Internship Report on

SME Banking Operations of United Commercial Bank PLC

Supervised By

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Letter of Transmittal

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Sabrina Akhter
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Subject: Submission of the internship working report

Dear Honorable Mam,

With due respect that it's a great pleasure for me to submit the report on 'SME Banking Operations of UCB PLC' as a mandatory requirement of the BBA (internship) program. While conducting the working report, I have gathered extensive knowledge on the SME Division of United Commercial Bank Plc.

Despite various constraints, I finished the work report with my best effort level, and it would be great if you have a share your opinion and suggestions to build up my future career.

I am also grateful to you that you have been supervising my work through the difficult transitional time.

Sincerely yours,

Anika

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Certificate of Supervisor

This is to certify that the internship report titled '**SME Banking Operations of United Commercial Bank Plc'** was prepared by Afrin Jahan Anika, ID 221-11-1733, Major in Finance, as a requirement of BBA program under the Department of Business Administration and the Faculty of Business & Entrepreneurship at Daffodil International University.

The report is recommended for submission.

Sabrina Akhter
Assistant Professor
Department of Business Administration
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Student’s Declaration

I hereby declare that this internship report, entitled **‘SME Banking Operations of United Commercial Bank PLC’** is prepared by me after the completion of three months' work at the organization. I also mention that the report is prepared only for my academic requirements.

I further declare that the report is my original work and has not been submitted, in part or full, for any degree, diploma or qualification at any other institution. All the information presented in this report has been collected from my practical experience during the internship period at **United Commercial Bank PLC** and from relevant secondary sources, which have been duly acknowledged.

I declare that the report is not allowed to be used for any purpose without permission.

Anika

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Acknowledgment

First, I want to thank the Almighty for giving me the strength and ability to complete this report successfully. Then I would like to thank Sabrina Akhter internship supervisor, for assigning me to prepare an internship report on **'SME Banking Operations of United Commercial Bank PLC.** Her continuous Support and reinforcement have encouraged me to do the work properly. It enhances my knowledge about financial performance.

I am very grateful to my teacher and supervisor for their valuable guidance, encouragement, and helpful feedback while I prepared this report. Their support has helped me understand the subject better.

I also want to recognize the contribution of the staff and officials at 'United Commercial Bank Plc' (UCB Plc). Their cooperation and assistance provided me with the information that I needed to finish this study.

Finally, I appreciate my friends, classmates, and family for their constant support and motivation ,which help me carry out this work effectively.

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Executive Summary

United Commercial Bank PLC (UCB) is one of the largest private commercial banks in Bangladesh, was incorporated in 1983. The bank has developed a reputation for the quality of its financial products and services offered in Corporate, Retail, SME banking and Digital Banking. Of these, SME Banking has a significant role to play in nourishing small and medium enterprises the backbone of the country's economy. I have served as an intern at the SME Banking Division in United Commercial Bank PLC. The title **''SME Banking Operations of UCB PLC''** The purpose of this report is primarily to have a better understanding on how SME operations are being carried out, the process of borrowing loan and how the bank assists entrepreneurs with some certain financial products. During my internship, I was given tasks that were related to SMEs area such as loan documents, accounts opening process and credit appraisal & disbursement observation. I have learned from this experience how to apply my theoretical knowledge in practice banking.

The report highlights UCB's contribution to the development of SMEs as weaknesses are highlighted in their operational process and suggestions for improvement are made. In general, this internship has advanced my professional competence, enhanced my communication and analytical capability as well as presented me a closer image on the banking practices of SME.

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Chapter 1

[Introduction of the Report]

1.1 Introduction:

United Commercial Bank PLC, known as UCB , is one of the top private banks in Bangladesh and was founded in 1983. Since it started, UCB has been really important in the financial world by providing many banking services to people, companies, and industries all over the country. Throughout the years, it has gained a strong reputation for being innovative, taking care of its focus on helping new businesses, online banking, and coming up with new ideas, which ties in well with what I learned during my BBA course. I thought that being part of this company would improve my job skills and also teach me how banking works in the real world, like processing loans, analyzing credit, and working with customers.

1.2 Origin of the report:

The report has been primed as a requisite of the BBA (Bachelor of Business Administration) internship program of Daffodil International University under the supervision and guidance of Sabrina Akhter, Assistant Professor of Department of Business Administration of Daffodil International University. As a part of the internship program, the internship supervisor assigned me to evaluate **''SME Banking Operations of UCB PLC''** The report discusses UCB's SME banking activities and performance. It outlines my internship roles and what I learned. It's a 3-credit hour program with a three-month duration for the students who have completed all the required courses are eligible for this internship. In this program, I was attached to the UCB PLC. During this period, I have learned how to organize work and the procedure of SME banking activities.

1.3 Significance of the study:

The study is significant in that it helps to bridge a critical knowledge gap for the evaluation of the success of SME banking operations in the private commercial banks of Bangladesh, with a specific focus on UCB PLC. The study is relevant both academically and practically by exploring how SME financing facilitates entrepreneurship and economic growth. Academically, the study adds to existing knowledge through the application of banking, finance, and entrepreneurship concepts acquired in class to real-life scenarios in SME loan management, disbursement, and recovery. Practically, the study gives useful inputs to bankers and policymakers to enable them to make informed choices, enhance SME services, and respond to operational challenges such as loan default and customer awareness. The study also addresses broader societal issues by illustrating how better SME financing creates jobs, reduces poverty, and promotes financial inclusion. The study further offers a basis for future studies by requiring additional research on SME banking performance across Bangladeshi financial institutions.

1.4 Objective of the study :

- To gain practical knowledge of SME Banking activities of UCB PLC
- To review the SME credit policy and SME operations of UCB PLC and find out the discrimination between the practical and general procedures
- To indicate the limitations or problems of the credit policy and to make some recommendations based on the SME banking of UCB PLC.

1.5 Methodology of the report :

The paper will be written based on information collected from primary and secondary sources. The primary information has been collected from the institution and as well as some general clients of the non banking financial institution.

The secondary information has been collected from the company's annual report ,corporate news letter,branches manuals and intranet of the company ,different websites and various publications of the institution .The report was fully exploratory in nature. Data have been collected from both primary and secondary sources.

1.5.1 Primary Sources of Data

- Conversation with the UCB PLC officers and staff
- Informal conversation with the clients

1.5.2 Secondary Sources

Most of the information required for the study purpose was collected from secondary sources:

- Annual report
- Different Papers of UCB PLC
- Circulars
- Different textbooks
- Official documents
- Credit manuals

1.6 Limitations of the report:

This study, like any academic work, has certain limitations that affect the analysis.

- Due to the short time period of the internship, I cannot observe the performance of SME loan for a long time. Only 12 weeks are not enough to discover all the desks of the division.
- Access to sensitive information – including the financials of UCB PLC and its internal strategies – was restricted.
- The sample size for this study was not appropriately selected. It is because the selected branches and clients may not represent all SME banking operations of UCB.
- The research primarily focused on SME banking; this means many of the other areas of UCB's operations did not get analyzed in-depth.
- External factors, such as economic conditions, regulatory policies and market dynamics also impact SME banking, but these are not within scope of this report.
- The intern had the opportunity to work on something that had a very little scope.

Chapter 2

[Overview of the company]

2.1 An Overview of UCB PLC:

United Commercial Bank PLC (UCB) is one of the top first-generation private commercial banks in Bangladesh. In 1983, it was formed to provide the nation with banking services. UCB has successfully established itself as a financially strong, customer-focused, and innovative bank. Over the last 4 decades, UCB has evolved into a development-oriented and customer-friendly institution, the largest platform of Bangladesh that systematically pursues commercialization via international banking, export financing, and foreign exchange. UCB is now banking networks of Over the last four decades, UCB has evolved into a development-oriented and customer-friendly institution, the largest platform of Bangladesh that systematically pursues commercialization via international banking, export financing, and foreign exchange. UCB's extensive range of products and services includes retail banking, corporate banking, financing to Small and Medium Enterprises (SMEs), Islamic Banking (Taqwa), treasury operations, remittance, and digital financing solutions. UCB, whose vision is "to be the bank of choice through service excellence and product innovation," aspires for sustainable growth through financing of key economic sectors with special emphasis on SME Financing. To facilitate greater financial inclusion and promote entrepreneurship across Bangladesh, the bank has developed specialized lending schemes for SMEs, working capital facilities, and financing programs for women entrepreneurs. Apart from financial services, UCB emphasizes digital transformation with its internet banking, mobile applications, and mobile financial services (UCash). UCB, a trusted and socially responsible financial institution due to its strong corporate governance, customer satisfaction, and social responsibility or CSR activities.

Today, the United Commercial Bank PLC is a progressive, forward-looking, and reliable banking partner, which has been playing an important part in the trade, industry, and economy of Bangladesh.

2.2 Vision:

To be the preferred bank through excellent service and innovative products.
UCB's vision is to become a trusted partner in wealth management. We work hard to deliver excellent customer service and to develop proactive financial solutions to meet our clients' evolving needs.

2.3 Mission:

At UCB, all missions are geared toward quality financial products and services to achieve sustainable growth and profitability. It also hopes to contribute to the socio-economic development of Bangladesh. The bank is determined to endear customer loyalty through impeccable service, trustworthiness and transparency in all dealings in the credit delivery space. In view of this, financial inclusion target has been set for SME/Retail Banking. The bank has also embraced innovation and digital transformation as part of its plans to ensure that it continues to meet the changing needs of its clientele. We aim that our customers experience the difference with United Commercial Bank PLC It also seeks to support socio-economic development in Bangladesh. Similarly, the bank's commitment is to raise customer satisfaction by rendering efficient services and ensuring transparency and accountability at all levels of operation; expand financial inclusion focusing on SME & Retail banking, capitalize creativity and digital transformation in order to address evolving needs of its clients.

2.4 Core values:

UCB's values shape the way it operates and its organizational culture;

- Integrity: Performing all activities in an open, honest and fair manner
- Excellence: Always striving to do better in terms of service delivery and performance
- Customer Focus: Placing customer needs at the center of activities
- Innovation: Adopting current technology-based banking solutions
- Sustainability: Promoting responsible banking resulting in long-term economic and social development

2.5 History of UCB PLC:

United Commercial Bank (UCB) was incorporated on June 26, 1983, and is incorporated as a Public Limited Company under the Companies Act, 1994.Category: Agriculture UCB commenced its banking operations with an authorized capital of BDT % million and a paid-up capital of BDT 35.5 million on June (ucb.com.bd). The Bank was listed with the Dhaka Stock Exchange on November 30, 1986, and the Chittagong Stock Exchange on November 15, 1995. UCB was founded by Late Akhtaruzzaman Chowdhury, one of the most illustrious business entrepreneurs and social workers, and politicians from Bangladesh. The bank's early years were somewhat colorful, with some drama, including a lethal assassination of its first Chairman, Humayun Zahir, in 1993 and an attempted hostile takeover in 1999. None of those calamities, however, prevented UCB from growing and further cementing its grip on banking.

2.6 Products of UCB PLC:

2.6.1 Corporate Division:

- Corporate loans and advances
- Trade finance
- Syndicated loans and structured finance
- Cash management services
- Foreign exchange and treasury services
- Islamic corporate banking

2.6.2 Consumer Division:

- Deposit Schemes
- Loan Product (Home loan, Personal loan, auto loan, Education loan)
- Digital banking
- Islamic Retail Banking
- Cards and payment solutions

Chapter 3

[Internship Role and Responsibilities]

3.1 Role and responsibilities:

At United Commercial Bank PLC, I did an internship working in the SME Banking Division as an intern, where I had the opportunity of practical work experience both in operation and support functions that allowed me to gain enthusiasm for many possibilities. I mainly assisted in loan processing, Customer Services, and paperwork handling, which helped me understand how the core activities of SME Banking work.

- Assisting officers in the processing of loan applications, including the initial screening of client documents and verification of mandatory data.
- Assisting in the development of credit files, which involved coordinating financial reports, KYC (Know Your Customer) forms, and supporting documents.
- Monitoring and assisting in the process of loan disbursement in line with the policies of UCB and the instructions of Bangladesh Bank.
- Participating in client servicing activities, e.g., responding to queries relating to SME loan products, repayment schedules, and interest rates.
- Recording and updating in the bank's management system, correct and timely.
- Being familiar with loan recovery and monitoring procedures, e.g., follow-up on overdue payments.
- Assisting supervisors to prepare weekly reports and performance summaries for SME finance.

Through this role, I had a first-hand understanding of how SME financing operates – from customer acquisition and credit approval to disbursement and collections. Not only have I honed customer handling and documentation skills through this position, but also enhanced my compliance knowledge, which is crucial in the banking sector.

3.2 Contribution to organizational goals:

The assignments and responsibilities given to me at the time of internship were structured so as to gain on-field experience of the working routine of UCB PLC's SME Banking Division. As SME banking is among the core areas of the bank, my work—ranging from loan documentation to assistance in client servicing—was perfectly in tune with the division's principal responsibilities of loan sanctioning, monitoring, and recovery. By assisting in preparing credit files, documentation, and checks on compliance, I assisted the bank in promoting its transparency, efficiency, and regulatory compliance in its lending process. My involvement in customer interaction and query resolution also assisted the front-line officers in establishing client relationships, which is most critical to building trust and expanding UCB's SME customer base.

In addition, by participating in data capturing, report generation, and loan follow-ups, I indirectly contributed to the management in monitoring branch-level SME performance and where they need improvement. These activities, though at a foundational level, fit into the entire organizational scheme by enabling officers, relationship managers, and supervisors to carry out their strategic and operational responsibilities effectively.

Thus, my role was integrative and facilitative in the sense that it enabled the linkage between theoretical knowledge and practical banking operations, and it aided the division's mission of financial inclusion through SME financing.

3.3 Example of task:

At United Commercial Bank PLC (UCB PLC), I worked practically within the SME Banking Division with the following activities:

- Credit File Preparation: I assisted in preparing SME loan credit files by ensuring that the financial statements, KYC documents, and other required papers are genuine before presenting them to the credit officer for a nod.
- Customer Service Support: I helped respond to customers' inquiries regarding SME loan products, repayment options, and interest rates to clarify and improve customer satisfaction.
- Data Entry and Record Maintenance: I updated customers' records and loan details in the bank's management system with utmost precision for internal reporting and compliance.

These tasks allowed me to get first-hand experience in the end-to-end SME banking operations

3.4 Fit within Organizational Structure:

I completed my internship at United Commercial Bank PLC in the SME Banking Department. I was directly working under an officer, who was working under the Branch Manager. It provided me with an overview of how my small tasks, like preparing loan documents and organizing client information, played a part in the general workflow of the team.

Even though I was an intern, my job was important since it connected day-to-day tasks to senior officers' overall role. By performing the groundwork, I helped them focus more time on client management and decision-making. This exposure gave me a clear vision of how each level of the department is interlinked to achieve the bank's SME banking goals. This positioning allowed me to clearly understand the workflow within the SME Division and how different levels of employees contribute to the achievement of UCB PLC's SME banking goals. It also gave me practical exposure to the reporting structure of a commercial bank, helping me connect theoretical organizational models with real-world banking practices.

Chapter 4

[Key Learnings and Experiences]

4.1 Important learnings:

During my internship at United Commercial Bank PLC (UCB PLC), I was exposed to diverse learning experiences that went beyond SME banking. I learned how different departments, such as SME, retail, and credit, work together to deliver effective services. I gained first-hand experience of account opening, receiving deposits, and customer handling, and also the whole SME loan process—from application and appraisal to disbursement and recovery.

I also picked up customer service and relationship management skills and learned how trust and successful communication are the keys in banking. Getting to know compliance practices like KYC and AML requirements provided better knowledge of regulatory requirements. I was also familiarized with UCB's core banking software and digital channels like UPay, enhancing operational efficiency. the internship extended my professional and soft skills, including communication, teamwork, time management, and adaptability, and also offered a glimpse into corporate behavior and organizational culture.

The most important learning during my internship, understanding how theoretical concepts of banking and finance are applied in real practice. In UCB's SME Banking Division, I learned directly about the loan sanctioning process, credit risk assessment, documentation, and recovery monitoring. In the process, I also gained an understanding of the importance of managing customer relationships and regulatory compliance (KYC, AML, Bangladesh Bank instructions), which are needed for sustainable banking operations.

This learning was significant since it not only improved my level of professional competence but also enabled me to comprehend the way in which banks balance profitability, risk management, and customer satisfaction while operating.

4.2 Rationale of this job and responsibilities:

My responsibilities and job were designed to fit with the then-existing structure of UCB's SME Banking Division.

- By assisting in preparing credit files, I was helping relationship managers ensure accuracy and compliance.
- By customer handling, I helped the division accomplish its goal of having effective client relationships.
- Data entry and report participation facilitated officers in maintaining records and tracking performance more easily.

These responsibilities, though ancillary, were critical to the effectiveness and superiority of UCB's SME banking services.

4.3 Bridging Theory and Practice:

The internship at United Commercial Bank PLC (UCB PLC) served as a sound bridge between the study of Business Administration and practical exposure in the banking industry. Financial Management and Credit Risk Analysis classes are directly related to what I observed in how loan proposals are screened, financial statements are analyzed, and repayment capacities are taken into consideration before approval. Similarly, Banking and Financial Institutions teaching helped me understand how UCB operates in line with Bangladesh Bank policy and ensures compliance through KYC and AML processes. My knowledge from Entrepreneurship courses became particularly relevant when I saw how SME loans empower small businesses to grow and contribute to the economy. In addition, subjects like Management, Organizational Behavior, and Business Communication proved useful while working in a professional environment, as I applied communication strategies during client interactions and observed the importance of teamwork, discipline, and leadership in the workplace. This experience allowed me to see how theoretical concepts are not abstract but actively shape decision-making and operations in real banking practice.

4.4 Example of experience that contributed to growth:

Several specific experiences during the internship contributed to both my professional and personal growth:

- Preparation of SME Loan Proposals: I assisted officers in preparing financial statements, business profiles, and supporting documents for SME loan proposals. Such an experience helped to explain how financial ratios and credit analysis techniques covered in class are put into practice to measure borrower risk.
- Customer Interaction: I regularly communicated with SME customers regarding loan products, repayment schedules, and documentation requirements. This increased my ability to explain financial jargon in simple terms, boosted my confidence level, and enhanced my customer handling skills.
- Teamwork: Teamwork with credit officers and branch managers in a time-constrained setting made me appreciate the importance of coordination and teamwork.
- Monitoring Regulatory Compliance: I observed that Bangladesh Bank guidelines, KYC, and AML regulations have the impact of ensuring transparency and reducing financial risk.
- This deepened my understanding of banking governance.
- Problem-Solving and Flexibility: On various occasions, I had to be flexible with urgent tasks such as correcting partially completed documents or updates to Client records at short notice. These have increased flexibility and problem-solving at critical times.

All these events, in addition to making me a more professional in banking operations, impacted my personal growth by improving communication, adaptability, and self-confidence—characteristics important for the future of my professional life.

Chapter 5

[Critique and Reflections]

5.1 Critical Evaluation:

My internship at United Commercial Bank PLC (UCB PLC) provided an overall exposure to the functioning of the bank's operations. During the internship, I was exposed to various functional departments of the bank, including retail banking, corporate banking, customer service, account management, transaction processing, and reporting procedures. This helped me comprehend how various departments support each other to provide smooth working and customer satisfaction. I was involved in activities like helping in account opening, deposit and withdrawal processing, dealing with customer queries, maintaining up-to-date records of clients, and generating reports for the branch managers. These activities taught me the value of accuracy, punctuality, and secrecy in the day-to-day operations of banking careers. Moreover, I saw how risk and compliance are handled by the bank. Tasks such as checking customer papers, adhering to KYC (Know Your Customer) procedures, and observing banking regulations underscore the significant role of compliance with bank regulations in upholding trust and business integrity. In addition, dealing with clients and work colleagues refined my communication, teamwork, and problem-solving skills. I gained first-hand experience in developing successful long-term relationships and customer loyalty through efficient client servicing, timely resolution of issues, and professional . It offered an exhaustive understanding of bank operations, especially of SME lending, and introduced me to retail and corporate banking operations. Although I have worked various functional departments, I choose SME Department because Most of my learning involved SME customers, where I was actively involved in observing and participating in loan processing, credit analysis, and risk analysis. I gained familiarity with how officers interpret financial statements, evaluate repayment ability, and set up collateral requirements, gaining a hands-on understanding of decision-making procedures aiding small and medium enterprises. It was critical in gaining an appreciation of the role of banks in economic growth through aiding entrepreneurship and small and micro enterprises. In this internship, I got a clear understanding of the challenges of banking operations, such as work pressures, tight deadlines, and managing confidential information carefully. Moreover, I adapted myself to a professional work environment, enhancing time management, careful attention, and organizational ability.

5.1.1 SME Banking Products of UCB PLC:

Small and Medium Enterprises (SMEs) also occupy an important role in employment, income generation, and industrialization within the Bangladesh economy. The National Private Sector Survey of Enterprises in Bangladesh (2003) reports that SMEs are responsible for approximately 40% of Gross Manufacturing Output (GMO), 80% industrial employment, and 25 of manpower. In order to encourage this sector, UCB PLC provides SME loans and credit schemes on a tailor-made basis to entrepreneurs, women businesses, and agro-based industries. By financing SMEs, UCB PLC promotes entrepreneurship and facilitates the overall socioeconomic development of the nation.

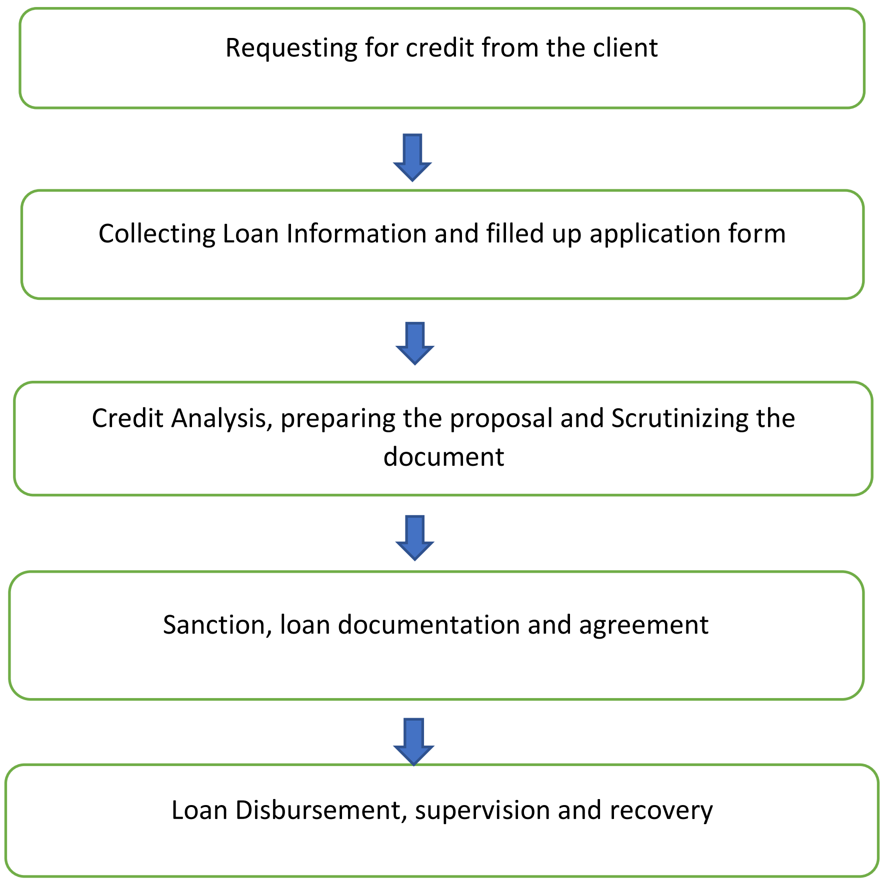
SME Loans

Product Name	Purpose
UCB SME Installment Loan (USIL)	For business expansion, Working Capital or fixed asset purposes
UCB SME Revolving Short-term Loan (RSTL)	Short-term working Capital Support with a revolving limit.
UCB SME Remittance Loan (USRL)	For SME owners whose family members and remittances from abroad.
UCB Dhrubo	Loan for small traders and service-oriented businesses
UCB onkur	Financing for new entrepreneurs and small manufacturing units

SME Deposits

Product name	Purpose
Sabolombi Easy Account	Easy Current account for SME business Transactions
Protoyi Monthly Deposit	Monthly Savings Scheme for SME owners
Uddomi Fixed Deposit	Fixed Deposit Scheme with attractive returns for SME Customers
Woman Entrepreneur Deposit	Savings product specially designed for women entrepreneurs.

5.1.2 SME Loan Operation Procedure:



1. **Requesting for credit from the client:**

UCB PLC Provides loan facilities to the people who are credit worthy to the institute. Credit worthiness depends on the credibility, financial capability and feasibility of the project management ability of the credits to earn profits. When UCB PLC is satisfied with all these then the client is provided with the requested credit .At this point it should be mentioned that the client has to go through an interview where his credit potentiality is justified through critical observation. when credit officer is satisfied ,the customer is asked to submit an application and to fill up a form with specific details. While talking with the client the officer tries to find out the following cues :

- Borrower's Identity, Family Background, Character, Capacity and Integrity
- Reputation in Business Circles, Friends and competitors and Employees
- Education Qualifications, Business Experiences
- Physical Fitness and Eagerness
- Purpose of the Loan, Popularity and Marketability of the product
- Expected terms of repayment
- Other sources of Income
- Declation of the Assets and Liabilities

2. **Collecting Loan Information and filled up application form:**

The credit Officer has to check the integrity and the honesty of the client that is the management and the other allied company as well.The integrity is checked through different ways.These are as follows –

- Information gathered through direct inquiry
- Personal Interview
- Financial strength analysis
- Liability Position Analysis
- Details of the Proposed Facilities
- Filled up Application form

3. **Credit Analysis, preparing the proposal and Scrutinizing the document :**

When a customer requests for a loan ,officers analyze all available information to determine whether the loan meets institute's risk-return objectives .Credit analysis is essentially default risk analysis in which a loan officer attempt to evaluate a borrower's ability and willingness to repay. The officer has to identify three distinct areas of commercial risk analysis related to the following questions :

A. What risks are inherent in the operation of the business ?

B. What have managers done or failed to do in mitigating those risks?

C. How a lender structure and control its own risk in supplying funds?

4. **Sanction, loan documentation and agreement :**

Approval Authorities

The Board of Directors is the highest approval authority. An executive can exercise only the powers delegated by the board of directors in a way and manners specified by them. The board of directors delegated power to ensure prompt and efficient service to sanctioning authorities in following manner –

Approval authorities ,in sequence of their capacity are:

- Board of directors
- Executive Committee
- CEO and Managing Directors

5. **Recovery Procedure :**

   Recovery Procedure is a lengthy one that requires efforts of the bank, society and legal institutes. It also takes time and money .Like other banks, UCB PLC follows these steps to recover the outstanding amount :

   - Reminder to the clients
   - Creating social pressures
   - Sending legal notice
   - Legal action

5.2 Findings :

• **Strong SME Financing Position**: UCB PLC has established a strong SME banking position, which significantly contributes to its overall loan portfolio and profitability.

• **Prioritization of SME Growth:** The bank adheres to the policy of Bangladesh Bank by prioritizing SME lending, particularly to women entrepreneurs and rural businesses.

• **Building Client Relationships:** Relationship Managers are highly networked with customers, which leads to loan recovery and customer retention. However, overdependence on relationships sometimes leads to variability in the service quality.

• **Documentation & Processing Delays:** Loan processing is a multi-stage process of verification. Though it makes sure that the process complies with norms, it also leads to delay that might discourage small entrepreneurs.

• **Limited Digital Integration:** Some activities, such as loan application and SME customer profiling, are still done manually. This increases the workload and slows operations.

• **Gap in Awareness & Marketing:** The majority of SMEs, especially rural SMEs, do not know about UCB PLC's SME loan facilities. Marketing is mainly city-focused.

• **Monitoring & Recovery Challenges:** There is loan monitoring, but it becomes difficult to follow up regularly due to inadequate manpower. This affects the recovery rate at times.

• **Contribution to Financial Inclusion :** UCB PLC's SME activities are helping small business proprietors access funds, but coverage is short of demand in the marketplace.

5.3 Key challenges faced during internship:

During my internship at UCB PLC, I encountered a variety of challenges that enhanced my learning and professional development.

- Understand Different Banking Procedures:

It was hard at first for me to get familiar with the various operations, including retail banking, corporate banking, account administration, transaction handling, and finance for SMEs. There were procedures, documentations, and compliance levels for each area, and attention and flexibility were needed at precise levels.

- Time Management:

Juggling multiple tasks, including serving customers, handling transactions, generating reports, and keeping records, was at times hectic. Balancing work in order of priority while maintaining accuracy was among the major challenges.

- Client Contact and Communication:

It involved dealing with clients, ranging from retail, corporate, and SME banking departments, needing efficient communications, patience, and problem-solving ability. It was difficult initially to get through their needs and deliver precise information within time limits.

- Technical Skill Development:

It was challenging at first to get familiar with core banking software, preparation of reports, and documentary systems of the varied banking operations. Errorless data entry and correct presentation of reports required practice and vigilance.

- Adjustment in Professional Life:

It was a new environment to acclimatize to the bank's professional culture, hierarchy, and professional etiquette. It was challenging at first to abide by proper communications policies and work alongside colleagues.

- Treating Secret Information:

Bank operations involve personal customer and financial information. Maintaining confidentiality, compliance, and appropriate document handling in a secure environment meant taking on extra responsibility.

- Analytical and Problem-Solving Tests:

Activities involved helping in credit appraisal, account settlement, and verification of transactions involved critical thinking and accuracy, and it was difficult learning the procedures for the first time. Administering Daily and Special Tasks: Aside from the usual work of client servicing and account handling, there would be frequent special jobs, e.g., generating reports for the boss or aiding audits, which entail multitasking and adapting under pressure. Inter-Departmental Learning of Regulatory Compliance. Every banking segment (retail, corporate, SME) had specific needs for regulation. It was complicated at first, but vital to understand KYC, AML (Anti-Money Laundering), and other compliance processes in various departments.

5.4 Learning from Challenges:

During my internship at UCB PLC, facing challenges across various banking operations helped me grow both professionally and personally. Adapting to diverse tasks in retail banking, corporate banking, transaction processing, account management, and SME financing taught me the importance of flexibility and quick learning. Balancing multiple responsibilities under tight deadlines improved my time management, organizational skills, and efficiency. Interacting with clients from different sectors enhanced my communication, problem-solving, and interpersonal skills, while working with core banking software, documentation, and report preparation tools strengthened my technical abilities. Additionally, understanding regulatory and compliance requirements, such as KYC, AML, and document verification, emphasized the need for accuracy, responsibility, and ethical conduct. Overcoming these challenges allowed me to integrate theoretical knowledge with practical experience, build confidence in handling complex tasks, and develop resilience, adaptability, and professionalism, which are essential for a successful career in banking.

5.5 Overall Reflection:

Overall, this internship was a transformative experience that contributed significantly to both my personal and professional growth. It allowed me to understand the inner workings of a bank, including operational processes, client relationship management, and financial decision-making. I gained confidence in handling real-world responsibilities, developed problem-solving skills, and improved my ability to work collaboratively in a professional environment. Additionally, I learned the importance of ethical conduct, accuracy, and continuous learning in a fast-paced financial sector. This experience not only reinforced my career aspirations in banking and finance but also prepared me to face future professional challenges with confidence, competence, and a proactive mindset.

Chapter 6

[Conclusion of the Report]

6.1 Conclusion:

Overall, my internship at United Commercial Bank PLC (UCB PLC) provided an in-depth understanding of SME banking operations and total branch performance. I got hands-on exposure in processing of SME loans, credit analysis, risk analysis, documentation of clients, and financial analysis, which gave me an understanding of how the bank caters to small and medium-sized enterprises. Along with general SME banking, I was exposed to and involved in retail and corporate banking operations, account handling, transaction work, and customer services, which provided me with a holistic view of the bank's operations. This internship enabled me to acquire vital professional skills like time management, solving problems, communication, teamwork, paying attention to details, and skills in banking software. I was also introduced to the value of compliance with laws and regulations, ethical behavior, and customer orientation in preserving the bank's performance and reputation.

Overall, the experience strengthened my understanding of the role of SME financing in economic growth and enhanced my readiness to work in the banking sector. The knowledge, skills, and practical insights I gained during this internship will guide my future career goals, enabling me to contribute effectively to financial institutions while continuing to grow professionally.

Chapter 7

[Implications of the Report]

7.1 Recommendation:

Based on what I have witnessed during the internship period, United Commercial Bank PLC is also capable of enhancing its SME banking services in several other areas. First, the bank should utilize digital platforms more in SME loan processing, including online application, document submission, and progress tracking. This will reduce paperwork, save time, and increase client satisfaction. Apart from that, UCB PLC should increase awareness schemes, especially in rural and semi-urban areas, so that more entrepreneurs are made aware of the bank's SME facilities for loans. Special campaigns for women entrepreneurs can also help in increased financial inclusion.

Lightening documentation formalities and easy approval processes, particularly for small loans, so that entrepreneurs are not discouraged by long formalities is another major suggestion. At the same time, additional authorities can be vested with branch managers to approve small SME loans in the branches, which will increase efficiency. Regular training of SME officers in customer servicing, relationship management, and risk assessment will also improve the quality of service. Finally, UCB PLC can launch more flexible SME products such as seasonal loans for agriculture, start-up funds, and working capital loans for micro-enterprises. These initiatives, along with more rigorous surveillance systems, would help the bank increase customer satisfaction and loan recovery, besides solidifying its reputation as one of the premier partners in SME growth in Bangladesh.

7.2 Implications:

My internship experience with United Commercial Bank PLC (UCB PLC) had implications that were far-reaching for my professional and academic growth. It provided a platform where I could apply theoretical principles from my BBA program—financial management, banking operations, and credit analysis—to real banking operations. My work in processing SME loans, documentation, and customer services exposed me to the ways financial institutions meet compliance requirements, mitigate risks, and foster long-term customer relationships.

At the organizational level, my documentation activity, dealing with data, and interaction with clients helped improve efficiency at the SME division. Exposure also enhanced my understanding of how the banking industry's contribution to financing small and medium-scale enterprises is the topmost priority for Bangladesh's economic growth.

Individually, the internship improved my communication skills, teamwork, adaptability, and professionalism. The direct interaction with officers and clients provided me with an efficient problem-solving capability and working under pressure while maintaining accuracy. Overall, the internship boosted not just my hands-on training but also prepared me to penetrate the corporate world more easily, better disciplined, and with a clearer notion of what the future holds for my banking and finance career.

References:

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