

Internship report
On
General Banking Activities of
Social Islami Bank Limited
(Ashulia Branch)



Internship Report
On
General Banking Of
Social Islami Bank Limited:
A Study on SIBL,AshuliaBranch



Daffodil
International
University

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Letter of Transmittal

Date: 26.04.2019

Dr. Md. AbdurRouf

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Subject: Submission of Internship Report .

Dear sir,

It is indeed, an honor to deliver my internship report on “General Banking Activities of social Islami Bank Limited”. This report is based on secondary data available as well as the information generated from my investigation. I have invested the best effort to prepare this report and eventually come up with a worthwhile conclusion. I gave my best effort for the preparation of the report. For any unintentional lack of this report.

Furthermore, I will wholeheartedly welcome any clarification and a suggestion any view and conception disseminated in this report. So I submit this report .

Sincerely yours,

HosnaAraAsa

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Declaration of the Student

I do here by sincerely declare that the work presented in this report titled as **“An Overview of General Banking Activities of Social Islami Bank Limited”** is an original work done by me after completing three month of internship in Social Islami Bank Limited at Ashulia Branch by proper supervision and guidelines of Md. AnamulHouqe (First Assistant Vice President & Manager of SIBL, Ashulia Branch) andMd.kahinoor Islam (Senior Executive Officer& Operation Manager) SaymaNazim (Junior officer) SocialIslami Bank Limited (SIBL)

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APPROVAL CERTIFICATE

This is to certify that the Internship Report on “**An Overview of General Banking Activates of Social Islami Bank Limited**” has been made by HosnaAraAsaID: 181-14-055 MBA program Daffodil International University as partial fulfillment of the requirement. This report or information will not be used for any other purpose.

The report has been prepared under my supervision and guidance. I think this program will help her in the future to build up her finer career. I wish her success and prosperity.

.....

Supervisor

DR. Md. AbdurRouf

Associate professor Head of the Program

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

PREFACE

The report on “A report on General Banking Activities of Social Islami Bank Limited (SIBL)”. I tried my best level prepared on this report.

By the grace of almighty, for giving me the opportunity to be a student of a prestigious department like MBA. I would like to thank in my core heart to my report supervision **Md. AbdurRouf** my favorite, honorable teacher of the department who help me and give required support to prepared this report .

I am very grateful to my favorite teacher for all his kind cooperation and guidance in preparing this paper.

I also like to thank the Md. AnamulHouqe (First Assistant Vice President & Manager of SIBL, Ashulia Branch) andMd.kahinoor Islam (Senior Executive Officer& Operation Manager),SaymaNazim (Junior officer) SocialIslami Bank Limited (SIBL) for helping me by supplying various data, guideline and valuable suggestions. I have a notable co-operation from all of them.

ABSTRACT

Social Islami Bank Limited is one of the most advance Bank in Bangladesh. Social Islami Bank acquiring good market position and market reputation.This report basically endowed with the existing “Training and Development procedure”. Actually I made this report based on my experience and practical knowledge. I have surveyed questionnaire among 10 employees of Social Islami Bank Limited,Ashulia Branch. For preparing this report information and data had collected from the Local office and Head office. I have tried to collect information from several sources like internet,questionnaire, field data etc. Bank should emphasis on the development their existing and skilled manpower to serve their customers best possible way and survive in market by arranging training and skilled development program.

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CHAPTER-1
INTRODUCTION



1.1 General Banking Activities

General Banking activities is a very important section of every bank. General banking activities makes a relationship between bankers and customers. This is the most busy department and the daily transaction concerned to the customer. For proper functioning and excellent customer service this department is divided into various sections namely as follows:

- Account opening section
- Cheque book issue
- Deposit Schemes
- Remittance section
- Account section
- Clearing house
- Cash section

1.2 Origin of the report

The internship period is a very important and essential to complete the MBA program of, Daffodil International University. Every student has to go through an internship program. In the main reason of the internship program is some gather of knowledge from a banking sector. So I tried to gather some knowledge and some experience from Social Bank Islami Limited (SIBL) at Ashulia Branch. As a result, I have decided to make a report on General Banking and its procedure of the General Banking Department of SIBL.

1.3 Background of the report

Any academic course of the study has a great value when it has practical application in real life. we need a proper application of our knowledge. Because get some benefit from our theoretical knowledge. To make it more fruitful when we engage ourselves in such field to make proper use of our theoretical knowledge in our practical life, only when we come to know about the benefit of theoretical knowledge, Such an application is made possible through internship. The internship report is titled **“An Overview of General Banking Activities of Social Islami Bank Limited”**

1.4 Scope of report

The study is a part of an academic curriculum. I have gone to Social Islami bank Ashulia branch for completing my internship. But the scope of the study is limited to this branch. My main task is a general banking part. As an intern my scope was very limited because they do not allow interns in their software access. The collected informations have been processed and analyzed carefully and report has been prepared.

1.5 Objectives of Report

The main objectives of the report may be viewed as a general objectives and specific objectives.

General Objectives

The general objectives of the report is to prepared and submission.

Specific Objectives

- To know the general banking function of Social Islami Bank Limited (SIBL), it very important to understand rules and regulation.
- To develop practical knowledge about General banking.
- The organizing structure of SIBL.
- To study an existing banker customer relationship.
- To study strengths, weakness, opportunities and threats of (SIBL) in relation to General Banking.

1.6 Design of the report

The study requires a systematic way from the department of the topic to the final report preparation. Data sources are to be identified and collected for performing this study.

Primary sources

- Practical work experienced in different desk.

Secondary sources

- Banks financial statements.
- Annual report 2017 of (SIBL).
- Various documents from General Banking Department.
- Theoretical books related to the banking sector

1.7 Limitation of the study:

Other limitations are given below.

- Data source is another big issue because the bank does not want to provide some information and plan .
- Up to date information was not available.
- As an internee there has a time limitation.
- Banks are very busy in banking activities. Because of their business, I could not give enough time.

CHAPTER-2
AN OVERVIEW OF
Social Islami Bank Limited



2.1 An Overview of Social islami bank limited (SIBL)

SIBL was established on The 5th July, 1995. SIBL has centralized contract center solution. The Bank started as a commercial operation in the 22nd November, 1995 and it has since stepped

into 19th year of its journey. Targeting poverty, Social Islamic Bank Ltd is needed a concept of 21st century participatory three sectors banking. It is a Development Bank intended to monetize the voluntary sector and management of WAQF system for the first time in history.

2.2 Generation of SIBL

It is one of the largest public sector commercial bank in Bangladesh. Social Islami Bank Limited is incorporated as a public limited company on 5th July 1995. The bank is starting operation from 22nd November 1995. Currently, the bank has 114 branches in all over the country. Every organization has some objectives of its own. Year 2014 is envisaged as a gold year of SIBL.

2.3 Broadcasting logo of SIBL

SIBL has a colorful logo, that is function at Cox's Bazar sea beach. In its journey towards continuous excellence the bank has decided to change its logo, the new logo depicts bird's wing, 9(nine) feathers. In SIBL journey towards Continuous Excellence it takes pride in their new Logo.

2.4 Mission and Vision of SIBL

SIBL Mission

- To be the best public commercial bank in Bangladesh. Where will become most growth strategy Balanced & sustainable .
- SIBL has Optimum return on shareholders' equity.

SIBL Vision

- SIBL meeting the needs of its customers with value added products and services.

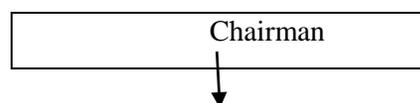
Core values of SIBL

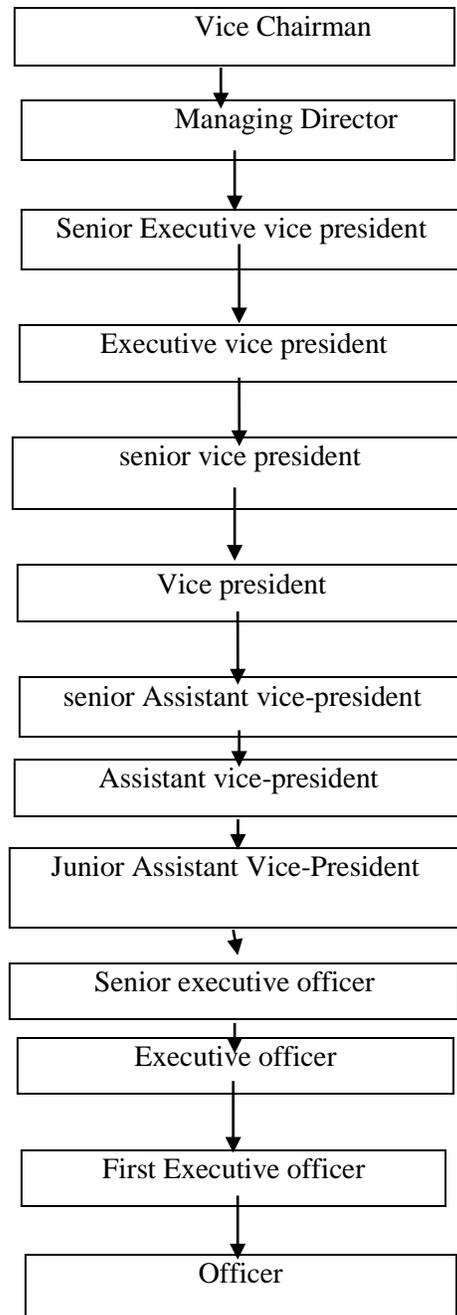
- Innovation
- Commitment
- Shareholders value
- Ethical value

2.6 Strategic Objectives of the Bank

- Transformation of service oriented technology.
- Balanced and Sustainable growth Strategy.
- Optimum returns of shareholder equity.
- Introducing innovative Islamic banking products.
- To achieve goal standards in Islamic banking.
- Ensure best CSR (Corporate Social Responsibility) practices.
- Ensure Green Banking.

2.7 Organizational structure of SIBL





2.8 Social Islami Bank Limited at a glance

Name	Social Islami Bank Limited
Established date	5 th July 1995
Date of inauguration of operation	22 nd November 1995
Registered	City Center 90/1, Motijeel commercial area Dhaka-1000, Bangladesh.
Head office	City Center Level: 19, 20, 21 & 22 90/1, Motijeel Commercial Area Dhaka-1000, Bangladesh.
Chairman of the board	Major Retired Dr. Md. Rezaul Hoque
Managing Director	Md. Shafiqur Rahman
Total Branches	114
Services provided	Deposit schemes, Credit facility, Investment facility and Foreign exchange services
Paid up capital	aka 7031.42
Profit after tax and provision	Taka 1252.13 million (2013)
Retained Earnings	Tk 846.53 million (2013)
Banking software used	ABABIL
Technology used	Member of Ababil
Earnings per share	2.17

2.9 Features of SIBL

Major features of Social Islami Bank are as follows:

- All activities are conducted according to Islamic sharia.
- SIBL takes deposit under two basic principles of Islami Shariah. They are (a) Al-wadhiyah and (b) Mudaraba.
- Highly qualified management sector of the bank.
- Many up-to-date facilities present in different sections of SIBL.
- Presence of the skill developing program for employees.

2.10 Branches of Dhaka city

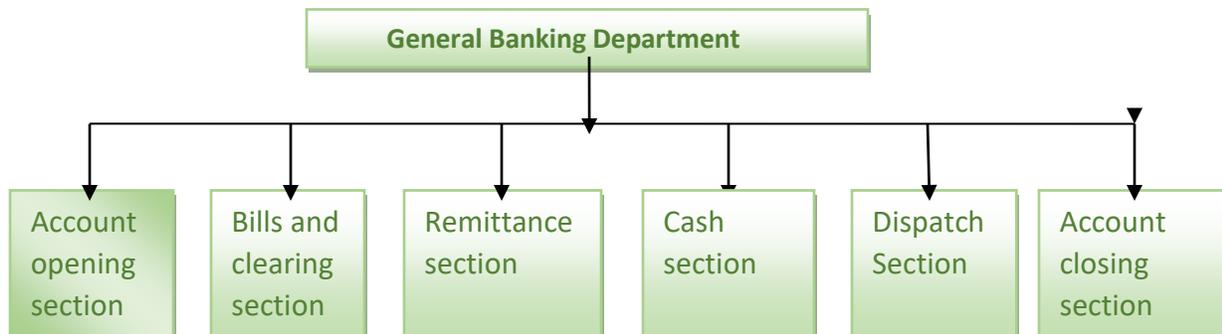
Area	Branch
Motijheel	Foreign exchange branch ,Principal branch
Gulshan	Banani branch, Gulshan
Panthapath	Panthapath branch
Dhanmondi	Dhanmondi branch
Uttara	Uttara branch
Agragaon	Begum Rokeyasarani branch
Nawabpur	Galimpur SME/ Krishi branch Nawabpur road branch
BabuBaza	Babu bazar branch
Moulovi Bazar	Moulovi bazar branch
Mirpur	Mirpur branch
Keranigonj	Hasnabad branch ,Keranigonj branch
Savar	Savar branch
Mohammadpur	Mohammadpurkaderiatayebiamadrasha
Rosulpur	Rosulpur branch
Rampura	Rampura branch
Islampur	Islampur branch
Ashulia	Ashulia branch
Dhamrai	Dhamrai SME/Krishi branch
Mohakhali	Mohakhali branch
Bangshal	Bangshal branch

CHAPTER-3
OVERVIEW OF GENERAL BANKING
ACTIVITIES OF
Social Islami Bank Limited



3.1 General Banking Area

This department, which provides day-to-day services to the customers. Social Islami Bank Limited has emerged a third – generation bank that has progresses in every year. General Banking department of this branch consists of different sections as follows:



3.2 Account Opening Section

Bankers-customers relationship build up with the opening of an account by the customer. This is an agreement between account holders and Social Islami Bank Limited setting forth the terms and condition for each account with Social Islami Bank Limited. When the customer wants to open an account at first he/she collecting the form from the bank.

SIBL has the following types of accounts:

- Savings Account
- Current Account
- Fixed Deposit Account
- SIBL Youngster Account
- SIBL Super Saving Account

(a) Saving Account:

Saving Account is primarily for small-scale savers who want to save their income. Another excellent service like a super savings account. These services specially for those who are more than fifty- five. Features of these services:

- This service is conducted according to the rules of Islamic Mudaraba.
- The Primary deposit is only 10,000.
- Mudaraba gives more than 1% profit of a saving account.

Different types of Saving Account:

- Individual (single).
- Two or more individuals (joint).

Required documents:

- Two copies recent passport size photographs of Account holder.
- Photocopy of National ID
- Nominee photograph (1 copy)

(b)Current Deposit Account:

Current deposit accounts are easy for customers. Who always have to deal with unlimited transactions. No interest rate this account.

Different types of current deposit Account:

- Individual.
- Two or more persons.
- Sole proprietorship.
- Partnership firms.
- Association club society and charity etc.
- Public or Private companies.

Required for individual Documents:

- Two copies recent passportsize photographs of Account holder.
- Photocopy of National ID
- NID photocopy and signature of the nominee.
- A/c opening form duly filled in.
- Any other document required by the bank from time to time.

Required for private or public company:

- Attested copy of memorandum and articles of association.
- Attested copy of certificate of incorporation.
- Attested copy of the certificate of commencement Business.
- Trade license
- E-TIN certificate
- Vat registration certificate

Required for associate /club/society/charity etc:

- Update trade license
- E-TIN certificate
- certificate copy of the constitution of the firm
- Registered partnership deed /duly notarized partnership deed

Required for proprietorship Enterprise:

- Update trade license
- E-TIN certificate

(c)Fixed Deposit (FDR)Account:

A fixed deposit account is the amount deposited. Where the customer kept his/her money for a fixed period of time.

For 1 month	5.00%
For 3 months	6.00%
For 4 months	7.00%
For 6 months	7.50%
For 1 Year	8.50%
For 2 years	8.50%
For 3 Years @ above	8.50%

Required Document:

- Name of the customer.
- One copy of recent passport size photograph of Account holder.
- Photocopy of NID (1 copy)
- One copy photograph of nominee

(d)SIBL Youngster Account:

Besides an educational background of students, they should be encouraged to opening savings accounts in SIBL which has nice services like “Youngster Account”.

Process of opening Youngster Account:

- The student should be by birth Bangladeshi.
- An Institutional IDcard of student.
- National ID of the Guardian (one copy)
- Two copies of recent passport size photographs of Students and Guardian.
- Nominee attested photograph (1 copy).

Facilities of this schemes:

- Scope of I-banking.
- Absent of service charge.
- Cash out done by ATM booth any time.
- Scope of Cashin and cashout can be done any time or any branch of SIBL.
- School or Institutional fees can be sent from any branch of SIBL.

(e)SIBL super savings account:

It account is good schemes for every female .

3.3 Bills and Clearing Section

Local branch of SIBL has bills and clearing section. Two types of cheque they are-

1. Inward cheque
2. Outward cheque

A. Inward Cheque

- After receiving the cheque, SIBL checked that directly in the computer section at the amount of balance of a specific A/C.
- If there is not available balance in the account ,then the general banking officer tries to connect account holder.

B. Outward Cheques:

Outward cheque are the most one drawn banks come to the branches of SIBL. Which are presented concerned branches with the cheque books in outside the clearing house area.

C. Clearing:

Clearing house is a very important section of every branch for money transaction. Every day customers gather in different branches to clear the cheque from clearing house. Clearing house can be defined the place where the banks meet and fulfill their dues.

D. Receiving Cheques for data Collection:

In this section, Customer cheques are received for data sources which are from the other bank. As a result, a good idea will grow about the customer.

E. Issuing cheque book to the customer

- Issue cheque book for new account
- 4(four) days after ordering to the chequebook, come to the branch.
- A General banking officer verified the signature before giving the cheque book to the customer.
- Customers were informed by phone so that the book could be brought.

3.4 Remittance of Funds

Remittance is a very risk section of the bank. Remittance is help to remit fund. It funds is to taking cash from one place to another place. In cases the bank has arranged remittance for the security of the customers. They are

1. Pay Order
2. Demand Draft.
3. Telegraphic Transfer.(TT)

Pay order

The pay order was made by depositing money. Pay order is also called the banker cheque, that is a cheque which is issued by the bank.

Demand Draft:

Customer sometimes use Demand Draft to transfer money one place to another place. The banker event on receiving documents from the remittance section. Because cannot stop the payment of the documents. The signed by the authorized officer. SIBL charge 0.15% of the DD service charge.

- “Draft reported to be lost payee’s endorsement requires verification” is marked.

Telegraphic Transfer.(TT):

Telegraphic Transfer is affected by mobile phone, fax ect.

3.5 Cash Section

The cash section is the most important section of every branches . In this section that money is received and paid. Cash section is very secured section for every branches of all other banks. This section receive cash from cash depositors and pay cash by the cheque book ,pay order, draft and many other sources are very soon.

Receiving Cash

Anyone who wants to deposit money, he or she fill up the deposit slip and collect the form along with the money and give it to the cash officer. Then this slip is passed to another officer who enter the scroll number given by the cash counter.

Paying Cash

- First of all a person who gives his or her cheque book to check the status of the cheque and posting of the cheque.
- If his or her account has enough money so the computer incharge will post it and sign it.
- This cheque is given to the concern officer .There are two officers where who sitting and who verified of the cheque.
- After receive the cheque from each branch, a “respective officer” first checks is it very carefully.

3.6 Dispatch section :

Dispatch section is the responsible for receiving section .The entire receiving letter from the outside of the bank and to send the entire letter from the bank. Two part of this section .They are:

- Inward letters
- Outward letters

Inward mail:

- FDR encashment
- Payment advice
- Home loan
- SME financial division
- Transfer
- “GD copy” etc.

Outward mail:

- Stop payment
- Application for Balance Transfer
- OBC

3.7 An account closing section :

If the customer want to close an account, so the closing process of the account under the following circumstance:

- The customer will give the application itself to close the account .
- If the customer dies
- Order of the court

When an application come to the customer from the account closes. Then the respect verified the signature.

3.8 Deposit Schemes:

A deposit can be one of two things:

- A transaction involving the transfer of funds to other parties.
- As a security is used that a fund of a position.

SIBL has formulated the following schemes:

- Mudaraba Deposit pension schemes (DPS)
- Lakhpoti and Millionaire schemes.
- Kotipoti schemes.
- Subornolota schemes
- Subornorekha schemes
- Prosanti schemes.

Mudaraba deposit pension scheme (DPS):

The maximum benefits are given in the Mudaraba deposit pension schemes.

Lakhpoti and Millionaire schemes:

If someone want to be a lakhopoti and millionaire within a very short time he or she should open an account in this scheme.

Name	Year	1	2	3	4
Lakhopoti scheme		8,000	3,800	2,400	1,700
Millionaire scheme		80,000	38,000	24,000	17,000

Kotipoti schemes:

If someone want to be a kotipoti scheme within a very short time so he or she should open an account.

Name	Year	5	6	7	8
Kotipoti scheme		1,30,000	1,05,800	85,000	70,000

Subornolota schemes:

This scheme is a process by which women can deposit a fixed amount of money and can lead a good life rest of her time.

Subornorekha schemes

This scheme is a process by which women can deposit few amount of money every month and she can cashout by at a time or regular interval after completing thespecific period.

Prosanti schemes:

The consecration of zakha from deposited money.

3.9 Loans and Advance Departments

- SIBL takes a short time for sanctioning a loan which is done by a modern and systematic way. It takes average 10 working days.
- Bank faces thesedeficiencies nearly each year and the percentage is near about 20%.
- Bangladesh Bank can't delivery CIB report frequently..

3.10 Foreign Exchange Department

- Telecommunication network is important for FED as it is inevitable for communicating with foreign banks easily and quickly.
- Export Finance ,Online Banking, Import Finance ,Foreign Remittance, Card (Local and Foreign) is very good sources of FED.
- By instant cash scheme that any other country can transfer or send money by different way. Such as Money gram, x-press money, western union, zoom-express etc.

3.11 FINDINGS

During the Internship period in Social Islami Bank Limited at Ashulia Branch following good and bad information are following that:

- For problemchequing sector, when anybody customer not receive his or her cheque book few days then according to main department order is weast of all documents.
- For satisfaction of customer services automated teller machine(ATM) is important but it is not present in some branches of SIBL.
- The collection process of the bank is very lengthy.
- Lack of up to date machine of this branch like a photocopy machine and printer
- This branch has amobile banking service “Quick cash and Now Instant Banking”.It is very good service for customers of this branch.
- The Account opening form process is very long process. For that reason the customer felt very disturbing because they do not want to fillup 4/5 pages. So this problem is solving by authority.

CHAPTER-4

Recommendations and Conclusion



4.1 RECOMMENDATIONS

Banks are service and economical organizations. It is not easy to find out solution to these problems within 3 months period .But I think the suggestions that I give will be helpful for increasing the efficiency of SIBL.

- SIBL is one of the leading Bank of Bangladesh which can provide equal emphasis in every department of the banking system.
- Account opening process is solving way ,the authority can make account opening form 2/3 pages. So the customer fell easy to fill up this form.
- SIBL can furnish it`s all branches with modern and quick technique like ATM booth.
- For checking up-to-date status of all division of SIBL and solve any lacking accordingly.
- For any question from customers bank should recruit the officers for solving the question accordingly.
- SIBL should take the latest technology to facilitate and diversify products.
- Customers satisfaction is a vital part of a banking system for achieving this goal bank should concentrate on this topic .

4.2 CONCLUSION

Now a days, Banking department is very important for economic development of a country. The Social Islami Bank Limited has started its business successfully in Bangladesh in 1995. The bank success a leadership management all over the period. At present has 114 branches all over Bangladesh. SIBL is moving successfully and it occupies 2nd positioning the Islamic Banking Sector is good for deposit and schemes sector. The banking sector is very competitive because a lot of new commercial bank. SIBL is gaining ground at the local root level. The banking services of SIBL is modernized the day by day.

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