me to be more analytical and also better understand how the principles of academic finance are used to guide the bank loan processing activities.

Organizational Impact:

My involvement in the loan documentation, customer communication, and file verification helped in ensuring accuracy and efficiency in the system of loan processing. My assistance had the advantage of decreasing minimal documentation hold ups and enhanced interface between the credit and loan units. The significance of efficiency and transparency in maintaining the reputation of the bank was emphasized by seeing how teamwork and discipline in the process of gaining customer satisfaction.

Industry Relevance:

Banking business is turning out to be more competitive and more technology based. The gradual shift towards the use of digital processing tools by Rupali bank shows the desire to be modern and customer-centered. The experience was a good experience that offered an insight into how the public banks are coping with technological changes taking place in the industry such as automation in loan management and incorporation of data-driven decision making.

Lessons Learned and Skill Development:

This internship improved my professional skills- such as communication, documentation, data management and time coordination. I got to know the need to be precise when dealing with financial documents, the need to act according to the rules and regulations as well as the importance of being ethical in all transactions. The working practice with actual clients also reinforced my interpersonal and negotiation skills, which are essential in the career in the banking field.

Challenges Faced:

During my 12-week internship, I encountered several challenges that tested my adaptability, communication skills, and professional understanding. These challenges helped me grow both personally and professionally.

- Some activities were still manually recorded, which increased workload and risk of human error.
- The loan approval process was quite time-consuming, as each file required multiple signatures and verification levels.
- Technological adoption was comparatively slow, and some officers seemed less comfortable using new digital platforms for data entry or report generation.
- Customers became impatient or confused about document requirements or loan conditions. As an intern, it was challenging to communicate complex information clearly while maintaining professional behavior.

Networking and Relationships:

I have been able to establish professional relationships with a lot of officers, branch managers, and other interns because of working closely with them, which will come in handy when I start my career. The mentoring and advising of the seasoned bankers did not only enhance my technical expertise but also mold my career attitude and confidence.

7.2: Recommendations and Future Directions:

To attain a competitive advantage and offer efficient and modern banking services, the top management of Rupali Bank PLC must engage in the required measures to enhance the loan processing system. It is proposed that the following recommendations are made based on the study findings:

- The processing and approval time of loans should be improved by bringing in the automation and streamlined processes.
- The software to be used in loan management should be digital to reduce the amount of physical work and enhance precision.
- Branch managers should be empowered to approve limited and medium loans faster.
- The customers should be made easier and more transparent in the loan application and documentation.
- Credit officer training programs ought to be carried out on a regular basis in order to improve their awareness of the current loan processing systems and risk analysis.

- Advertisement of customers through awareness programs should be done to make the customers knowledgeable on the necessary documents, terms of repayment, and requirements.
- The Bank ought to have a system of tracking loans online in such a way that clients are able to access their loan status live.
- Constant checking and analysis of the loan files must be done to determine the points of bottleneck and enhance the efficiency of work.

In order to advance its efficiency in the system of loans processing further, Rupali Bank PLC might concentrate on the development of digital loan application systems and the process of credit risk evaluation automation. Incorporation of more sophisticated software tools would reduce the amount of paperwork and would enhance the service quality and customer satisfaction. In the case of interns, the bank may introduce brief training on digital banking tools to enable them offer more output within their internship duration.

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Appendix

AT A GLANCE
FIVE-YEAR PERFORMANCE OF RB PLC

(Tk in Crore)

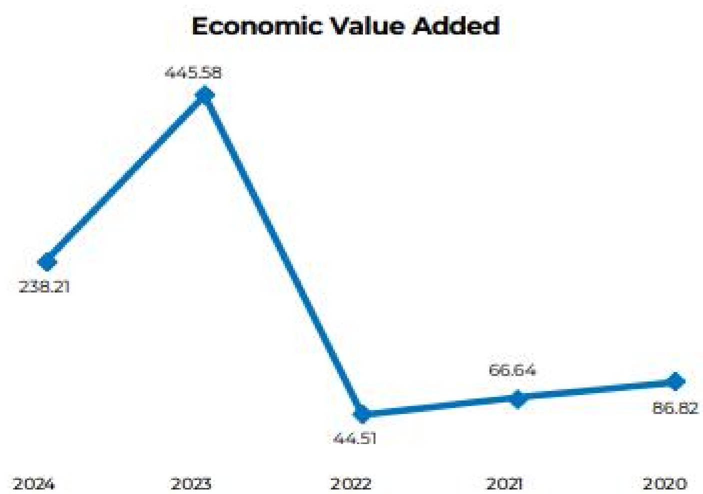
Particulars	2024	2023	2022	2021	2020
Income statement					
Interest income	3,394.85	2,900.43	2,424.40	2,236.76	1,948.42
Interest expenses	4,060.86	3,184.67	2,730.92	2,571.09	2,299.51
Net interest income	(666.01)	(284.24)	(306.52)	(334.33)	(351.09)
Non-Interest income	2,131.25	1,912.97	1,798.64	1,658.84	1,438.58
Non-interest expenses	1,147.35	1,082.81	1,385.38	1,205.85	927.82
Net Non-interest income	983.90	830.16	413.27	452.99	510.76
Profit before provision and tax	317.89	545.92	106.74	118.66	159.67
Provision for loans and others	283.94	413.99	44.10	46.91	114.98
Profit after provision before tax	33.95	131.93	62.64	71.75	44.69
Provision for tax	25.66	77.58	41.72	35.95	28.66
Profit after tax	8.29	54.35	20.93	35.80	16.03
Balance Sheet					
Authorized capital	700.00	700.00	700.00	700.00	700.00
Paid-up capital	487.93	464.70	464.70	455.59	414.17
Total shareholders' equity	1,651.73	1,663.23	1,634.67	1,690.15	1,805.24
Deposits	**68,589.83**	**66,731.79**	**58,867.58**	**57,643.06**	**53,229.99**
Borrowing	1,388.42	2,819.86	1,541.66	720.58	842.14
Other liabilities	9,030.06	8,135.91	6,628.81	6,471.01	7,177.40
Total liabilities	**79,008.31**	**77,687.55**	**67,038.06**	**64,834.65**	**61,249.53**
Investments	19,101.98	20,762.83	15,858.13	18,265.35	15,805.44
Loans & advances	**51,342.22**	**47,760.12**	**43,540.08**	**38,083.37**	**33,683.52**
Property, plant & equipment	1,458.52	1,451.98	1,449.94	1,442.96	1,444.63
Other assets	2,361.55	2,554.85	2,447.00	2,519.43	4,552.22
Net current assets	(19,050.44)	(18,675.65)	(15,499.24)	(16,081.73)	(20,414.63)
Earning assets	51,125.41	60,764.88	51,542.34	52,333.00	48,362.88
Total assets	**80,660.05**	**79,350.78**	**68,672.72**	**66,524.80**	**63,054.77**

ECONOMIC VALUE ADDED STATEMENT

Economic Value Added or EVA is the value created in excess of the required return of the company's investors. Simply, EVA is the profit earned by the firm less the cost of financing the firm's capital. The idea is the value is created when the return on the firm's economic capital employed is greater than the cost of that capital.

Particulars	2024	2023	2022
Shareholders equity at year end	1651.73	1663.23	1634.67
Add: Cumulative Provision for loans and OBI	1812.28	2087.32	1727.37
	3464.01	**3750.55**	**3362.03**
Average Shareholders' equity	3607.28	3556.29	3382.36
Cost of equity	0%	5%	0%

Earnings	2024	2023	2022
Profit after taxation	8.29	54.35	20.93
Add: Provision for loans and advances during the year	283.94	413.99	44.10
Less: Written of loan recovered during the year	44.26	13.47	11.22
	247.97	**454.87**	**53.80**
Average cost of equity	0%	5%	0%
Cost of Average Equity	9.76	9.29	9.29
Economic Value Added	238.21	445.58	44.51



RB PLC
FINANCIAL HIGHLIGHTS (2020-2024)

(Tk in Crore)

Deposits	
2020	53,229.99
2021	57,643.06
2022	58,867.58
2023	66,731.79
2024	**68,589.83**

Loans & Advances	
2020	33,683.52
2021	38,083.37
2022	43,540.08
2023	47,760.12
2024	**51,342.22**

Investment	
2020	15,805.44
2021	18,265.35
2022	15,858.13
2023	20,762.83
2024	**19,101.98**

Operating Profit	
2020	159.67
2021	118.66
2022	106.74
2023	545.92
2024	**317.89**

Paid up Capital	
2020	414.17
2021	455.59
2022	464.70
2023	464.70
2024	**487.93**

Total Assets	
2020	63,054.77
2021	66,524.80
2022	68,672.72
2023	79,135.76
2024	**80,660.05**

No. of CBS Branches	
2020	583
2021	583
2022	586
2023	586
2024	**586**

Cost of Fund	
2020	6.30%
2021	6.79%
2022	7.59%
2023	7.15%
2024	**8.10%**

Cost of Deposit	
2020	4.58%
2021	4.61%
2022	4.68%
2023	4.84%
2024	**5.67%**

Total Capital	
2020	2,699.07
2021	2,366.56
2022	2,223.09
2023	2,458.85
2024	**1,663.66**

Employees	
2020	5,935
2021	7,084
2022	7,164
2023	7,221
2024	**7,438**

Rate of CL	
2020	12.70%
2021	18.84%
2022	21.19%
2,023	21.03%
2024	**41.60%**

Export Import	
2020	2,283.45
2021	3,322.59
2022	4,067.83
2023	3,884.00
2024	**3,118.85**

Import	
2020	11,207.60
2021	27,300.22
2022	17,662.70
2023	17,570.00
2024	**18,306.61**

Foreign Remittance	
2020	6,580.20
2021	4,891.85
2022	5,632.53
2023	2,325.00
2024	**10,897.16**

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