

An Internship Report
On
General Banking Activities of Standard Bank Ltd
A Study on Savar Branch



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Subject: Submission of internship report on “General Banking Activities of Standard Bank Ltd. A Study at Savar.

Dear Sir,

With due respect, I would like to inform you that I have prepared my internship report on “General Banking Activities of Standard Bank Limited-A Study at Savar” under your kind supervision. In this report, I have tried to give my best effort in consistent with the optimal standard under your instruction. Thanks to you for the effort to ensure successful coordination of the report and the guidance you have provided.

I, sincerely, hope that you will find the report satisfactory and I will be most obliged to clarify and defend my report.

Thank you for your kind supervision.

Yours sincerely

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Disclaimer

I, am Sourav, hereby declare that the presented report of internship entitled “General Banking Activities of Standard Bank Ltd-A Study at Savar “is uniquely prepared by me after completion of three months’ work in Standard Bank Limited.

I also confirm that, the report prepared only for my academic requirement not for any other purpose. It might not be used with the interest of the opposite party in the organization.

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Acknowledgement

Firstly, I would like to convey my gratefulness to almighty Allah for enabling me the strength and the opportunity to complete the report within the schedule time successfully.

The internship paper submitted here is performed as part of my internship program. The preparation of this report received assistance, guidance and took valuable time of my supervisor Md. Anhar Sharif Mollah, Assistant professor, Department of Business Administration, Faculty of Business & Economics, Daffodil International University and Mohammad Khirul Kabir, Manager in- charge Savar Standard Bank Limited.

However, I am immensely indebted to several people of Standard Bank Limited without whose support the report would have been really difficult to conduct. I would take this opportunity here to thank them for sharing their valuable time for longer discussion and wise suggestion, thoughts during the internship program.

Finally, I would like to give thanks to my supervisor Anhar Sharif Mollah for his continuous help, support, and advice and for the time she has spent for the refined my report. Without their continuous support, the report would have been a directionless writing.

Executive Summery

Standard Bank Ltd. is one of the private banks in Bangladesh. The principal business of Standard Bank Ltd. is trade financing, corporate banking, private banking and retail banking. Standard Bank Ltd., Savar offers a full range of general banking services to its customers.

This report contains five chapters. First chapter deals with Introduction, objective, scope, methodology and limitations of the report. The second chapter is the Organizational part of Standard Bank Ltd where I have tried to show an overview of Standard Bank Ltd. And its theoretical background, Mission, Vision, Operating Profit, Deposit growth, etc. Third chapter contains the learning part of the report; General banking activities and fourth chapter contains findings, recommendations, five chapter conclusion and Reference.

The report has been made by a careful review of published annual report, case study & discussion with responsible persons of Standard Bank Ltd. Who is engaged & connected with my related department. While working with general banking division in Standard Bank Ltd., I have tried to find out some problems. Standard Bank Ltd has lack of dynamic and prompt customer service, lack of Proper division of Labor and man power, lack of proper compilations & maintenance of File, shortage of availability of Machineries etc.

At last, I have tried to give some recommendations against the mentioned problems of general banking division such as renovation of customer service, ensure Proper Division of Labor and man power, ensure Proper compilations & Maintenance of Files, ensure availability of Machineries, ensure employee satisfaction etc.

I hope and believe, by implementing the mentioned recommendations Standard Bank Ltd. can reach the pick of its success.

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CHAPTER 1
INTRODUCTION

Introduction

Bank may be a terribly recent establishment that's conducive toward the event of any economy and is treated as a vital industry within the contemporary world. The history of Economy shows that development has started everywhere with the help of banking organization and it has much contribution on monetary progress. Now a days banks plays a vital half that promote economic enlargement of a rustic. Bank offers essential funds for corporal punishment varied plans within the method of monetary progress. Bank accumulate funds from individuals distributed all over the country. If there is no banks the funds from individuals remained ideal and unproductive, these funds are collected and these funds helps a country to meeting the monetary necessities.. Banking sector is the most significant financial institution that helps to accelerate economic growth and development. Today's fashionable banks don't seem to be solely providing ancient banking however additionally increasing the various monetary facilities. Now a days maximum people are directly involved within the activities of banking. Standard banking concept is not a newly thought in Bangladesh as it has introduced itself in1999. At first few people are known about the operation of the bank. But things become changing day by day. Standard banking is become popular in our country. It is essential for each student to have internship program, especially for the students who are from Business Administration, which provide them the knowledge of real life condition, for this reason to become sensible expertise a student need to take the internship program during the final stage of the bachelor's degree. For this reason, I have completed my internship in the Standard Bank at Savar Branch .The duration of my internship are 3 months. This help me to understand the real scenario in banking sector.

1.2 Background of the Study

The internship program is a basic portion of the BBA program that students must have to undergo of the University. The students need to appoint at varied organizations for least one or additional comes. At the end of the program, there need the accomplishments and findings of the project through the writing of the internship report covering the relevant topics. Through this program, a supervisor guides a student from the university and also the alternative from the organization. The report is entitled "General banking industry of normal Bank restricted (Savar Branch). As a student of BBA, this study will

be more important in my everyday life. I have to work at Savar Branch of Standard Bank Limited to complete the internship program as an academic requirement.

1.3 Scope of the work

In this spot amount, there are lots of learning points. Mainly it helps to assemble data regarding the overall Banking activities, and others sector of Standard Bank LTD. It consists of opening an account, issuing of the check book, clearing activities; inter branch transaction, closing of account, collection of bills, issuing FRD, Pay order, and demand draft etc.

1.4 Objective of the Study

This study provides me valuable useful knowledge about the general banking operation system in Bangladesh. It provides the knowledge of banking and how it operates. The objectives are:

- To know about the general banking activities of SBL.
- To find out the problems associated with general banking operation of SBL
- To recommend some strategies, some policies, to improve the general banking activities of SBL.

1.5 Significance of the study:

Financial organization is the type of organization that shows the relationship between borrowers and lenders that is known as banking financial organization. Banks perform their operations in 2ways- taking deposits from mixed areas and provide loan to the investors. General banking is the front-side banking service department. When I have worked in general banking I have seen that every task of the bank is inter-related with general banking and every customer start their task from the general banking operation. I believe if the employers follow my suggestions and recommendations that I have identified during my working period, they can overcome the problems and they will be able to provide a better service to the customers. There are a lot of people in our society who do not know properly the functions of the banking institutions. They can get knowledge from this study.

1.6 Methodology of the Study:

The information/data I have collected to prepare the report from the subsequent sources. There are two sources/part. Such as-

Primary Sources:

Primary knowledge is those styles of knowledge, which are collected from the root. It's also called the raw data. There are various tools of collecting primary data...

1 .Direct observation

2. Interviewing & conversation

Secondary Sources:

Secondary data are those types of data, which are collected before by someone else and the wishes have been passed through the statistical process. This data can be collected from two sources.

The sources of information contain internal tools:

- Annual report 2017
- Bank brochures
- General report,
- Magazines / journals / Periodicals
- General banking manual
- Statement of affairs
- Progress report of the Bank
- Bank Rate sheet.
- Official records

External tools:

- Web site,
- Banking related Books
- Bangladesh Bureau of Statistics report etc.

1.7 Limitations of the Study:

The officers are so helpful, but they are busy all the time for that they have got no chance to give me time It creates the lack of knowledge for me about the practical activities. Moreover, the officers need to deal very critical cash connected activities. For that I have to prepare this report alone. Every task has some limitations. These are as follows:

Busy working environment:

The officers had to maintain a lot of work outside their regular routine work.

All officers are not well informed:

There are different banking systems of Standard Bank Ltd. Many officials of the branch are not well informed about these banking system. They know, but this is not sufficient. For that I face much difficulty to gather the information.

Insufficient data:

I am unable to collect some desired information due to privately of business.

CHAPTER 2
ORGANIZATION

2.1 Historical Background of SBL

The banking sector has its expansion in different monetarist actions every day. Now a days the process of banking is becoming more and more easier, super faster and the area of banking is becoming more wider. Demand for better service in banking sector increases day by day. “Bank” is a word generally by the word tells that it is a financial institution that deals with money. Many types of banks are there like, Central Bank, Commercial Bank, Savings Bank, Investment Bank, Industrial Bank, Co-operative Bank etc. Here I am going to discuss a bank, which name is Standard Bank Ltd, which is a commercial bank.

Standard Bank Ltd has a long and relishing heritage. Standard Bank Limited (SBL) started its journey in the financial sector of the country as an investment company back in June 3, 1999. The company operated up to 1999 with 4 branches and thereafter with the permission of the Central Bank converted into a full-fledged scheduled private commercial bank in June 3, 1999 with paid up capital of Tk. 39.00 cores to serve the nation from a broader platform.

The Bank manages a team of efficient professionals. There prevails a positive organizational climate in the Bank that generates a feeling of dignity, trust, discipline and openness in its people and results in monitoring them to post better results continuously in the Bank. The culture of maintaining a congenial work - environment in the Bank has further enabled the staff to Benchmark them better against management expectations. A commitment to quality and excellence in service is the hallmark of their identity.

The bank has set up a new Standard in financing in the industrial trade and foreign exchange business. Its various deposit and credit products have also attracted the clients both corporate and individuals who feel comfortable in doing business with the bank

Standard Bank Limited bears a unique history of its own. It emerged as a new commercial bank to provide efficient banking services and to contribute the socioeconomic development of the country. The Bank commenced its operation on June 3, 1999. The aim of the company was to mobilize resources from within and invest them in such ways so as to develop country's industrial

and trade sector and playing a catalyst role in the formation of the capital market as well. The authorized capital of the Bank is Tk. 1500 core and the Paid up Capital is Taka 570 core.

2.2 Vision, Mission & Objectives:

Vision:

To become a modern Bank, with the objective of achieving a comprehensive national economy and contributing to the public monetary resources.

Mission:

To become the top private commercial bank in the country with efficiency, quality of asset, and adequate profitability.

Objectives:

Strategic objectives

To gain positive Economic Value Added (EVA) every year.

Become a leader of market by means of product innovation.

Become the top three financial Organizations in Bangladesh by cost efficiency.

Become the top five financial organizations in Bangladesh by market share.

2.3 Products & Services:

- Standard Bank Limited has provide two types of products & services:
- **Deposit of Product**
- Current Deposit
- Savings Deposit
- Short Deposit
- Fixed Deposit
- Deposits Under Scheme
- **Loan Products**
- Secured overdraft
- General Credit
- House building Loan
- Staff Credit
- Transport Loan
- Payment against document
- Packing Credit
- Lease Finance
- SME
- Consumer Credit
- Bill Purchase
- **3.Services**
- Credit Card Services
- Debit Card
- Remittance
- Pay order

2.4 Standard Bank at a Glance

Standard Bank Limited is known as a fast growing private sector Bank is already at the top slot in terms of quality service to the customers and value addition for the shareholders.

The highlights of financial position for the last 2 years are given below:-

Sl. No	Particulars	2017	2016
1.	Paid up capital	4,061,320,361	3,172,906,532
2.	Total capital	7,702,147,977	6,370,823,208
3.	Capital Surplus (deficit)	939,217,977	812,117,209
4.	Total assets	74,704,359,093	66,596,011,626
5.	Total deposits	63,830,315,523	58,344,441,292
6.	Total loans and advances	55,346,841,200	51,757,689,073
7.	Total liabilities and commitments	17,103,818,867	22,168,336,982
8.	Credit deposit ratio	87%	89%
9.	Percentage of classified loans against total loans and Advances	2.19%	1.96 %
10.	Profit after tax and provision	1,296,508,644	1,369,069,153
11.	Amount of classified loans during the year	1,311,288,010	1,016,670,868
12.	Provisions kept against classified loan	537,616,030	511,928,268

13.	Provision surplus (deficit)	-	
14.	Cost of fund	10.60%	9.44 %
15	Return on investment (ROI)	17.34%	15.63%
16	Return on assets (ROA)	2.06%	1.73 %
17.	Incomes from investment	486,061,663	1,011,527,081
18.	Earnings per share (Taka)	3.36	3.39
19.	Net income per share (Taka)	3.36	3.39
20.	Price earnings ratio (times)	9	15

(Source annual report 2017)

2.5. SWOT analysis

Every and each organization ought to remember of their strengths, weaknesses, opportunities and threats. This analysis is known as SWOT analysis.

SWOT analysis explains atmosphere of a corporation in 2 broad ways that.

They are:

1.Internal atmosphere Analysis: It includes strengths and weaknesses.

2.External Environment Analysis: It includes opportunities and threats

The acronym for SWOT stands for

STRENGTH •

WEAKNESS •

OPPURTUNITY •

THREAT.

The SWOT analysis comprises of the organization's internal strength and weaknesses and external opportunities and threats.

SWOT offers a corporation an insight of what they'll neutralize future and the way they'll vie with their existing competitors enjoying within the same field and also utilized in the strategic analysis of the organization.

STRENGTHS: As an outsized bank, it has qualified and experienced manpower. Branch location is suitable for business.

Bank's assets position is sort of satisfactory and currently there's no fund crisis. Bank has requisite wealth to sustain in the various challenges of market economy. Being a nationalized banking organization, it always gets government support in all of its operations.

WEAKNESS: As several employees retired from the bank, there is a crisis for manpower in the bank.

Bureaucrat official process hampered the daily internal workflow. Lack of motivation for the workers. Low salary structure for the employees.

In some cases management-employee relation isn't sensible

OPPORTUNITIES: Expansion of new investment areas.

Scope for automation can open an enormous door of chance.

Just in case of fund crisis Janata Bank gets government support.

The bank undertakes need-based training program.

THREATS: Newly developed privatized and foreign banks.

Facing an excellent competition with different business banks and money establishments. Loan recovery systems are very weak. Policies are not practiced properly

CHAPTER 3
GENERAL BANKING

3.1 Products and services of Standard bank limited:

Standard Bank Limited provides numerous kinds of deposit products and loan schemes. The bank has highly qualified skilled workers United Nations agency have the potential to manage and meet all the wants of the bank. Every account is appointed to associate degree account manager United Nations agency in person takes care of it and is accessible for discussion and inquiries, whether or not one writes, telephones or calls.

- Current Account
- Savings account
- Short Term Deposit
- Standard Smart Savers Scheme
- Standard Money Double Scheme
- Monthly Benefit Deposit Scheme
- Standard Money Making Scheme
- Standard Education Scheme
- Fixed Deposit Receipt (FDR)

Retail Product of Standard Bank Limited:

- 1. Household Durables Loan**
- 2. Advance against Salary**
- 3. Hospitalization Loan**
- 4. Travel Loan**
- 5. Apon Nibash Loan**
- 6. Marriage Loan**
- 7. Doctors' Loan**
- 8. Car Loan**
- 9. Education Loan**
- 10. Any Purpose Loan**
- 11. CNG Conversion Loan**

3.2 CREDIT CARD:

- i. Visa Gold Local
 - Unsecured credit line
 - Practicable within the area of Bangladesh
 - Credit line for up to BDT 100,000. Limit can be extended
- II. VISA CLASSIC LOCAL
 - Credit line for up to BDT 50,000
 - Practicable within the area of Bangladesh
 - Unsecured credit line
- iii. VISA Classic International
- iv. VISA Gold Local
- v. VISA Dual Card

3.3 Other facilities provided by Standard Bank Limited:

3.3.1 Any Branch Banking:

This option offers a customer to operate his/her transaction facilitates through online. With the help of Any Branch Banking customer can deposit or withdraw money from any Branch of Standard Bank with in Bangladesh . Moreover ATM Banking, Phone Banking, SMS Banking, & Internet Banking are the alternative delivery channels which offered by the bank, to support the customers for online transaction. . Any Branch Banking can be a good option for customers to operate their accounts from any of our branches which they want. Mainly the customer operate his/her account in the breach is known as base branch and from the other branch the customer wants to operate their accounts is known as remote branch. Any Branch Banking facility is available in any branch of Standard Bank.

Online banking services can be operate with these systems:

- a) Cash deposits: Through this action accountholder of 1 branch can deposit in another branch.
- b) Cash withdrawals: Through this action accountholder of 1 branch can withdraw his money from alternative branch.
- c) SBL Cheque deposits: Through this action accountholder of 1 branch can deposit his Cheque in his/her account from another branch.

3.3.2 Phone Banking:

SBL customers able to get information by using phone when it is not regular banking hours. A customer will have the bellow information with mobile banking.

- About bank products
- Balances on accounts, turnover and performed operations
- Rate of currency
- Existing deposit terms, accrued interests and amounts
- Repayment of loan schedule
- Statements of account
- Blocking and unblocking of visa cards
- Accessing the bank's hot line

3.3.3 SMS Banking:

SMS Banking may be a portable technology that permits client to request and accept banking documents from bank on client portable via short Message Facility. Individuals or company can maintain bank accounts can check the balance of their account, can transfer their money, can pay bills and also can perform the other banking dealings by using the mobile phones. SMS banking can provide 24 hours service.

3.3.4 Automated Teller Machine (ATM):

Via Online Services and Visa Electron (Debit Card), ATMs now allow customers to retrieve 24x7 hours Account information such as account balance checkups through mini-statements and cash withdrawals. Computer-controlled terminal is located on the premises of financial institutions or elsewhere, through which customers may make deposits, withdrawals or other transactions as they would through a bank teller. Being the Settlement Bank for Q-Cash network, Standard Bank plays a lead role for expansion and sharing ATM Network with different Banks at a competitive rate. Customers of Standard Bank might also use Dutch Bangla & BRAC

Bank ATMs for a nominal fee. This arrangement makes twenty four hour banking transactions versatile for the purchasers of all banks concerned during this dilated network.

3.3.5 Utility Service

Besides traditional banking operation, Janata Bank restricted offers special services to an oversized variety of clients/agencies throughout the country. Underneath the network of utility service, customers of various govt. organizations, company bodies, native bodies, academic establishments, students, etc square measure endlessly obtaining edges from the Bank. Bill assortment □ Gas bills of Titas, Bakhraabad and town Gas Transmission and Distribution firms. □ Electricity bills of Dhaka Electricity offer Authority, Dhaka Electricity Company, Asian country Power Development Board and Rural Electrification Board.

- Phone bills of Telegraph Board.
- Water/Sewerage bills of Water and Sewerage Authority.
- Municipal holding tax of town Corporation/Municipalities.
- A pilot theme is afoot to supply personalized services to our shoppers.

3.3.6 Mobile Banking:

Standard Bank recently launched Digital Wallet mobile banking system titled “Standard Mobile Money”. Standard Mobile Money enables subscribers to quickly, easily, and securely transfer balances to other subscribers via their mobile phones. Transfers are carried out electronically, requiring no intermediary. Any mobile subscriber can use the mobile money service, and after a transaction is completed, both parties receive automatic SMS notification as confirmation.

CHAPTER 4

GENERAL BANKING ACTIVITIES OF PRINCIPLE BRANCH

Introduction

General Banking Activities is the core of banking activities. Total banking activities start with this department. By banking we mean, collecting money from the surplus unit and deploy it to the deficit unit. General Banking Activities is the department where this money is collected. In my orientation, at first I observed this department. General Banking Activities specially deals with account opening, local remittance, cash and clearing department. I would wish to discuss the duties of those desks and a few necessary things associated with these departments or sections.

4.1 Account Opening Section

Desk-1 is engaged in account gap and shutting tasks. FLORA Bank package is employed to control the account data. Following is that the verbal description of table-1 and a few necessary discussion concerning this desk.

4.1.1 Job Description:

Opening different types of account.

Handling operation of different types of accounts.

Issuing cheque books.

Transferring & closing different types of accounts.

Opening & operating TSSS accounts.

Opening & operating LSS accounts.

9. Making various kinds vouchers about above transactions.

10. Giving support to the valued shoppers of the Bank.

4.1.2 Types of Deposit Accounts:

SBL offers following accounts to its clients

Current Account

Savings account

Short Term Deposit

Standard Smart Savers Scheme (SSSS)

Standard Money Double Scheme (SMDS)
Monthly Benefit Deposit Scheme (MBDS)
Lakhopoti Savings Scheme (LSS)
Standard Money Making Scheme (SMMS)
Standard Education Scheme (SES)
Fixed Deposit Receipt (FDR)
Interest First Fixed Deposit Scheme (IFFDS)

4.1.3 Kinds of Account Holders in SBL:

Standard Bank Limited allows opening accounts of the following categories of depositors and for exception. If the clients want to open an individual or joint account in principal branch then the client need to be either defense person or relative of defense person because basically this branch deals with defense person but in case of corporate account there is no restrictions. In case of any account the client must be the citizen of Republic Bangladesh.

i. Individuals:

Individual are adult persons of 18 years age or more are competent to open an account. For example an individual of below eighteen years age isn't associate degree adult person. Adult persons embody married or adult female, pardanashin woman, and illiterate persons. However, lunatics, persons of unsound mind, and bankrupts are not adult persons.

ii. Joint Accounts

More than one adults conjointly or adult with minor could represent be a part of accounts.

.Sole Proprietorship Concerns

A business or commercialism concern owned by one person is sole proprietary concern.

iv. Partnership Firms

A business concern owned and managed by more than one person that may be registered or not registered is a partnership firm. Persons United Nations agency have entered into partnership with each other square measure known as one by one 'partners' and jointly 'firm' and therefore the name underneath that their business is carried on is termed the firm's name.

v. Private Limited Company

A body company shaped and registered underneath Company Act, 1994 with limited members and liability having Certificate of Incorporation given by Registrar, Joint Stock Companies and Memorandum of Association and Articles of Association.

vi. Public Limited Company

A body company shaped & registered underneath Company Act, 1994 with limited liability of the shareholders and with no upper ceiling of shareholding having both Certificate of Incorporation and

Certificate of commencement given by Registrar' Joint Stock corporations, It must have Memorandum of Association and Article of Association. Corporations, autonomous bodies are organizations created by special acts of the parliament or by the Presidential Order.

vii. Standards

Standards are created by Standard deed in accordance with the law. Standards are given control of an estate, usually of the deceased for the benefit of certain persons who are called beneficiary.

Viii .Liquidators

Liquidators are appointed by court for companies going into liquidation.

ix. Executors / Administrators

Executors square measure appointed by a deceased himself before his death by can to settle the accounts of the person once his death. Administrators square measure appointed by court of law within the absence of the deceased's can.

x. Club / Association / Society

These are organizations crated & registered or not registered under Societies Registration Act or Company Act or the Co-operative societies Act.

Xi .Co-Operatives

These square measure registered underneath Societies Registration Act or corporations Act or the Co-Operative Societies Act.

xii. Non-Government Organization

Non-Govt. Organizations are registered under Societies Registration Act or Co-operative Societies Act.

4.1.4 Current Deposit Accounts

Current Deposit Account is the net flow of current transactions with no restriction, including services and interest receive in case of over draft. It is an easy-to-use, convenient current account with instant access and withdrawals of money anywhere in Bangladesh.

Types of Current Deposit Account:

Individual, Joint

Proprietorship

Partnership

Club, Society, Standard, Autonomous Body, Govt. Dep't., Directorate etc.

Punctually certified by Chairman/ Secretary.

4.1.5 Savings Account

A Saving checking account is supposed to push the habit of saving among the folks. It also facilitates safety of money. In this theme fund is allowed to be withdrawn every time needed, without any condition.

Hence a bank account may be a safe, convenient and affordable way to save money. Bank conjointly pays a borderline interest for keeping cash with them.

Types of Savings Deposit Account:

Individual

Joint

Club

Society

4.1.6 Fixed Deposit Receipt:

A fixed deposit is supposed for those investors WHO wish to deposit a payment of cash for a set amount; say for a minimum period of thirty days to one year and on top of, thereby earning a higher rate of interest in return. Investor gets a payment (principal + interest) at the maturity of the deposit. Bank fastened deposits area unit one amongst the foremost common savings theme receptive a mean capitalist. Total deposit and tenor of the scheme will be as follows:

Amount/slab wise Deposit	Tenure			
	01 Month	03 Months	06 Months	12 Months & above
Any amount up to TK 5 Core	7.00%	12.00%	12.00%	12.00%
TK 25 Core and above but less than TK 50 Core	9.50%	10.00%	10.25%	10.75%
TK 50 Core and above but less than TK 100 Core	9.75%	10.25%	10.50%	11.00%
TK 100 Core and above but less than TK 200 Core	10.00%	10.50%	11.00%	11.50%
TK 200 Core and above	11.00%	11.25%	11.50%	12.00%

4.1.7 Lakhpati Saving Scheme:

At the maturity the depositor will get TK. 1.00 Lac by the depositing monthly installment as per following arrangement

Monthly payable amount (Installment in BDT)	Duration/Period of the Scheme	Amount payable at maturity (BDT)	Rate of interest
552.00	10 Years	1,00,000.00	7.78%
1365.00	5 Years	1,00,000.00	10.47%

2462.00	3 Years	1,00,000.00	10.10%
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4.1.8 Standard Smart Savers Scheme:

The name of the scheme is 'Standard Smart Savers Scheme (SSS)' and an Account holder subscribing to this scheme will be called SSS Account holder.

Monthly installment size, tenor and terminal benefit of the scheme will be as follows:

Monthly Deposit	Amount payable at maturity (3 years)	Amount payable at maturity (5 years)	Amount payable at maturity (7 years)	Amount payable at maturity (10 years)
500	21543	40560	64417	112057
1,000	43085	81119	128834	224115
2,000	86171	162239	257669	448230
3,000	129256	243358	386503	672345
4,000	172341	324478	515337	896460
5,000	215426	405597	644172	1120575

4.1.9 Present Situation of Deposit in SBL

There is a list of total account number and balance at SBL principal branches up to December 31, 2009

Account name	No. of account	Total Balance
Saving account	12994	Tk. 837492281.47
Current account	6134	Tk. 473656198.57
Short term deposit account	81	Tk. 180310096.51
Fixed Deposit Receipt	3491	Tk. 5630388972
Standard Smart Saving Scheme	2049	Tk. 68850402.39
Lakhopoty Saving scheme	468	Tk. 7964560.12

4.2 Cash Department:

Introduction

Cash department is especially engaged with money receipt and money payment. This department is under General Banking in charge. There is conjointly another officer WHO is engaged with canceling and verificatory the cheques. There are five cash officer in this department. Flora Bank software is used for posting the transaction. Few money officer is engaged with payments with quantity and another officer receives the money.

4.2.1 Job Description

Keeping keys of vault and iron safe as joint guardian.

Processing of voucher receipt & cash payment.

Cancellation of cheques up to TK.100000/- singly and above TK.100000/- jointly.

Checking and rechecking of laptop posting of all payment & receipt vouchers.

Ensuring collection of withdrawal notice against Savings account & verification of signature thereof.

Supervising cash remittance to & from principal branch.

Checking of daily cash receipt and payment register.

4.2.2 Receipt and Payment of Cash

- **Receipt Of Cash**

Pay-in-Slip or Credit Voucher crammed in by the client or department is given to the money counter for depositing money.

Cash Receiving Officer shall check the title of account, its number, amount in words and figure in the Pay-in-slip and Credit Voucher.

After receiving the money, Receiving Officer will record the denominations of the currency on the back of the voucher and enter the particulars in the Cash Receiving Book under progressive serial number. He can place his signature affixing the date each in counter folio and Pay-in-Slip/voucher and he can depart this world constant beside the Register to the Officer-in-charge of Cash Department for his signature.

Officer-in-charge of money Department detaches Pay-in-Slip from the counter folio and returns it beside the Register to Receiving Officer and retains the Pay-in-Slip/Credit Voucher.

Manger or approved Officer can check and sign the book at money time of day.

Receiving Officer totals the amounts entered within the money Receiving Book at the shut of the business and he's in agreement with the entire of actual money received.

Cash Receipt after Banking Hours

Cash receipt later or within the evening shift is taken within the next day's date.

Procedure for receipt in same as explained in the previous paragraphs.

Cash therefore received and balanced area unit place on an individual basis within the safe of the locker.

- **Payment of Cash**

Cheques, Demand Drafts, Pay Order, Pay Slip, Mail Transfer Receipts, Telegraphic Transfer Receipts and Debit Cash Vouchers etc. are received from the purchasers and varied departments for encashment.

The instruments area unit checked for any apparent discrepancy, posting and cancellation.

Specimen Signature of cancellation Officer ought to be created accessible with the paying officer.

Cash is counted and denominations of notes area unit written on the reverse of the instrument.

Signature of the bearer is obtained on the reverse of the instrument.

Cash is paid to the bearer of the instrument.

Stamp is pasted on the face of the instrument and signed by the Paying Officer.

Particulars of the instrument area unit entered in paying money Book.

Paid instruments kept with the Paying Officer.

At the shut of business, the amounts entered in the Paying Cash Book are totaled. The total is agreed with the amount paid.

The Officer in-charge of money Department checks the entries to establish that the payment has been properly created and realizes the instrument from the Payment.

The Officer-in-charge also checks and signs the book. After the money is checked as explained herein before the instruments area unit sent to the Accounts Department because the case perhaps.

Instruments came and unpaid by the varied departments area unit received by the Paying money Officer connected with memo punctually entered within the Register.

The particulars of the instrument are compared with those in the Register and Memorandum.

Entries within the print vouchers area unit initialed by the officer and also the Register is came to the department involved.

Payment of Cash after Banking Hours

The follow of payment of instrument when banking hours is to be exercised terribly meagerly and solely just in case of superb customers.

The instrument is announce within the Ledger Book within the next day's date and off as was common before payment is created.

Payment is created solely to the drawer of cheques or the first recipient in case of Demand Draft, Telegraphic Report etc.

4.2.3 Balancing, Checking and Safe Custody of Cash;

At the close of business when receiving and Paying Book are balanced, the Cash Balance Book is written and agreed with the cash in hand. The book is checked and signed by approved Officer.

After money Balance book is written, the Cash Position Memo is written in duplicate. The note is checked and signed by approved Officer.

When the Cash Balance Book is balanced, The Manager or Second Officer, whoever is assigned for checking of cash, is informed to check the cash.

The money is counted by the Checking Officer and verified with the entries of money Balance Book.

The money Balance Book is checked with the closing figures of the preceding day of the lager beer and dosing figures of Receiving and Paying Book.

The entries of denomination of notes and coins within the money Balance Book area unit compared with denomination of notes and coins counted and recorded on the face of money denomination slip.

If found in order, the Checking Officer signs the Cash Balance Book, Receiving Book and Paying Book.

The money Position note is checked and counter signed by the Checking Officer.

In the presence of Checking officer and the Officer, who has counted the cash and signed the book, the cash is kept in the safe.

The money Position note is distributed to the Accounts Department. The signature of the recipient is obtained on the duplicate copy of the note and filed within the "Cash Position note File"

4.3 Local Remittance:

Sending cash from place to a different place for the shoppers is another necessary service of banks and this service is a vital part of countries payment system. For this service, people specially businessmen can transfer funds from one place to another very quickly. There are three types of remitting money in TBL, Millennium Corporate branch such as;

Pay Order (P.O)

Demand Draft (D.D)

Telegraphic Transfer (T.T.)

4.3.1 Pay Order (P.O):

Pay Order provides the recipient the correct to assert payment from the issue bank. It can be en-cashed from issuing bank only. Unlike Cheque, there's no risk of dishonoring pay order as a result of before issue pay order bank takes the cash of the pay order beforehand. Pay order can not be supported or crossed so it's not legal document. Pay order issued if the shoppers have to be compelled to transfer the quantity at intervals the town wherever the bank placed. For example if anybody wish to pay tax through pay order in Dacca zone then they will apply for pay order in any branch in Dacca town. In order to issue pay order the shopper will apply by money payment or cheques payment. There is no obligation to have a account with the issuing bank. In that case shoppers have to be compelled to pay commission and vat to issue pay order. If any account holders authorize any bearer to purchase a pay order then they need to pay commission and vat (Tk 200 + Tk 30).

4.3.2 Demand Draft (DD):

Demand draft is associate order of issue bank in another branch of an equivalent bank to pay such total of cash to the recipient on demand. It is generally issued when customer wants to remit money in any place which is outside of the clearinghouse area of issuing branch payee can be purchaser himself or another.

Bearing money may be risky. It is a legal document and it is crossed or not. For payment of Doctor of Divinity, paying branch first has to be confirmed that the DD is not forged one. First bill of exchange the "Test Code" mentioned on the draft. If "Test Code" agrees then believe that Doctor of Divinity isn't solid and makes payments. For any confirmation, the issuing bank sends an advice about the DD to the paying branch. Without recommendation the paying branch typically doesn't pay.

4.3.3 Telegraphic Transfer or Telephonic Transfer (T.T):

By this technique cash is transfer to a different place by telegraphic message. The sender branch can request another branch to pay needed cash to the desired recipient on demand. Generally for such reasonably dealings payees ought to have account with the paying bank. Otherwise it's terribly troublesome for the paying bank to acknowledge the precise recipient. Test code is additionally furnished on the TT message for the protection of it. When causing cash is pressing then the bank use phone for remittal.

In current time TT isn't in style as before attributable to the advance service of On-line Banking.

4.4 Clearing Department:

Introduction

The main objective of clearing department is to supply an additional facility to the client aside from money receipt and payment. We can divide this department into two parts. One is Inward Clearing section, and the other one is Outward Clearing section, in TBL, principal Branch. I am making an attempt to gift my findings within the following components concerning these 2 sections.

4.4.1 Inward Clearing

The instruments drawn on Standard Bank are received from other Banks in the Clearing House by the representing branch of the Bank.

The amount and range of instruments received entered within the House Book from the most schedules of various banks.

The amount of instruments delivered, received and difference is written in a slip provided in the Clearing House and the Slip is returned.

All instruments are denote as entry into the account mention in cheques slip.

The instruments returned are posted separately.

Print all the voucher of posting.

Check the voucher and the instrument.

Return instrument sent to the respective branches.

The instrument contain amount more than Tk. 1,00,000 needs to be cancelled by the Manager.

4.4.2 Outward Clearing

The instruments drawn on totally different bank are received from the shoppers.

The amount in figure and word and therefore the recipient name have to be compelled to be checked.

If the issue bank is in clearing zone then the officer denote it in NIKAS.

Then officer supported the instrument per the recipient name and initial it.

Then crossing and clearing stamp placed on the instrument.

After posting collect print out of various banks total severally.

Check the print copy and the instrument.

Then prepare put down Bank Debit Advise and licensed it by totally different officer.

Finally all instruments are sending to the issuing bank through clearing house.

Rearrange all the credit bluchers per the account sorts and hold it for credit posting in next day.

At last Print out of validation of the day is file up.

4.4.3 Inward Transfer Delivery

For payment of Bills bestowed to a specific branch of the Bank through another branch of the Bank, the procedures are the same as those applicable to Inward Clearing.

4.4.4 Outward Transfer Delivery

For grouping of Bills by a specific branch of the Bank, drawn on another branch of the Bank the procedures are the same as those applicable to Outward Clearing.

The only exception in each cases is that there aren't any clearinghouse formalities. The involved branches of the Bank directly take care of Inter-branch clearing.

4.4.5 Return of the Cheque:

A cheque could also be came by the subsequent reason:

Account Closed.

Insufficient funds / not arranged for.

Payment stopped.

Refer to drawer

Drawn against uncollected funds. May be presented again.

Amount in words and figure differ.

Drawer's signature differs.

Alternation requires drawer's full signature.

Mutilation required drawer's confirmation.

Cheque postdated /out of date.

Date incomplete/ missing.

Payee's endorsement required / irregular.

Payee's endorsement requires bank confirmation.

Clearing house stamp missing.

Not drawn on us

CHAPTER 5
GENERAL DISCUSSION AND FINDINGS

5.1 Specific Findings

The top management of the bank, the key strength for The Standard Bank has contributed heavily towards the growth and development of the bank. The top management officers square measure army's highest position holder, in order that they have an honest plan concerning this state of affairs.

The Standard Bank has created a good reputation in the banking industry of the country. Their main customers are army persons. The popularity of this bank is increase day by day conjointly within the general public space.

The bank has already lunched retail-banking division to sell their products as well as increase customers or clients.

The Standard Bank had installed money-counting machine in the teller counter. The bank has computerized banking operation underneath package referred to as computer banking. More over laptop written statements square measure on the market to internal use and infrequently for the shoppers. The Standard Bank is equipped with telex and fax facilities.

TBL has limited branch among most other commercial bank.

Their media coverage of Standard Bank is so much low that people do not know the bank thoroughly.

The interest rate of loan and advances in Standard Bank is much higher than the interest rate of deposit in Excel account.

The marketing strategy of credit department is not that much satisfactory.

The hierarchy problem treated as a weakness for The Standard Bank, because the employee will not stay for a long. So there'll be an opportunity of drain from this bank to alternative bank.

The Loans and Advances Department takes a long time to process a loan because the process of sanctioning loan is done manually.

Sometimes the securities taken against the loan square measure deliberately overruled by the workers to unlawfully facilitate the shopper. As a result if the clients fails to repay the bank

authority cannot collect even the principal money invested by the selling those assets. It is conjointly a really necessary issue that ends up in loan default.

CIB report isn't without delay on the market from Asian country Bank.

The entire employees are cooperative with the clients.

There is a friendly working atmosphere in this branch.

There is not enough open space to deal with huge number of clients.

Mutually preparing pay order and demand draft take huge time.

To issue a cheque book take seven days after opening a new account.

IT sector is not well designed as need to have in a competitive market.

From the overall performance evaluation I find out that in recent time TL's profit is not good enough as in the previous two years.

The bank is also affected by the world wide economic depression.

CHAPTER 6
CONCLUSION AND RECOMENDATIONS

6.1 Conclusion

Standard Bank limited pursues decentralized management policies and gives adequate work freedom to the employees. This ends up in less pressure for the employees and acts as a psychological feature tool for them, which gives them, increased encouragement and inspiration to move up the ladder of success. The profit earned by the bank is used to the welfare activities of the Standard. The economic service of the bank is receptive all caste and sophistication of individuals. The bank is data format and accomplishing varied welfare comes and activities for the socio economic infrastructural development of the country and therefore the active participation to the up gradation of the comparative feeble category of the society, instead of accumulating profit. It has conjointly been joined with several foreign banks to facilitate the foreign currency transfer by the members of soldiers operating within the international organization and emigre Bangladeshi. The report is geared toward learning and understanding the assorted services offered by TBL to its shoppers. In addition, the report also studies how Standard Bank Limited has maintained growth in its general banking business by maintaining and enhancing its relationship with its clients. The success of Standard Bank limited is largely credited to its friendly, co-operative approach, understanding the special banking needs of each and every client and concern for the benefits and welfare. From the beginning, the prime objective of Standard Bank limited was to increase capitalization, to maintain disciplined growth and high corporate ethics and enhance the health of the shareholders. Its client service is extremely abundant spectacular than of alternative monetary establishments. Their effective strategy, time demand offerings, up to date rules and regulations to cope with international market and their friendship customer services easily impress the clients. So, now Standard Bank limited is in leading position in Financial Institutional sectors in Bangladesh. The monetary performance of the bank in recent years is as good as. Moreover, any laxity in operational ground can considerably be compensated through the cordial services provided by a staff of talented officers or employees. Proper economic system of a rustic will contribute towards the event of that country's economy. In our country Asian country, banks have a leading power to its financial system. For this reason, the banks should have a potential role to make our financial system. In this arena, private commercial banks are playing a vital role in the development of our economy. But Govt. and Asian country Bank play an important role to the personal industrial banks through imposition of deposit restriction, loaning role and alternative banking operations. In recent years of banking business, The Standard Bank Limited

has shown better performance comparing with other first generation banks. We expect the Standard Bank Limited may hold its prospect in future and can play a vital role in the socio-economic development of our country.

6.2 Recommendations

Though Standard Bank is providing a very efficient in loan and advance facilities, there is also room for improvement to provide their services even better and of international s. After a thorough analysis of the all the banking operations, especially general banking procedures and activities are completely structured in Standard Bank Ltd. That is why there exist little opportunity to discover any flaws in these procedures and practices. However, based on everyday observation and perception, the researcher would like to give his personal opinion about some facts that might help Standard Bank Ltd., to enhance its performance as well as success. Some recommendations from which the Bank may be benefited are given below:

- ❑ One experience officer faces huge problem deal with huge clients. If there another experienced one appointed then the department can do its task efficiently.
- ❑ The management need to concern about the rules of central bank and the efficiency of work rather than giving special opportunity to defense person.
- ❑ The branch need to set up well designed IT section by using more update technology.
- ❑ Management can spread out the branch space by developing a new floor in current three storied building which can reduce congested atmosphere in desk decoration.