

**Internship Report**  
**On**  
***“Foreign Exchange  
Operations of  
Dhaka Bank Limited. A  
study on Gulshan -1 Branch”***

**Internship Report**  
**On**  
**“Foreign Exchange Operations of Dhaka Bank Limited”**



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Daffodil international university.



**Daffodil**  
*International*  
**University**

## Letter of Authorization

Daffodil international university

Md. Tanvir Hossain Sohel

Dear Student,

I might want to approve you to set up an entry level position write about **Foreign Exchange Operation of Dhaka Bank Limited.**

In your investigation please focus on the theme legitimately and give late data. On the off chance that you require any sort of further help from me please told me decisively.

Present the report by December, 2018

Regards

The Senior Vice president

Human Resources Department, Head office

Dhaka Bank Ltd.

100, Motijheel, C/A, Dhaka -1000

*Letter of Transmittal*

Eighteenth December, 2018  
Sayed Farrukh Ahmed  
Partner Professor  
Scholastic Supervisor  
Workforce of Business and Entrepreneurship

Subject: Submission of Internship Report  
Dear Sir,

It is of amazing privilege and pleasure to me to exhibit you my temporary job venture paper arranged as a piece of the Internship program. I attempted to accumulate data to make my venture paper explicit and cognizant through my temporary job and utilizing essential information from pertinent sources. I have broke down each inch and outs about variables that impact the report "Foreign Exchange Operations of Dhaka Bank Limited."

I attempted my best to make pertinent and attainable arranging with the goal that it winds up successful and in the same class as you anticipated. I consider giving any data or illumination if fundamental. I truly trust this report will satisfy the prerequisite proposed. I will acknowledge whether you sympathetically deal with a portion of your significant occasions by experiencing the report.

your regards

.....

Md. Tanvir Hossain Sohel

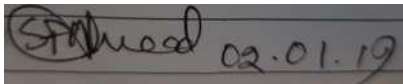
ID NO-173-14-2505.

Daffodil international university.

## Letter of Approval

This to affirm that Md. Tanvir Hossain Sohel , ID# **173-14-2505**, Program MBA, Major in **Finance** is an ordinary understudy of Dept. of Business administration, Faculty of Business and entrepreneurship, Daffodil international university. He has effectively finished his entry level position program at Dhaka Bank Ltd has arranged this temporary position report under my immediate supervision. His appointed temporary position theme was "**Foreign Exchange Operations Of Dhaka Bank Ltd**", I surmise that the report is deserving of satisfying the fractional prerequisites of MBA program.

I wish his satisfaction and each achievement throughout everyday life.



Sayed Farrukh Ahmed  
Right hand Professor  
Scholarly Supervisor.  
Personnel of Business and entrepreneurship  
Daffodil international university

## Acknowledgement

At the plain starting, I should need to offer my most noteworthy on account of otherworldly Allah for giving me the quality and limitation to finish section level position report words genuinely will never to enough to express to thankful I am, in any case never the less I will try my estimation best to explore my thankfulness toward two or three people.

This entry level position report may never have been finished except the vital down to earth information, help of the numerous books, articles, sites, and essential information. It upgraded my insight on outside exchange initiates and additionally managing an account business. Because of each one of those people, who have helped me, giving me co-activity, books articles. I might want to offer my extraordinary thanks to my boss **Mahfuza Sherin Chowdhury AVP** for her supervision, co-task and advices.

My perpetual much gratitude goes to **Mr. Rokonuzzaman AVP** and accountable for the remote Exchange task, Sohana Akter officer of Dhaka Bank Limited, amid my entry level position program. My friends and associates at the bank had likewise been exceptionally useful, and they made my temporary job an increasingly agreeable and significant one.

I have worked in the **Dhaka Bank Ltd, Gulshan Branch** for 3 months. As an understudy, I had the chance to do distinctive kinds of undertakings identified with Foreign Exchange, General Banking, and credit Management Department which widened my observation about Dhaka Bank Operation. Amid this period.

I again toward the finish of the outline might want to express my uncommon on account of **Md. Rokonuzzaman AVP** and in control Foreign Exchange Operations and every one of my partners, Dhaka Bank Limited, Gulshan Branches for giving me all the direction and bolster that I require. Additionally, my much gratitude goes to the various individual from Dhaka Bank Limited, and all my relatives and companions for their co-task in various dimension of my investigation.

## Executive Summary

The working of the report represents outside Exchange exercises in Dhaka Bank Ltd. Foreign Exchange activity is one of the critical elements of the bank. It assumes an essential job in general economy of the nation. Outside Exchange contains import, trade and remote settlement office contains internal and outwards settlement.

From the earliest starting point of the report, the whole outside Exchange exercises identifying with fare and import have been depicted. Every one of the provisions and steps are unmistakably referenced in this report. The insight regarding letter of credit i.e. required reports, records checking, are transmitting L/C, about pre-shipment review when it is required.

Dhaka bank limited started its experience as which has its quality at 78 territories the country over. The bank has things and organizations going from consumer banking, Corporate Banking, SME Banking, and Islamic Banking to Foreign Exchange Financing. has united its trade errands in the year 2009 by working up CPC exchange operations that does the remote trade financing workplaces of the Authorized dealer branches (AD). The outside trade financing activities of CPC foreign operations are energized by the use of various elements like etc. What's more, CPC foreign exchange operations is all around outfitted with arranged officers who are ace in fitting utilization of the elements and diverse resources and passes on chance free, worthwhile and smooth help of their charge and import business clients and assistants in building strong ties with them

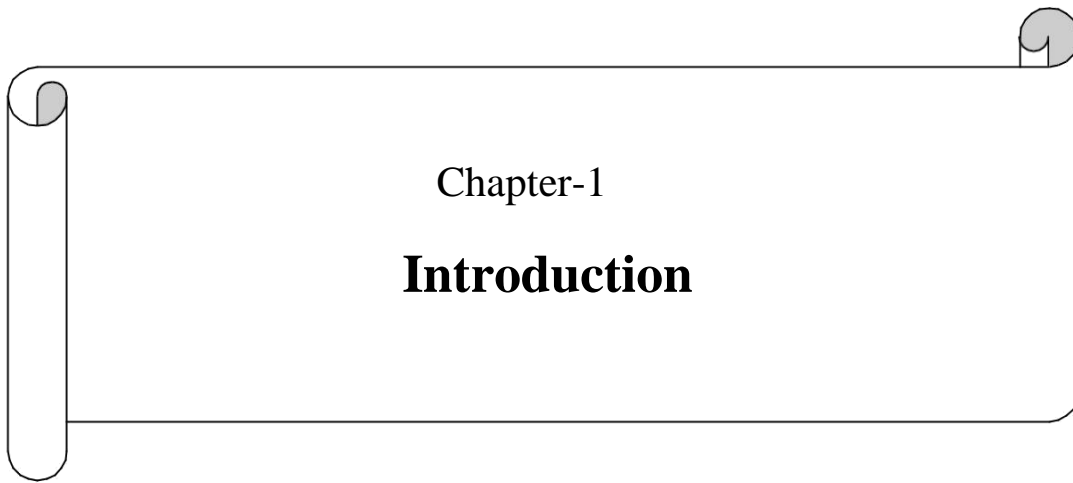
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Chapter-1  
**Introduction**

## 1. Introduction

### 1.1 Commencement of the report:

The report is the consequence of the 3 months long passage level position program grasped with DHAKA BANK LIMITED. The plan and settlement of this report is a focal need for the fulfillment of the Master's of Business Administration (MBA) course Curriculum of daffodil international university.

### 1.2 Background of this study:

Saving money Sector in Bangladesh is completely guided by the national bank,. Nonetheless, unique Bank has distinctive administration framework, operational systems and diverse rules. It makes the distinctive perspectives of various banks on similar subjects and terms. The Central bank faces issues with respect to directing banks for their different practices. So national bank chose to outline a one of a kind rule for the majority of the banks, which would be named "**INDUSTRY BEST PRACTICE**"

A center region of centralization of this investigation was Foreign exchange division, so this examination is worried about the explicit are overseeing import and Export methods to advance calculated help in business.

### 1.3 Objectives of the report:

The principle target of the examination is to get clear – cut thought regarding how foreign exchange department runs and what work it does. In accordance with the expansive target, the point by point goal of the investigation might be illuminated as pursues:

- ✚ To think about the foreign trade exercises of the bank.
  
- ✚ To distinguish the task and system of Export and Import back of Dhaka Bank Ltd.

✚ To think about the activity of Letter of Credit of DBL

✚ To know the control and deregulation with respect to Foreign exchange in Bangladesh. To discover the issues identifying with import and discoveries the inconsistency and the best approach to determine the danger of import techniques.

### **1.4 Methodology:**

The investigation is performed dependent on the data removed from various sources gathered by utilizing an explicit philosophy. The point by point is given underneath:

#### **1.4.1 Data Collection:**

1. Face to confront discussion with the individual.
2. Sharing functional information authorities. .
4. Relevant document contemplate gave the officers concerned.
5. Relevant books, Research papers, paper and diaries.

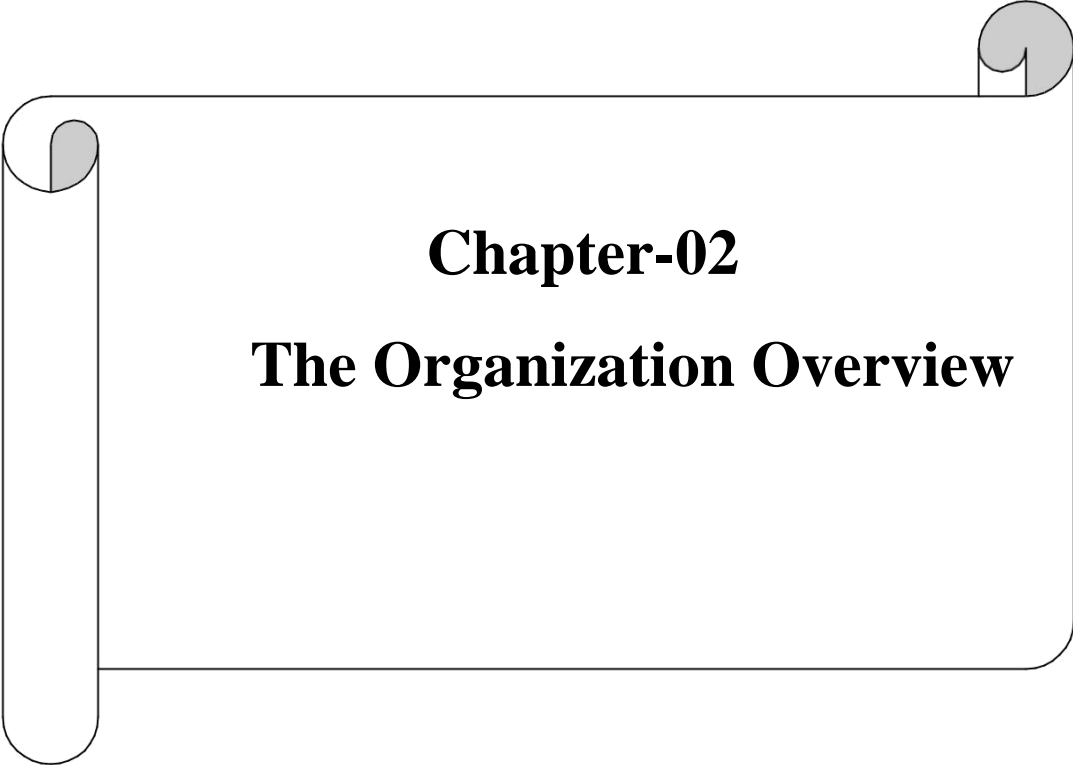
### **1.5 Scope:**

Saving money framework possesses an essential place in a country's Economy. Dhaka Bank is imperative in a cutting edge society. It assumes an essential job in the financial improvement of a nation and structures the center of the currency showcase in a propelled nation. As of late the keeping money part over the world has been experiencing a ton of changes because of control, Technological advancement, globalization and so forth. Bangladesh keeping money part is falling a long ways behind in receiving these changes. To flourish well in these evolving situations, advancement of appropriate framework is fundamental as well as implantation of polished methodology in to keeping money benefit is basic.

### **1.6 limitations the study:**

From the earliest starting point to end, the examination has been done up with the desire for making it as an aggregate and legitimate one. Regardless, various issues appeared in the strategy for coordinating the examination. In the midst of the examination, it was unreasonable to visit the whole zone anchored by the bank notwithstanding the way that the monetary reports and other information with respect to the examination have been considered. The examination contemplates after restrictions.

- This report experiences restricted information run for examination.
- The day and age for this examination was short.
- Inadequacy and absence of accessibility of information.
- The documentation part of the letter of credit concerning fare and import is very confused and immense conventions are kept up.



## **Chapter-02**

# **The Organization Overview**

## **2. The Organization Overview**

Bangladesh economy has been experiencing a brisk advancement since the '90s. Mechanical and country progression, general trade, inflow of exclude Bangladeshi workers' repayment, neighborhood and outside interests being developed, correspondence, control, sustenance getting ready and advantage adventures presented a period of money related activities. lifestyle changes synchronous with the budgetary progression made an enthusiasm for setting aside some cash things and organizations to encourage the new exercises and furthermore to channelize purchaser premiums productively. A social occasion of exceptionally acclaimed masters of the country amassed together to responded to this need and developed Dhaka Bank Limited in the year 1995.

### **2.1 The Bank was fused as an open constrained organization:**

Under the Companies Act, 1994, The Bank started its business action on July 05, 1995 with an endorsed capital of Tk. 1,000 million and paid up capital of Tk. 100 million. The present affirmed capital of the bank is Tk. 10,0000 million. The paid up capital of the bank stayed at Tk.6, 253,642,600.00 as on June 30, 2017. The total esteem (capital and stores) of the Bank as on June 30, 2016 stayed at Tk.12, 905,016,716.00 (assessed). The Bank has 87 Branches including 2 Islamic Banking Branches, 3 SME Service Centers, 1 Offshore banking unit, 1 Kiosk close by 6 Branches under Dhaka Bank Securities limited the country over and a wide arrangement of journalists wherever all through the world. The Bank has plans to open more branches in the current budgetary year to expand the framework.

### **2.2 Background of bank:**

The financial institution was joined as an open confined association under the Companies Act. 1994. The Bank started its business assignment on July 05, 1995 with an endorsed capital of Tk. 1,0000 million. The Company went for individuals by and large issue of offers on 18 November 1999 and its offers are recorded with the stock exchange of Bangladesh. By and by it



Two different parts of the bank are kept running under Islamic Shariah, the usual way of doing things of which is significantly not quite the same as other non-Islamic branches. The bank is recorded with Dhaka stock exchange and Chittagong stock exchange as a freely cited organization for its general class of offers. Dhaka Bank is additionally the individual from Central Depository of Bangladesh Limited (CDBL).

The bank helps out universal business through a global network of foreign correspondent banks. Our kin, items and procedures are adjusted to take care of the demand of our observing clients. We will probably accomplish an unmistakable foreknowledge. Our prime goal is to convey a quality that shows a genuine impression of our vision – **Excellence in Banking.**

## 2.3 Mission, Vision, Objectives and Strategies

### **Mission:**

To be the chief money related establishment in the nation giving superb items and administrations sponsored by most recent innovation and a group of profoundly energetic work force to convey

### **Perfection in Banking.**

.

### **Vision:**

At Dhaka Bank, Our endeavor is to offer you prevalent organization through precision, unflinching quality, favorable movement, forefront advancement and hand crafted respond in due order regarding business needs, overall reach in return and exchange and exceptional yield on your hypotheses. Our practical objective is to pass on a quality that demonstrates a veritable impression of our vision.

### **Objectives of the bank:**

To surpass client desire through imaginative money related items and administrations and solid nearness to perceive investor's desires and upgrade their prizes through committed Workforce.

## **2.4 General Banking Divisions**

General Banking Department for the most part plays out a great deal of critical Banking Activities. General managing an account division is the office which is presented to the most extreme number of bank clients. It is the initial division of the bank to its clients. All business concerns win a benefit through moving either item or administration.

Dhaka bank does not deliver any substantial item to move but rather offers an assortment of budgetary administrations to its clients. The Gulshan Branch of Dhaka bank ltd has all the required areas of general managing an account and this segment are controlled by labor with great saving money learning. General managing an account division likewise has 3 divisions. They are-

- ✚ Account Opening Department
- ✚ Local Remittance Department and
- ✚ Financial controlling Department (FCD).

**Account opening department:**

Investor client is an authoritative one and this begins through opening of a record. To open a record, client needs to apply through a frame given by the bank named "Record Opening Form (AOF)". data about its client amid opening a record. The Account opening structure is a composite one and comprises of followings.

The record number has three sections. In the first place, the branch code (3 digits), second, suffix code and Finally, Customer's ID number (4 digits). For Example, an account number is **215-100-9875**

.215 is the branch code for the Gulshan Branch, 100 is for current accounts and 9875 is customer's ID number. similarly, the are as below:

Account types	
Current	100
Savings	200
Salary	275

### 2.4.1 Product and services

SL	NAME	SL	NAME
1.	<p><b>Investment account:</b></p> <p>In sparing store account, intrigue is payable to the client. The financing cost for investment account is 7.5 percent. Intrigue is determined on a yearly premise on the normal equalization in the record amid the months. Client can pull back any times in a week and most extreme limit per</p> <p>Features:</p> <p><b>Half Yearly premise</b> The base record opening equalization is Tk.5000.</p> <p><b>Month to month premise: -</b></p> <p>. In the event that the client pulls back cash more 3 times each week, premium won't be took into account the month in which the withdrawal happens.</p> <p>1. Average Balance up to 5000 to 25000, Tk.300 average balance</p>	2.	<p><b>Current Account:</b></p> <p>No intrigue is payable in current records.</p> <p>Current record has points of interest over funds account. Points of interest are-no such withdrawal limit and overdraft office. The base account opening parity is Tk.10000. The least parity must be kept up in the</p>

### 3. Short term Deposit :

### 4. Fixed Deposit Receipt:

Deposit held for 7 days to 89 days which is withdraw able on notice are specified as short term Deposits. In STD deposit account, interest is payable to the Customer. The STD account is 3.5 percent.. Interest is calculated on day basis on the balance in the account during the month. But

Fixed deposit receipt is the instrument of a bank itself .customers can put their money in the bank for a fixed period and earn interest from it. Dhaka Bank has four types of FDR

Interest rate – **12.5%** for these four types

#### 1. Premature Encashment:

If the request is ask for within 30 days of issuing date, the buyer will not received any interest on it. Moreover, following charges will be subscribed form the principal amount.

#### 2. Matured Encashment:

. He / She can take entries Amount i.e. principal amount plus interest or only the interest. If the purchaser wishes to draw only the interest earned, this premium can

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### 2.4.2 Loan and Advances

SL	NAME	SL	NAME
1	House Building loan	8.	Auto Loan
2	Project Loan	9	Transport Loan
3	Overdraft	10.	LTR
4	Credit Card.	11.	Cash Credit
5	Term Loan	12.	F.B.P (Foreign bill purchase)
6	Time Loan	13.	L.B.P.D (Local bill purchase and document)
7	Car Loan	14.	Syndication Loan.

### 2.4.3 Remittance

<b>Name</b>	<b>The important elements s used by the DBL of remittance of funds are</b>
Local remittance	<ul style="list-style-type: none"> <li>• <b>Payment order (PO)</b></li> </ul>
Foreign remittance	

to their

“Record payee”

- **Demand Draft (DD)**

A demand draft is a technique used by a person for making an exchange installment from one ledger to another. Demand drafts differ from normal checks in that they do not require to signatures to be money for .

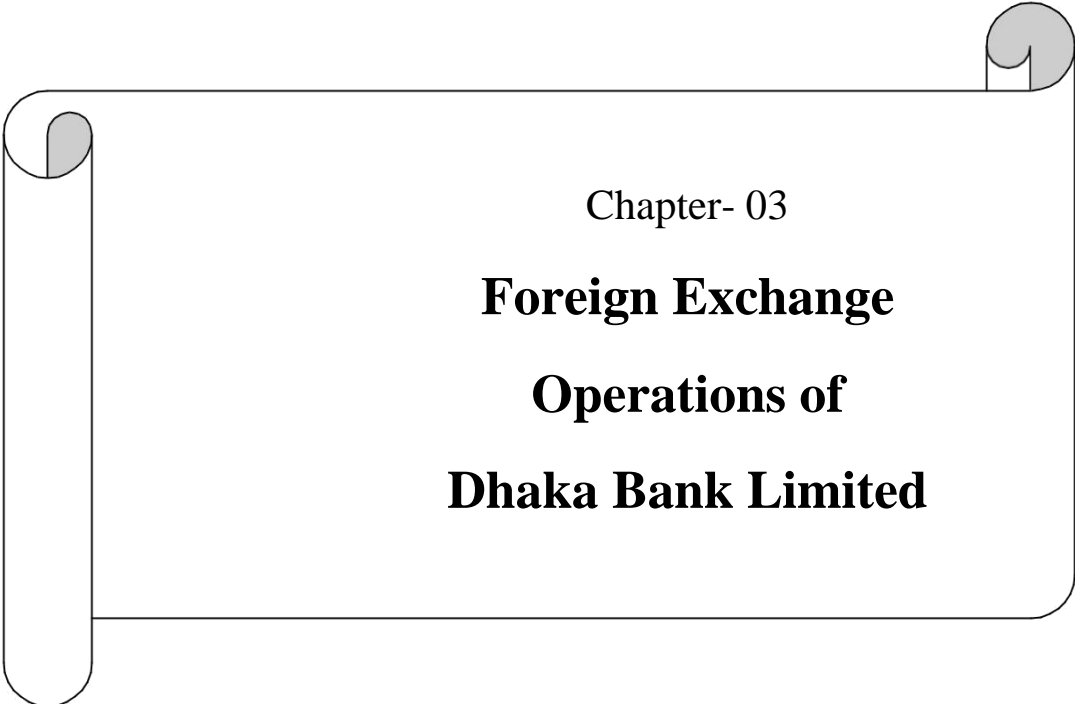
- **Telegraphic Transfer (TT).**

of exchanging funds; it is used primarily for overseas wire exchange . Telegraphic Transfers are also known as Telex Transfers, abbreviated TT; TTs can also refer to other types of transfers.



**2.4.4 Others:**

SL	Name	SL	Name
1.	Financial Controlling Department (FCD).  a. Financial Activities. b. HRM Activities c. Branch management and management activities.	3.	Locker service.
	of Branch  previous	4.	Traveler's cheque.



Chapter- 03  
**Foreign Exchange  
Operations of  
Dhaka Bank Limited**

### **3. Foreign exchange operations of Dhaka Bank Limited**

#### **Introduction:**

Foreign instrument department is an international department of the bank. It deals with globally and facilitates international trade through its various modes of services. It bridges between importers and exporters. Bangladesh bank issues license to scheduled banks to deal with foreign exchange.

#### **3.1 Foreign exchange Financing of Dhaka Bank Limited:**

Outside trade implies the trading of money as far as products starting with one nation then onto the next. This is the most notable and well – sorted out business uniform in world business.

##### **3.1.1 Foreign exchange department:**

Remote exchange implies trade of outside money for the exchange reason between two nations. At the end of the day, Foreign trade bargains outside exchanges identified with exchange or business. Outside trade division has three segments.

They are-

1. Import section
2. Export section.
3. Foreign Remittance.

- **Importer /Buyer /Opener/Candidates :**
- **Issuing /opening bank:**

Issuing bank implies the bank that issues a credit in line of an applicant or on its own behalf.

- **Conforming bank:**

Conforming bank implies the bank that adds its affirmation to a credit upon the issuing bank's approval or demand.

- **Complying presentation:**

Consenting introduction implies an introduction that is as per the terms and states of the credit, the pertinent arrangements of the tenets and worldwide standard managing an account practice.

- **Negotiating Bank:**

The financial institution that arranges the bill (draft) of exporters drawn under the acknowledge is known as arranging bank. In the event that the prompting bank is likewise approved to arrange the bill (draft) drawn by the exporters he turns into the arranging bank.

- **Reimbursing Bank:**

In the event that the conforming bank does not keep up any record with Dhaka Bank will's identity arranging archives under a L/C, at that point course of action is made to repay the arranging bank for the sum to be paid under credit from some other save money with which the issuing bank keeps up his record. The last bank is named as repaying bank..

## **3.2. Import section**

### **Introduction**

Purchasing of products and administrations from outside nations for deals is considered as import. The individual or association who import the products and administrations from outside nations is known merchant and merchandise and administrations are transported in is known as exporters. If there should arise an occurrence of import, the shippers are asked by their exporters to open a letter of credit (L/C). so that there installment against products and administrations is guaranteed.

- **Import Mechanism for all importers:**

To import, an individual ought to be equipped to be "Shipper"., the workplace of Chief Controller of import and Export gives the import Registration Certificates (IRC) to the merchants. In the wake of getting this, individual needs to anchor a letter of credit Authorization (LCA). And afterward an individual turns into a qualified shipper. He is the individual who asks for or educates the opening bank to open a L/C.

- **Things are finished by Garments Companies in import Mechanism:**

In more extensive perspective the significant duties that are performed here are-

1. L/C Issuing.
2. L/C Amendment (if important).
3. Lodgments,
4. Retirement of reports.
5. Import Financing.

- **L/C Issuing:**

This is the main thing to be finished by articles of clothing organizations for import is L/C issuing.

- **Classification of L/C:**

By and large L/C has two sorts. There are:

- **Documentary types :**

- a. Revocable Credit:**

A revocable letter of credit might be dropped or altered after its information of issue, by the issuing bank.

- b. Irrevocable Credit:**

An unavoidable letter of credit incorporates a certification by the issuing bank that if the majority of the terms and conditions put forward in the letter are fulfilled by the recipient, the letter of credit will be regarded.

There are 3 types of L/C offered by Gulshan Branch, Dhaka Bank for importing. They are:

- a. Sight L/C.
    - b. Deferred L/C

- c. Deferred / Unsance L/C**

- d.**

Deferred L/C usually opened for 90 days. Prior to issuing a L/C the purchaser/shipper and the vender/exporter situated in various nations, a "business contract" accommodating installment by narrative credit. According to prerequisite of the vender the purchaser at that point trains the bank-the issuing bank – to issue a

Credit for the dealer (recipient). The credit application, which contains the full nuances of the proposed recognize, moreover fills in as an assentation between the bank and the buyer. In the wake of being convinced about the principal shape and sufficient conditions to be fulfilled by the buyer for opening a credit.

### **Check records for issuance of import L/C**

For the most part, Gulshan Branch, Dhaka bank issues import L/C for both the standard and for new merchants. On the off chance that the Garments Company is another shipper, they send a demand for endorsement to open L/C. After the endorsement, however for their standard shippers they have to open L/C with 10 percent edge. What will be the edge is chosen by

6. Insurance checked for esteem (protected sum must be indent legitimacy, merchandise, method of transport, shipment from and to and so forth.
7. IMP form appropriately marked.
8. LCA form legitimately filled in and properly marked.
9. Valid IRC held.
10. Membership certificate from council of trade/business association.



13. No extraordinary past due Bill of passage/NOC from past Bank if there should arise an occurrence of new client.
14. Check Bangladesh Bank Circular if there should arise and satisfy the prerequisites'.
15. Check the merchandise that are not prohibited/limited thing according to import arrangement/open notice.
16. Check nation of birthplace and no import to make from restricted nations.

- **Pre-shipment Inspection:**

After fulfilling of above steps bank inspect everything before shipment. Imports all things into Bangladesh anticipate prepared – influenced Garments to have been liable to necessary pre-shipment investigation by 3 zone shrewd Govt. named investigation offices. To guarantee pre-shipment inspection other than fusing the review statement and naming individual examination office in the L/C is referenced. On the off chance that PSI condition consolidated in L/C, issuing Bank sends the accompanying records to that investigation organization alongside the demand letter:

### **3.2.1 Procedure of opening the letter of credit (L/C):**

Credit implies any course of action anyway named or portrayed, whereby a bank (issuing bank) acting at the demand and the directions of a client (candidate) or of its own sake. The shipper in the wake of accepting the proforma receipt clearly, the bank will possibly consent to this demand on the off chance that it can depend on repayment by the candidate. Generally speaking acknowledged as the sole security for the credit especially on the off chance that they are not the shy of product that can be exchanged on a sorted out market, such a course of action would include the bank in over the top hazard outside pro field. The candidate should in this way have satisfactory assets in the financial balance or a credit line adequate to cover the required sum. Banks bargain in reports and not in merchandise. When the bank has issued the credits its commitment to pay is contingent on the introduction of the stipulated records inside the recommended time limit.

#### **Following advance needs to pursue to open a L/C in the DBL import division:**

- **Step one: Requirement of archive before opening L/C or shipper criteria:**

- ❖ **Open a ledger:**

To import products and administrations the imminent shipper requires a financial balance, it might be current record or transient store account (STD). Obscure individual won't be permitted to open L/C. to open a financial balance following record need to submit:

1. Trade permit
2. Value included tax(VAT)

5. Valid trade license
6. Chamber of commerce certificate
7. National id card.

- **Step two: Bank will supply the following documents before opening of the L/C:**

1. LCAF shape.
2. Application and understanding form.

- **Step three: Record submit to open L/C:**

The customer will approach to open the L/C in bank's prescribed form, duly endorsed & signed, along with the following paper & documents such as:

1. Record submit to open L/C
2. proforma receipt
3. cover note with cash receipt.
4. Membership endorsement shame.
5. Tax installment certificate/ declaration

- **Step four: Bank verify about the importer:**

Bank confirms or gathers data about the shipper in the accompanying way:

- ❖ **Market report:** Bank will check the attractiveness of the thing and market cost of the products. In some cases the merchants may abuse the bank's cash through over invoicing.
- ❖ **security or edge:** Price of a few things changes every now and again. If there should be an occurrence of those things Bank will be increasingly mindful so as to take adequate money edge or other security.
- ❖ **Business foundation:** Bank ought not open a L/C in the interest of a skimming representative. The merchant must have business foundation, especially he should have business organize or the advertising the thing to be transported in.
- ❖ **Permission from service of business:** If the products to be foreign made under CIF (cost protection and cargo), at that point authorization from service of trade to be gotten.
- ❖ **Creditability of the customer:** in light of all the above focuses, on the off chance that the Bank ends up fulfilled in regards to the customer, L/C might be opened for the benefit of the customer.verify a lot of LCAF for the sake of the merchant.

- **Step five: Necessity of Head office endorsement:**

- The AD endless supply of a similar report from the candidate, sent proposition to set out office toward endorsement to open L/C. at the point when head office give endorsement at that point AD branch can open L/C.

- **Step six: Sent record to Negotiating / Conforming bank:**

- **Confirming Bank Undertaking:**

A. Sight portion, conceded portion or affirmation with the insisting bank.

B.Sight portion with a named bank and that selected bank does not pay.

C.Deferred portion with an assigned bank and that named bank does not cause its conceded installment undertaking ,or having brought about its conceded portion undertaking , Does not pay on advancement .

D.Negotiating with an assigned bank and that relegated bank does not acknowledge a draft drawn on it, having acknowledged a draft drawn on it, doesn't pay on development.

E.Negotiating with an assigned bank and that doled out bank does not arrange.

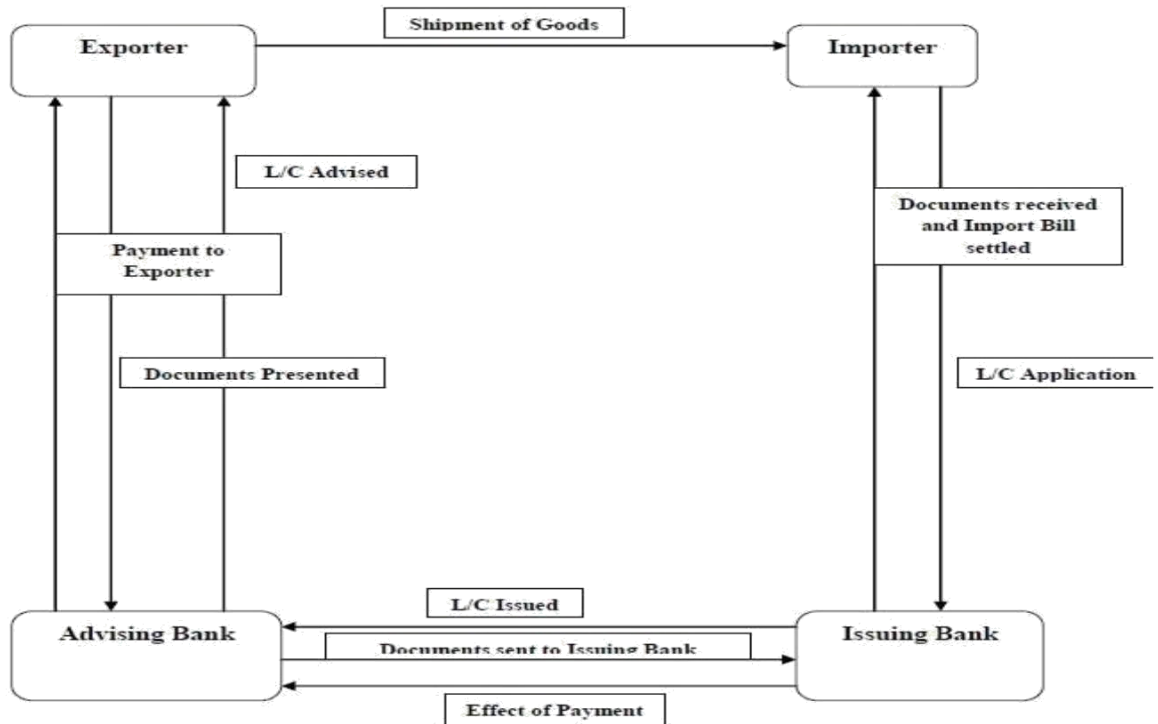
- ii. Negotiate Bank undertaking:**

1. A affirming bank undertakes to reimburse a selected bank that has honored or negotiate a complying presentation under a credit available by acceptance or

- Conceded installment is expected at development, regardless of whether the selected bank paid ahead of time or acquired before development.
2. A affirming bank's endeavor is to repay an assigned bank is autonomous of the affirming bank's endeavor to the recipient. In the event that Dhaka bank is approved or asked for by the issuing bank to affirm a credit yet isn't set up to do as such, it must educate the issuing bank immediately and may prompt the credit without affirmation.

### **3.2.2 Operation of letter of credit:**

In the mentioned discussion it is quite clear that documentation of a L/C is very important as the banks don't deal with the physical commodity rather they deal with some particular documents. Throughout the transaction period bank deals with these documents. Particular documents throughout the transaction period bank deals with these documents. Hence maintain documents in a paper manner is must increase of international trade.



### 3.3. Desk Work (Bank's internal Procedure)

a. **Register Entry:**

- Name of the gathering.
- Amount in Tk. What's more, outside money?
- Percentage of edge and measure of edge.
- Amount of passage commission, dealing with charges, postage charges, SWIFT Charges.

- **Transactional L/C :**

After of the L/C application and approval L/C is transmitted to the prompting bank. Letter of credit can be transmitted to the prompting bank through three strategies. They are in Telex, courier, The most widely recognize type of transmitting is SWIFT.

1. First two Xerox sent to the exhorting bank original for recipient and second Xerox prompting bank.
2. One duplicate to the repaying bank if this bank is other than the arranging/prompting manage an account with - repaying guidance.
3. One duplicate to head office.

### **3.3.1 Amendment:**

Parties associated with a L/C, especially the merchant and the buyer can't generally fulfill the terms and conditions in full not surprisingly because of some obvious and affirmed reasons.



the credit ought to be change. Bank transmits the change by SWIFT or by post to the prompting bank.

- .
- Commercial invoice.
- Packing list.
- Delivery records.

The prompting bank examines the reports and exhorted it. Exhorted records are then sending go issuing bank through mail.

### **3.3.2 Lodgment:**

Lodgment implies installment of import bills or exchange of assets. It will mastermind to make installment against L/C through repayment bank or some other way.

SWIFT a wire message is transmitted to the reporter bank guaranteeing that installment is being made.

In the wake of investigating the arranging report, If no error is observed then it treated to be acknowledged after the finish of five keeping money. Yet, on the off chance that any disparity is discovered, the financier educates it to the merchant that climate is acknowledged the bill with inconsistencies or not. In the event that the shipper does not acknowledge, the financier illuminates it to the arranging bank inside seven saving money days from the date of receipt of the reports, else it is blessed to receive .Generally the installment is dispensed through making another risk .

### **3.3.3 Steps engaged with lodgment:**

At the point when the investigation of import bills is over the means ought to be taken for lodgment:

- At first every one of the points of interest of the report are entered in .Seal is given on every one of the duplicates of the got report.
- Entry is made to L/C Monitoring cell of Bangladesh Bank through its site.
- Make inception to the import

### 3.3.4 Retirement of Documents:

The shipper a suggestion in regards to the archive landing notice. On implication the merchant approaches the bank's counter asking for retirement of the transportation reports installment to the charge of their record by the bill .Steps associated with retirement are-

- Calculation of intrigue it any.
- Preparation on the Memo, Bill sum, Interest commission, past due intrigue assuming any, Agents charges, postage and so forth.
- Please convey to the request of Dhaka Bank , Gulshan Branch. " under two approved marks of the bank Acknowledgment got on the workplace duplicate of the cost update from the shipper in his approved operator.
- Form of the workplace duplicate.
  1. Bill of exchange.
  2. Commercial invoice.
  3. Packing list.
  4. Bill of lading.
  5. Transport documents.
  6. Certificate of origin.
  7. Copy of LCA form.

8. Copy of L/C.

**Import Financing:**

**1. Bills under Letter of Credit (BLC):**

Advances taken into account retirement of transportation records and arrival of products imported through L/C taking effectives authority over the merchandise by the promise falls under this sort of development. At the point when the merchant neglected to pay the sum payable The merchant will bear every one of the costs i.e. go down Charges, protection expenses , and so forth , and the responsibility for merchandise is holding to the bank and the remarkable Bills of Exchange is exchanged to Bills under Letter of Credit (BLC ) account..

**3. Loan against Trust Receipt (LTR) :**

The products are given over to the merchant under trust the understanding that deal continues ought to be stored to exchange The Advances given inside a period. The borrower(s) consent to accept conveyance of the stock as the banks operators' bone-dry affirmation that the bank stays proprietor of the products and they will be holding the merchandise for the benefit of the bank as trustees until finish reimbursement of the obligations to the bank. Generally the advance is conceded based on trust and is permitted 60-90 days time to make an installment. bank awards credit as LTR. It's obviously that bank just manages the reports, not with products and administrations if there should be an occurrence of outside trade business.

### 3.4. Export Section

#### **Presentation**

The merchandise and enterprises sold by Bangladesh to remote families The fare exchange of the nation is directed by the imports and fares (control) Act. 1950. There are various conventions, which an exporter needs to satisfy when shipment of merchandise.

- **Things Done by Exporter incorporating Garments Companies in Export:**

1. L/C Advising.
2. Documents transaction.
3. Export financing.

- **Parties Involves in Export L/C :**

1. Exporters L/C prompting Bank.
2. Negotiation Bank.

- **Export systems and Formalities:**

which an exporter needs to satisfy when shipment of merchandise. These forms or methods are identified as follows:

- **Registration of the exporters:**

The first prerequisite to participate in the matter of imports and exports is enrollment with the Chief Controller of imports and exports. For this reason an application in the recommended shape is required to be submitted to that office alongside the accompanying reports.

1. Payment of Registration charges and recharging expenses in a Treasury Chalan.
2. Xerox of Contract or L/C (assuming any).

- **Export registration certificates (ERC):**

The goods from Bangladesh are liable to send out exchange control. No exporter is permitted to send out any item passable for goods from Bangladesh except if he is enrolled with CCI and E and any goods are allowable for goods from Bangladesh except if he is enlisted with CCI and E and holds legitimate export registration certificate (ERC). The ERC is to be reestablished each year.

- **Export allows Form (EXP):**

In the wake of having the enrollment, the exporters apply to TBL, with the exchange permit, the certificate from the concerned government organization to get EXP. The bank is fulfilled, an EXP is issued to the exporters. An EXP contains the accompanying points of interest.

1. No and date.
2. Name and address of the exporters.

- **Securing the order:**

Upon enlistment, the exporters may continue to anchor the fare arrange. Getting the purchasers straightforwardly.

5. Insurance.
6. Inspection.
7. Arbitration.

- **Receiving Letter of Credit:**

Subsequent to getting contract available to be purchased, exporters ought to solicit the Letter from Credit (L/C) plainly expressing terms and states of fare and installment. Coming up next are the primary concerns to be investigated accepting/gathering trade continues by methods for Documentary Credit..

3. The L/C permits adequate time for shipment and a sensible time for enrollment.
4. If the exporters, distinct and prudent, he ought to guarantee those stipulations are uncommonly referenced in the L/C.

### **3.4.1 Advising L/C:**

At the point trade L/C is transmitted to the bank .

- **Shipment of Goods:**

The exporters make and shipment of products according to the assertion.

- **Archives Collection:**

Exporters reads the required Documents referenced in L/C, are in that capacity:

1. Bill of trade.
2. Bill of replenishing.



- 3 Insurance arrangement/declaration.
4. Certificate of Origin.

**Reports Negotiation:**

**These reports ought to be submitted to the bank for arrangement:**

Separate officer must investigate every one of the records with sensible consideration to affirm whether the terms of condition are correct or off-base.

- **Realization of export proceeds:**

This period endorses by the Bangladesh bank inside exporters must get full remote trade continues of exporters.

### **Fare Financing:**

Financing might be required at two phases.

- **Pre-shipment Credit:**

Pre-shipment credit, recommends, finance the demonstration of an exporters preceding the real shipment of the merchandise for fare. The motivation behind such credit is to meet working capital needs beginning from the purpose of acquiring of crude materials to definite shipment of merchandise for fare to remote nation. to exporters the bank mulls over about the credit value, trade, execution of the exporters the bank thinks about the credit value, send out execution of the exporters, together with all other important data require for separating the acknowledge in understanding for the current standards and directions. An exporter can get credit offices against lien on the hopeless, affirmed and unhindered fare letter of credit in homestead of the followings:

- **Packing Credit (PC):**

. This kind of credit is endorsed for

- **Back – to-Back Letter of Credit:**

L/C is opened based on a unique L/. Under the Back-to-Back idea, the merchant as it as a "security to the instructing Bank for the issuance regarding the second L/C. The Beneficiary of the Back-to-Back L/C might be situated inside or outside the first Beneficiary's Nation. According to guidance of the national bank business banks are rendering consecutive L/C at nil edges.

## II. **Post-shipment Credit:**

This sort of credit alludes to the credit offices, reached out to the exporters by the banks after shipment of the merchandise against fare archives. Need for such acknowledge emerges, as the exporters can't stand to sit tight for quite a while for without paying producers/providers. Before expanding such credit , it is important with respect to banks to investigate cautiously the money related soundness of exporters and purchasers and in addition other applicable records associated with the fare as per the tenets and controls in power , Banks in our nation stretch out post shipment credit to the exporters through-

- i. Foreign Documentary Bills Purchased (FDBP).
- ii. Local Documentary Bills Purchased (LDBP).

After post-shipment technique Export process closes.

- **Problems Facing While opening a L/C :**

Exporter and importer face few problems when they go for opening an L/C. Problems are given below:

1. For opening a L/C they need to open an account.
2. Price is low when they (Exporters) bargain with the client.
3. Materials price are high.
4. It is a long process.
5. Risk of discrepancy.

- **Remedies of L/C opening problems:**

1. Exporter/importer can take a facility of opening an account of minimum balance.
2. Government gives those (Exporters) facilities for gaining high price of their product.
3. Government gives subsidies for export raw materials.
4. Process can be made by imposing rules and regulations.
5. Risk of discrepancy can be reduces by making some rules and regulations.

- ❖ **Modes of installments of Exports Bills under L/C:**

The most widely recognized techniques for installment under a L/C are as per the following:

**1. Negotiation credit:**

the exporters need to introduce a bill of trade payable to him notwithstanding different archives, which the bank arranges.

**2. Deferred payment credit:**

After introduction of the fare records. No bill of trade is associated; installment is given to the gathering at the rate of dall things considered. Be that as it may, the senior member rate.

**3. Acceptance credit:**

In acknowledgment credit, the exporters displays a bill at the concurred tenor (that is , on a predefined future date or occasion ). The bank signs its acknowledgment on the bill .it to the exporters. The exporters would then be able to speak to it for installment on development. Then again he can limit it so as to acquire installment

### **3.5. Outside Remittance Department**

DBL, Gulshan Branch is an approved merchant of outside trade.

There are two kinds of settlement.

1. Inward settlement.
  
3. Outward settlement.

### **1. Inward Foreign Remittance:**

Internal settlement covers buy of remote money as outside T.T., DL, and bills and so forth, sent from To another country supporting a recipient in Bangladesh purchase of outside trade is to be accounted for to trade control department of Bangladesh bank on frame.

**The bank likewise offers administration to the client through –**

1. Money.

.

### **2. Outward Foreign Remittance:**

Outward settlement shows offers of remote money outside T.T. Draft and so forth, and additionally of remote trade slopes resigned. Clearance of Foreign trade is accounted for to excel control department of Bangladesh on frame T/M.

Outside trade implies remote money and incorporates all stores, credits, and equalizations payable. In Foreign Currency and also outside cash instruments, for example, Draft. All remote exchanges in Bangladesh are liable to trade control direction of Bangladesh bank.

❖ **Foreign account of bank:**

Arranged by impact outside trade exchanges, bank keeps up in different remote monetary forms, with banks abroad. These records are credited with the cases receivables abroad in the particular money of the nation, and charged with the installments designated in the individual cash in which the record in which the records are kept up.

**3.5.1. Tremendous correspondent banking network**

Dhaka bank is working its with a tremendous system of journalists all through the globe. Monetary institute of the bank orchestrates journalist banking system. These keeping money systems offer adaptability to its work in this way expanding the measure of outside exchange; particularly export and import exchange. The quantity of outside journalists is expanding in Dhaka bank to smooth the remote exchange. In 2011, the quantity of outside reporters was 320 while in 2015 the quantity of remote journalists.

**Year Number of outside reporters:**

	<b>Number of Correspondents</b>
2013	320
2014	350
2015	350
2016	350
2017	406

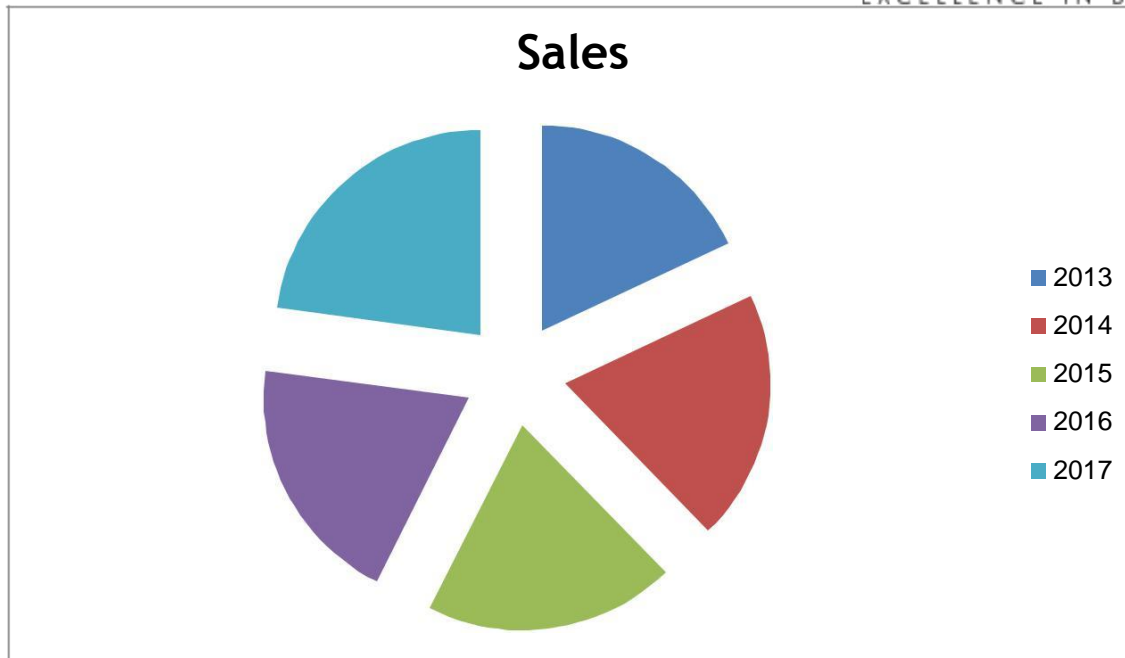
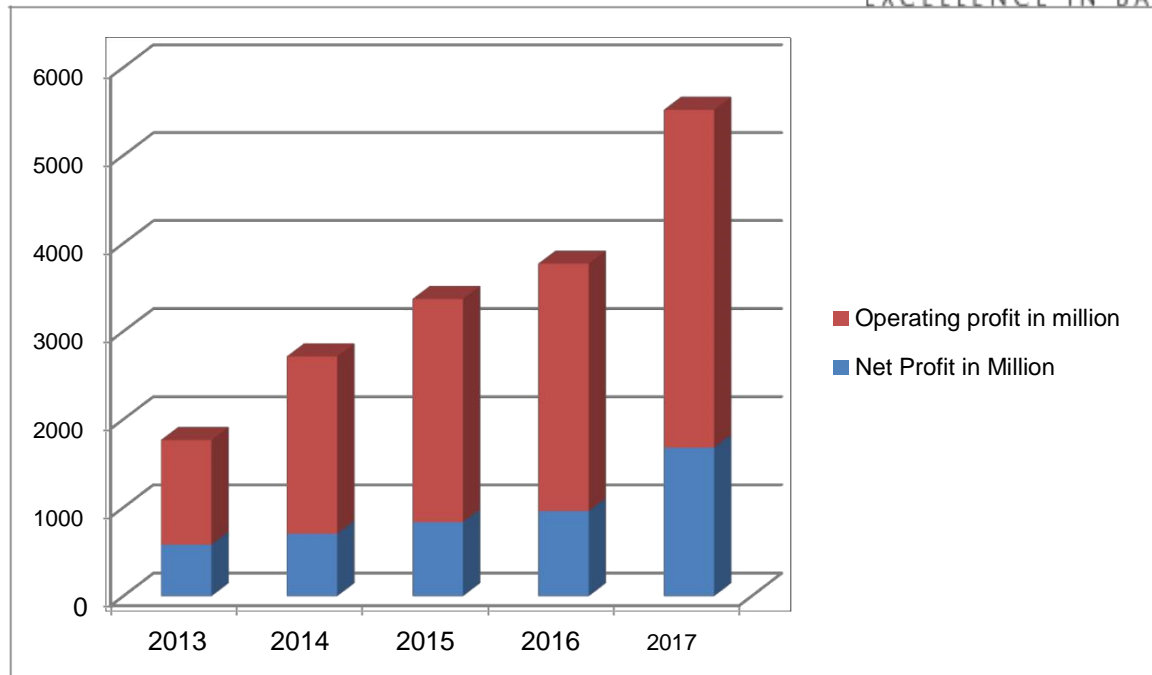


chart we can see that, the quantity of outside reporters has expanded. As indicated by the clients, DBL is the main supplier of budgetary administrations character around the world. With its solid picture and personality, it has better situated in the brains of the clients. This picture has helped.

Year	Net profit in Million	Operating profit in Million
2013	BDT 580.00	BDT 1184.00
2014	BDT 704.00	BDT 2010.00
2015	BDT 835.00	BDT 2533.00
2016	BDT 959.00	BDT 2810.00
2017	BDT 1678	BDT 3840.00



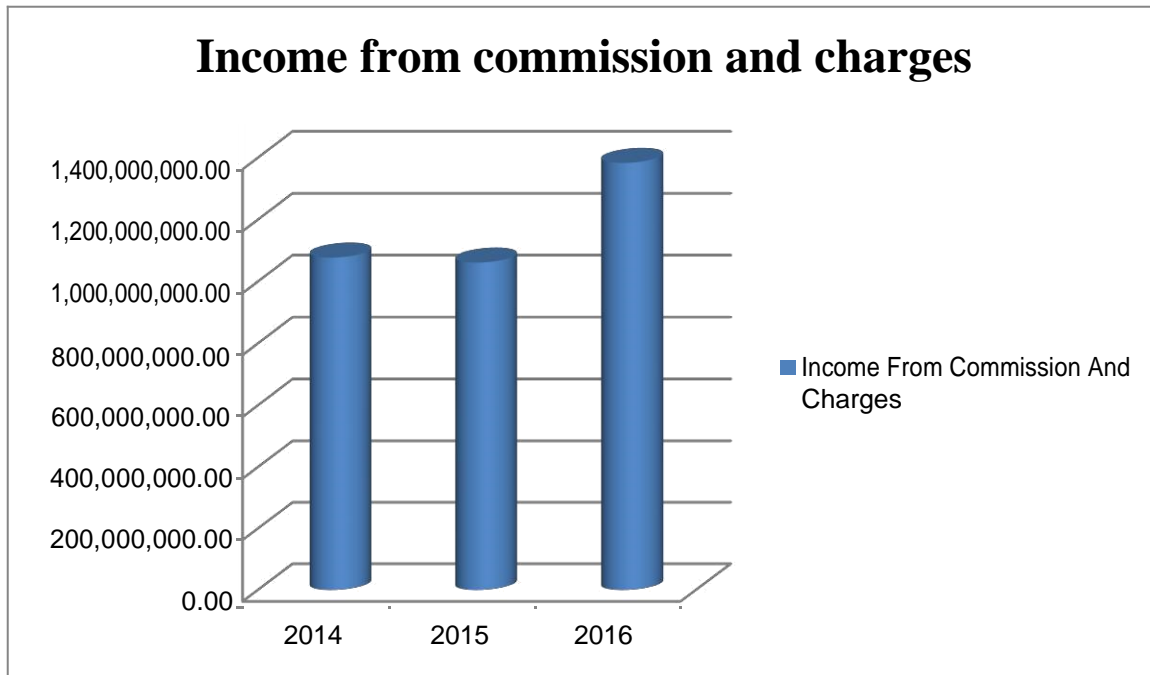


On the off chance that the development in monetary exhibitions of Dhaka Bank is cautiously watched, we will see that the net benefits and additionally the working benefits have expanded;

- **Reasonable margin and commission:**

The Dhaka Bank Ltd charges less and additionally edge contrast with the other Commercial banks. Along these lines, the expense of the remote exchange diminishes. For a few customers like-Acme Group of organizations, they keep the edge nil where as the measure of the commission and charges expanded in 2016.

Years	Income From commission
2014	BDT 1,077,458,400.01
2015	BDT 1,061,326,669.02
2016	BDT 1,383,416,670.03



Chapter-04

## Financial Analysis

## 4.0 Financial Analysis:

### Introduction:

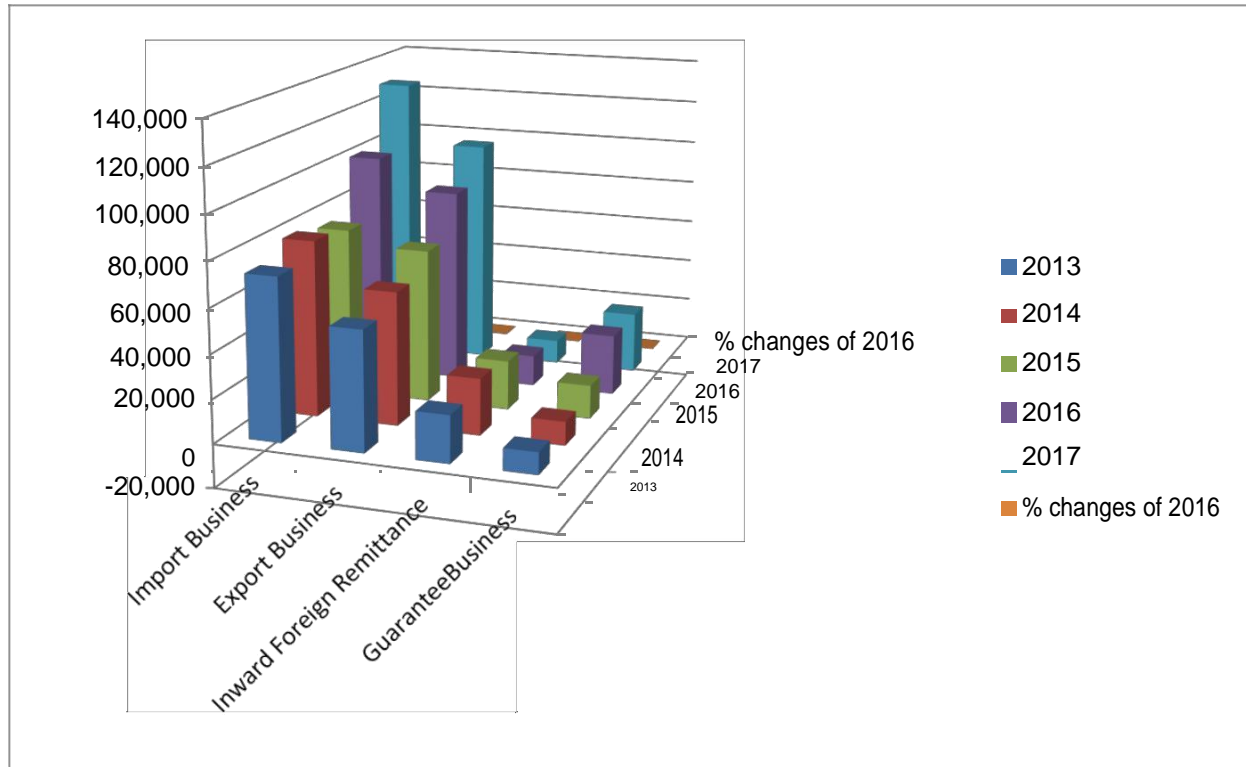
Fiscal summary Analysis includes a correlation of an association's in a similar line of organization, which more often than not is recognized by the company's business Classification. As a rule the examination is utilized to decide the company's budgetary position in order to recognize its present qualities..

### Yearly Report of Dhaka Bank Limited for the year finished December 31, 2017:

#### 4 year's Export, Import and Remittance data + Trend Analysis (using graphs and tables)

Foreign Exchanges Business.						
particulars	2013	2014	2015	2016	2017	%change of 2016
Import Business	73,360	79,774	76,060	101,909	130,573	28%
Export Business	54,212	60,435	69,590	88,050	103,043	17%
Inward Foreign Remittance	21,461	25,770	22,486	13,963	10,806	(23%)

<b>Guarantee Business</b>	<b>9,926</b>	<b>10,731</b>	<b>15,284</b>	<b>27,466</b>	<b>27,585</b>	<b>0%</b>
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This graph shows the fluctuations between import, export, inward foreign remittance and guarantee business. For import business the percentage changes in positive which is 28%. In addition the export business changes in positive 17%. In inward foreign remittance the changes is also negative which is (23%). The guarantee business also fluctuates in a negative way which is 0%.

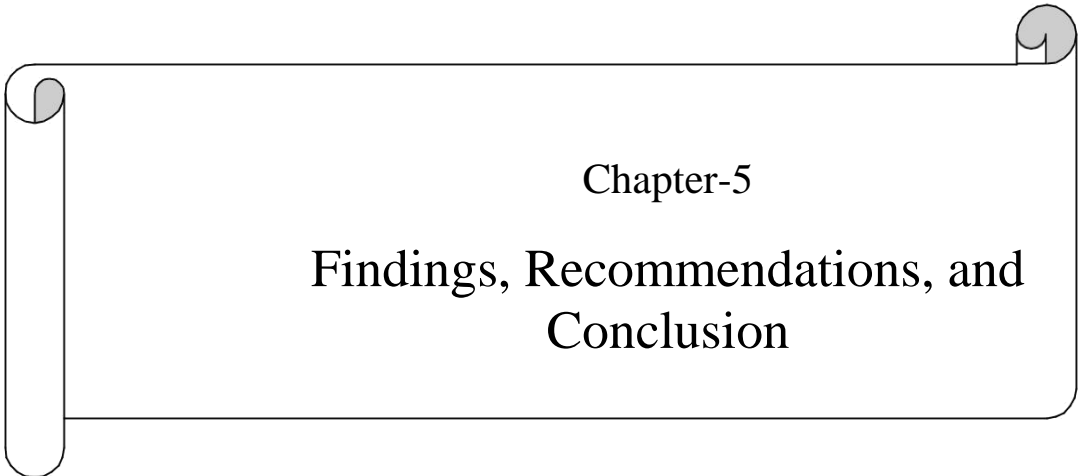
Trend analysis of 5 year's Export, Import and Remittance data.

## 4.1 Graph of 5 years shareholders Financial Highlight of Dhaka Bank Ltd.

### 5-year Financial Highlights

(BDT in million unless mentioned otherwise)

Particulars	2013	2014	2015	2016	2017	% change over 2016
<b>INCOME STATEMENT</b>						
Interest Income	15,131	13,705	12,135	13,166	13,715	4%
Interest Expense	11,823	10,879	10,116	9,453	10,336	9%
Net Interest Income	3,308	2,826	2,018	3,713	3,379	(9%)
Investment Income	1,616	2,542	3,003	3,238	2,884	(11%)
Commission, Exchange and Brokerage	1,093	1,127	1,316	1,517	2,877	90%
Operating Income	6,395	6,857	6,709	8,739	9,376	7%
Operating Expenses	2,701	3,049	3,205	3,336	4,171	25%
Operating Profit (profit before provision and tax)	3,694	3,808	3,504	5,404	5,205	(4%)
Provision for Loans, Investments and other Assets	650	587	1,128	2,656	2,365	(11%)
Profit Before Tax	3,044	3,221	2,376	2,748	2,839	3%
Tax Including Deferred Tax	1,117	1,192	938	1,282	1,344	5%
Profit After Tax	1,927	2,029	1,437	1,466	1,495	2%
<b>BALANCE SHEET</b>						
Authorized Capital	10,000	10,000	10,000	10,000	10,000	0%
Paid-up Capital	5,414	5,685	6,254	6,879	7,223	5%
Shareholders' Equity	11,887	12,746	13,389	14,446	15,245	6%
Deposits	115,961	124,854	139,068	157,162	170,035	8%
Borrowings	3,649	9,414	10,635	11,297	21,534	91%
Loans & Advances	99,596	103,132	117,840	134,689	154,017	14%
Investments	18,757	19,699	20,799	21,306	23,182	9%
Fixed Assets	2,518	3,958	4,100	4,194	4,263	2%
Earning Assets	117,624	124,462	144,962	165,096	187,004	13%
Total Assets	144,409	158,748	176,362	202,192	229,453	13%
Total Liabilities	1,32,521	1,46,002	162,974	187,746	214,208	14%
Total Off-balance Sheet Items	45,468	48,675	52,255	72,926	98,122	35%
<b>FOREIGN EXCHANGE BUSINESS</b>						
Import Business	73,360	79,774	76,060	101,909	130,573	28%
Export Business	54,212	60,435	69,590	88,050	103,043	17%
Inward Foreign Remittance	21,461	25,770	22,486	13,963	10,806	(23%)
Guarantee Business	9,926	10,731	15,284	27,466	27,585	0%
<b>CAPITAL MEASURES</b>						
Risk Weighted Assets	117,693	137,842	147,343	159,790	182,954	15%
Core Capital (Tier-I)	10,927	12,035	12,643	13,770	14,540	6%
Supplementary Capital (Tier-II)	3,410	3,403	2,765	8,072	7,345	(9%)
Total/Regulatory Capital	14,817	15,439	15,408	21,841	21,884	0%
Statutory Capital (paid up capital and statutory reserves)	9,595	10,510	11,554	12,729	13,641	7%
Capital to Risk weighted Assets Ratio (CRAR) – solo (regulatory capital/RWA)	12.18	11.20	10.46	13.67	11.96	(13%)
Tier-I Capital Ratio	9.28	8.73	8.58	8.62	7.95	(8%)
RWA to Total Assets	81%	87%	84%	79%	80%	1%
<b>CREDIT QUALITY</b>						
Volume of Non-performing Loans	4,137	5,657	5,491	5,403	9,209	70%
NPL to Total Loans and Advances (%)	4.15	5.49	4.66	4.01	5.98	49%
Provision for Unclassified Loans	956	1,449	2342	3,832	3,372	(12%)
Provision for Classified Loans	2,186	2,120	1,903	2,409	4,407	83%



Chapter-5  
Findings, Recommendations, and  
Conclusion

## 5. Major Findings

- GTS underpins the remote trade back of Dhaka Bank in the regions like Import Letter of Credits, Export Letter of Credits, Negotiation and Documentary Collection.
- Foreign Exchange department of Dhaka Bank always communicates with foreign banks frequently and quickly.
- Foreign exchange department strictly follow the rules and regulations provide by Bangladesh Bank but most of the cases the officers are not aware of about this regulations and Act.
- In 2013-2017 this bank is done well in foreign exchange operation from the previous year.
- For better facilities people are interested to do business with Dhaka Bank Ltd.
- Excellence in Banking is our motto and to become the best performing bank in the country is our mission.
- They have strong manpower.
- Employees of the branch maintain good relation with their customer.
- Dhaka bank has high corporate values and always maintains their values in accordance.
- The proverb of Dhaka Bank is to produce benefit with subjective business as a feasible consistently developing association and upgrade reasonable comes back to our investors.
- Dhaka Bank ltd. always focuses on online banking system so there have a threat for hacking.



## **6. Recommendations**

1. In instance of dependability clients are not fulfilled. Dhaka Bank Ltd. Ought to guarantees that the clients are getting precise data as well as the guaranteed administration in the first and guaranteed time with the goal that client can profoundly depend on our administration.
2. In Dhaka Bank Ltd. Gulshan Branch they have insufficient hotspots for fare segment, so they should progressively watchful for that.
3. Dhaka Bank Ltd. Ought to keep up legitimate documentation process for opening L/C to evade hazard.
4. In instance of responsiveness the clients are disappointed. So fundamental advances ought to be taken for development. Giving the incite arrangement or illuminating the client about the move made time and furthermore appropriate upkeep of this educated move made time could enhance the consumer loyalty from excessively High dimension.
5. Dhaka Bank should build their branches in provincial regions for growing the exchange task.
6. Dhaka Bank ought to go for publicizing about what types remarkable of office they are executing for the client. Therefore saving money exercises will extend.
7. Through clients are extremely happy with the compassion. Legitimate warmly welcome, progressively pleasant and accommodating conduct could bring the exceedingly fulfilled client.
8. The bank should step up with regards to build up a compelling's innovative work focus to advance imaginative item or administration thoughts and to detect danger and aggressiveness ahead of time to lessen dangers.

DBL ought to be progressively cognizant to manage its clients as the clients have new increasingly decision to keep money with and there are establishments that are heightening rivalry by concentrating more on online client benefit.

### **6.1 Strengths of Foreign Exchange Finance at Dhaka bank Limited:**

- These branches are outfitted with all around prepared brokers and experts who play out their obligations and duties with productivity to fulfill their clients.
- CPC trade operations is separated into specific offices for fare and import exchange financing exercises and gathering by the ability examination group. Representatives in every office fill in as cooperative people and help each other in amplifying the endeavors to complete the required assignments early.
- The clients and customers are given best most need by the officers and them generally endeavors to tackle any errors or issues that may emerge in light of a few missteps in the operational procedure at the speediest conceivable time which help in making durable associations with the clients.
- CPC Trade Operations utilizes front line innovation like Corporate Banking Software's that encourage them finish their undertakings inside a brief timeframe and with expanded exactness. The utilization of this present programming's makes the entire procedure of Letter of Credit a lot less demanding and the import/send out bill settlement occurs inside the assigned time referenced in the agreements

## **7. Conclusion**

Since the beginning of Dhaka bank Limited, it is persistently making progress toward brilliance in saving money by offering imaginative items and administrations to the customers going from Consumer Banking, Corporate keeping money, SME banking, Islamic banking administrations to outside exchange financing. Thinking about the significance of the exchange activities, Dhaka bank limited had incorporated the majority of its fare and import related tasks by setting up CPC foreign exchange operations in the year 2009. From the earliest starting point of its activities CPC has halfway managed all import Letter of Credits, send out bills, import installment settlements with the assistance of very much prepared staff who are master in remote exchange financing. Other than this, CPC foreign exchange operations is outfitted with the most recent advancements like Corporate Software's that encourages snappy handling of the import and fare exchanges. The best possible utilization of the instruments of remote exchange financing, abidance to the guidelines and controls and strict checking has guaranteed viable and proficient working of the exchange exercises prompting durable ties with the shippers and exporters which is helping the development of exchange financing. Over the long haul CPC foreign exchange operations will have tremendous commitment to the economy of Bangladesh through encouraging the internal and outward streams of remote monetary standards into and out of the nation. It has "Quick" offices. Dhaka bank embraces internet banking, when bank works for their client offices. The more viably banks handle foreign exchange business, the more probable they will wind up beneficial.

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