

INTERNSHIP REPORT
ON
GENERAL BANKING ACTIVITIES OF
SOCIAL ISLAMI BANK LIMITED
(UTTARA BRANCH)



Daffodil
International
University

INTERNSHIP REPORT
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SOCIAL ISLAMI BANK LIMITED
(UTTARA BRANCH)

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Daffodil International University

Date of Submission: 24th December, 2019

LETTER OF TRANSMITTAL

Date: 24th December, 2019

Dr. Ahmad Fakhrul Alam

Professor

Department of Business Administration

Daffodil International University.

Subject: Submission of Internship Report.

Dear Sir,

I am hereby submitting my Internship Report, which is a part of the BBA Program curriculum. It is a great achievement to work under your active supervision.

This report is based on over all banking activities of Social Islami bank Limited. I have got the opportunity to work in Social Islami Bank Limited for twelve weeks, under the supervision of Rumana Sharmin (Junior Officer) in Uttara branch.

This project gave me both academic and practical exposures. First of all I learned about the organizational culture of a prominent bank of the country. Secondly, the project gave me the opportunity to develop a network with the corporate environment.

I shall be highly obliged if you are kind enough to receive this report and provide your valuable judgment. It would be my immense pleasure if you find this report useful and informative to have an apparent perspective on the issue.

Sincerely Yours,

Ifthekhar Ibna Reza

(Md. Ifthekhar Ibna Reza Turzo)

ID: 152-11-940

Department of Business Administration

Daffodil International University.

DECLARATION

I hereby declare that the internship report entitled “**General Banking Activities of Social Islami Bank Limited (SIBL) – A study on Uttara Branch**” embodies the result of my own effort after the complete of three month’ work at Uttara Branch of Social Islami Bank Limited. Perused under the supervisor of professor Dr. Ahmed Fakhru Alam Supervisor Faculty of Business Administration at Daffodil International University.

I further affirm that work reported in this internship is original and is no or any other students for the completion of BBA or other degree have submitted whole of the report.

Ifthekhar Ibna Reza

(Md. Ifthekhar Ibna Reza Turzo)

ID: 152-11-940

Department of Business Administration

Daffodil International University.

CERTIFICATE OF SUPERVISOR

This is to certify that **Md. Iftekhar Ibna Reza Turzo**, a student of BBA, ID No: **152-11-940** successfully completed his 'Internship report' entitled "**General Banking Activities of Social Islami Bank Limited (SIBL) – A Study on Uttara Branch**" under my supervision as a partial fulfillment for the award of BBA degree.

He has done his job under my supervision and guidance. He has tried his best to do this successfully. I think this program will hold his finer career.

I wish him success and prosperity in life.



(Professor Dr. Ahmed Fakhru Alam)

Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

ACKNOWLEDGEMENT

First of all, I wish to express my thanks to the almighty Allah for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my Faculty Supervisor Professor Dr. Ahmad Fakhru Alam for whole-hearted supervision during my organizational attachment period. I would like to extend my gratitude to Rumana Sharmin junior Officer (my organizational supervisor) and my colleague who helped me by providing informative instructions. I am also grateful to all employees –Md. Nazrul Alam Ali Reza (SAVP & Operation Manager), Mohammad Akbar Hossain (FAVP), Tasnuva Chowdhury (Junior Officer), Md. Mohibul Kadir (SVP & Manager) for their valuable co-operation, guidance, direction, and continuous support throughout the internship period. I was closely attached with them during my internship tenure. Without them this project would have been very difficult.

I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things. And finally I express my sincere gratitude to all those participated to prepare the report. Most of them were busy employees of Social Islami Bank Limited.

Finally, I would like to acknowledge my deepest gratitude to the honorable supervisor Professor Dr. Ahmad Fakhru Alam again who has given me suggestions regarding the writing of the report and to go through the process, which has become an excellent way of understanding the topic of my internship.

EXECUTIVE SUMMARY

The report represents the three-month working experience on Social Islami Bank Limited (SIBL).

I was assigned in the Uttara Branch of SIBL. This report gives a clear idea of the activities and the operation strategies of the Bank.

SIBL incorporated in 5th July 1995 and being into its commercial operation on 22nd November with a view to provide exclusive service facilities to its client and accordingly meet the demand of banking service all over Bangladesh. During the short span of its operation the bank had been widely acclaimed by the business community from small business persons to industrial conglomerates for forward looking business outlook and innovative financial solution.

It is argued however, that any study of Islamic Banking in the 21st Century should make dispassionate interpretation of history of achievement and failures of past generations and take cognizance of rising expectations and signs of re-discovering Islam in the contemporary period. This will set the stage for in-depth understanding of historical context and socio-economic setting for the operations of Islamic Banking in the 21st century.

The whole report is based on the operations of SIBL and the services it provides. My overall experience had been very fascinating and I believe internship period at Social Islami Bank Limited will definitely help me a lot in building my future career.

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Chapter 1

INTRODUCTION



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1.1 Background of the study . . .

The Social Islami Bank Compelled (SIBL) is a private had bank. SIBL is a second time Islami bank working since November 22, 1955 subject to Shariah Gauges. By and by SIBL has 95 branches wherever all through the country with two reinforcement associations SIBL insurances ltd. furthermore, SIBL adventure ltd. The bank opened 10 branches in 2013 to bring more people under the incorporation of banking organization. SIBL is an advanced new making keep cash with an endorsed capital of Taka 10,000,000,000 in 2013 and settled up capital of Taka 7,031,415,640 in 2013 and moreover Taka 6,393,925,700 independently as of December 2012.

For sorting out my brief occupation I have been set in SIBL, Uttara Branch, Dhaka. There are three sections in Uttara branch. They are General Banking (GB), Adventure Division (ID) and Remote Exchange Office (Supported). I worked basically in GB section. I gave my most extraordinary effort and thought in regards to get acquainted with bank's exercises. In the wake of completing my entrance level position, I will render my beginning and end data to show the report on All around Monetary Game plan of SIBL-A special focus on general banking. In the legitimate part will rapidly depict survey of the affiliation's certain establishment, limits, business hypothesis, ownership plan, outside journalists and abroad undertakings and focal points provided for customers by the affiliation. Branch movement part will depict the thing and organization provided for the customers by a branch.

1.2 Origin of the report . . .

As a touch of the Single man of Business Association (BBA) course basic, it is a 12 weeks in length section level position program to give the understudies the veritable business affiliation. I took the segment level circumstance with Social Islami Bank Obligated which stands a detectable name in banking industry. I am glad to fill in as an internee with SIBL and this experience will help me in my future calling. This improvement working report has been set up as a touch of the Brief position Program. Being an accomplice the standard test was to make an interpretation of the hypothetical musings into genuine experience. The segment level position program and the assessment have following purposes:

- ❖ To get and sort out detail information hands on obligation.
- ❖ To contrast the genuine situation and the exercises learned at BRAC University.
- ❖ To satisfy the prerequisite of BBA Program.

1.3 Scope of the study. . .

In my temporary position period, the degree of the work was as colossal as I was doled out to work in every division of the bank in Uttara Branch, I have endeavored to watch and fathom the every single monetary exercise especially Expansive Budgetary activities and other regular limits perform in this branch. I in like manner endeavored to appreciate different subject from the bank work power.

1.4 Objectives of the Study . . .

Main objective: The main objective of the study was to examine the nature and significance of the general banking activities of the social Islami Bank Uttara Branch.

Specific Objectives:

- ❖ To gather knowledge about the functions and transactions of different departments of the Social Islami Bank at Uttara Branch.
- ❖ To be acquainted with how the bank performs its operation.
- ❖ To get ideas on the activities of GB.
- ❖ To get ideas of FED.
- ❖ To understand the difference between previous and present banking system of SIBL.
- ❖ To find out the financial performance of the bank.
- ❖ To know the difference between Islamic banking and conventional banking system.

1.5 Sources of data . . .

I have collected the data/ Information from the following sources which helped me to make this report. The sources are divided into two parts:

1. Primary Source
2. Secondary Source

Primary Source

Data Information gathered just because is called essential information. The techniques used to gather such information include:

- ❖ Up close and personal discussion with the particular officials and staffs of the branch.
- ❖ Casual discussion with the customers.
- ❖ Viable work exposures from the various work areas of the division of Branch secured.

Secondary Source

The auxiliary information sources are yearly reports, manuals, leaflets of Social Islami Bank restricted and various distributions of Bank and web. To distinguish the usage, supervision, checking and reimbursement practice-meet with the representative and broad investigation of the current records.

1.6 Limitations

Unmistakably every examination has a couple of controls. The assessment I have made is of phenomenal importance and required me colossal work. Those confining factors that hampered my smooth exercises in bank in conclusion in setting up this report are as following: The affiliation keeps up extreme mystery about their budgetary and other information. They dread any kind of information spillage to their opponents. So there was reliably issue to have fitting information from them. Gigantic scale examination is over the top on account of objectives and imprisonments posted by the money related influence.

- ❖ Duration of the study was too short to have a sound understanding of the overall banking.
- ❖ This study completely depended on official records and annual reports.
- ❖ Lack of sufficient books, papers and journals etc.
- ❖ In many cases, up to date information may not be available.

Chapter 2

Bank & Banking



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2.1 History of Banking and Bank . . .

The Recorded establishment of Banking begins with the focal model banks of sellers of the obsolete world, which made grain credits to farmers and center individuals who passed on stock between urban regions. This began around 2000 BC in Assyria and Babylonia. Thusly, in old Greece and during the Roman Area, banks planned in havens made advances and included two essential updates: they saw stores and changed money. Old considers from this period in old China and India additionally shows evidence of money impelling development. Banking, in the cutting edge estimation of the word, can be looked for after to medieval and early Renaissance Italy, to the rich urban frameworks in the north, for instance, Florence, Venice and Genoa. The Bardi and Peruzzi families composed banking in fourteenth century Florence, making branches in various bits of Europe. Perhaps the most observable Italian bank was the Medici bank, made by Giovanni Medici in 1397.

The advancement of banking spread from northern Italy through Europe and particular essential types of progress happened in Amsterdam during the Dutch Republic in the sixteenth century and in London in the seventeenth century. During the twentieth century, developments in pass on correspondences and preparing turned out huge overhauls banks exercises and let banks positively increase in size and geographic spread.

2.2 History of Banking in Bangladesh . . .

Bangladesh gained its monetary structure from the English framework and had 49 banks and other cash related relationship before the Heap of India in 1947. The Dhaka Bank set up in 1806 was the key business bank in the Bangladesh area of English India. Bengal Bank, the essential English Deplored present day bank set up in a long time in 1784, had opened its two branches in 1873 in Sirajganj and Chittagong of Bangladesh district. Later in 1862, the Bengal Bank Bought the Dhaka Bank and opened its first branch in Dhaka around a similar time by reconstituting and mixing the Dhaka Bank. Starting there, another bit of Bengal Bank was opened in Chandpur in 1900. Unmistakable various bits of Bengal Bank were opened here and a couple of branches had been closed in Course of time. There were six specific bits of Bengal Bank being developed in the district of Bangladesh until the Segment of English India in 1947 and these branches were at Chittagong (1906), Mymensing (1922), Rangpur (1923), Chandpur (1924) and Narayanganj (1926).

Following the ascending of Pakistan in 1947, Detail Bank of Pakistan, the National Bank of the country, showed up in July 1948. Along these lines, the National bank of Pakistan, a strong business bank was set up in 1949. Taking everything together, 36 planned business banks were being developed in the whole Pakistan until 1971. Pakistanis had most by far of these banks and only three of them to be unequivocal, National Bank of Pakistan, Habib Bank Ltd. besides, the Australasia Bank Ltd, had one piece of each in East Pakistan in 1949. During 1950-58, there other Pakistani-had banks, Head Bank Ltd., Bank of Bhowalpur Ltd. besides, Muslim Business Bank, had Opened their branch in East Pakistan. Four Pakistan-expressed banks, the Bound together Bank Ltd. Association Bank Ltd. Standard Bank Ltd. additionally, the exchange Bank Ltd. Driven budgetary business in the Zone during 1959-1965. But all of them Had their home office in west Pakistan. East Pakistan had only two banks constrained by close to business get-togethers white home office in Dhaka. These were the Eastern Business Bank Ltd. (A little while later Pubali Bank Ltd.) and Eastern Cash related Association Ltd. (In a short time Uttara Bank Ltd.) made in 1959 and 1965 exclusively.

In the beginning of 1971, there were 1130 bits of 12 banks, in actuality, in East Pakistan. The foundation of free money related structure in Bangladesh was set up through the arrangement of the Bangladesh Bank in 1972 by the Presidential Requesting No. 127of 1972 (which passed on results on sixteenth December, 1971). Through the Requesting, the eastern piece of the past State Bank of Pakistan at Dhaka was renamed as the Bangladesh Bank as an undeniable office of the national bank of Bangladesh and the entire endeavor of the State Bank of Pakistan in, and in association with Bangladesh has been given to the Bank.

Bangladesh Bank has been respected most of the regular central budgetary limits including the sole obligations of giving cash, Keeping the stores, distinguishing and managing the cash related and credit strategy, controlling the money related structure, settling family unit and outside fiscal worth, confirming the standard estimation of Bangladesh Taka, making monetary progress and development and the improvement of the country's market.

The Bangladesh Banks (Nationalization) Sales referenced in 1972 nationalized paying little regard to banks from remote ones. Six nationalized banks were hovered through mixing the present banks of the period.

The pace of progress and improvement of banking division in the country was unfathomably yielded until 1983 when the affiliation allowed to set up private banks and started denationalization process: from the earliest starting point, the Uttara Bank around a relative time and starting there, the Pubali Bank, and the Rupali Bank in 1986.

2.3 Growth pattern of banks in 1973 - 1983 . . .

Money related history shows that improvement has started any place with the cash related structure and its commitment towards budgetary development of a country is the most imperative in the basic stage. Schumpeter (1933) considered to be structure as one of the two essential chiefs (other being business experience) in the whole arrangement of progress. Keynes similarly underscored the development of banking relationship during the time experienced money related improvement of a country, while SHE was keeping an eye out for the Spot of Specialists as for Worldwide and Financial Framework (referred to in Sharma 1985). Other than Alexander Gerashchenko (1962) in his widely known "Gerschenkron's Theory" explained the budgetary structure as the key work player at certain season of the industrialization process. Modern banking system recognize a principal work for a nation's cash related improvement. Over the scope of the latest couple of years the money related world has been encountering a gigantic proportion of changes thinking about deregulation, mechanical movements, globalization etc. These adjustments in the money related system furthermore gained extraordinary changes a country's economy. Present world is exchanging rapidly to stand up to the primer of concentrated free market economy. It is particularly seen that there is a crucial fundamental for better, qualified affiliation and better-readied staff in the dynamic as a rule money related market. Bangladesh is no exceptions of this model. Banking Part in Bangladesh is restricting issues from different aggregates at any rate its likelihood is bewildering later on.

2.4 History of Private Banks in Bangladesh . . .

There were no family unit private business banks in Bangladesh until 1982; When the Inside Easterner Bangladesh Bank Ltd. begun private business banking in the country. Five brilliantly business banks came up in 1983 and began a moderate improvement in banking budgetary establishments. In spite of moderate improvement in number of individual banks, there had been an inside and out higher progress of parts of nationalized business banks (NCBs) during 1973-83. There number had loosened up from 1512 of each 1973-74 to 4603

in 1982-83. Cash related part changes to energize the regulatory and supervisory framework for banks gained ground in 2006 paying little notice to the way that at a more conceded than anticipated pace. Everything considered nature of the budgetary structure showed improvement since 2002 as the gross Non-performing Credits (NPL) declined from 28 percent to 14 percent while net NPL (less Strategy) diminished to 8 percent from 21 percent. This drove enormous improvement in the bit of slack degrees. Despite the way where that the Private Business Banks (PCB) NPL degree picked a record low of 6 percent, the four Nationalized Business Banks (NCB) position are starting in the not so distant past slight and showed high NPL at 25 percent. The NCBs have huge capital difficulties with a peril weighted capital asset level of fundamentally 0.5 percent (June 2006) as against the noteworthy 9 percent. For the PCBs risk weighted capital asset degree stayed at 10 percent. Bangladesh Bank gave a sensible number of prudential models during the year 2006 and the fundamental quarter of 2007 which among others relate to:

- ✚ Rationalization of prudential standards for advance order and provisioning.
- ✚ Policy for rescheduling of advances.
- ✚ Designing and authorizing an "incorporated credit hazard evaluating manual"
- ✚ Credit rating of the banks.
- ✚ Revisions to the make-up of Tier-2 capital.

Additionally, propelling decision of the Association to corporative the remaining three NCBs near by the movement to bargain the Rupali Bank will to be sure show changes in the budgetary zone control perspective. Bangladesh Bank has in like manner taken up the endeavor of completing the Basel II capital accord. Further, the reliable underwriting of the more humble scale credit Administrative Position Act (MRAA) for the standard of the Downsized scale Record Foundations (MFI) has been a significant improvement in the year 2006. Since 1998 CAMEL rating of banks a little piece at a time improved and in 2006 Bangladesh Bank enlivened this rating model by uniting the market threat and the new Model is known as CAMELS.

Present day banks have a tremendous effect in propelling money related improvement of a country. Economy of Bangladesh is in the get-together of world's most youthful money related perspectives. One clarification may be its immature monetary structure. Government correspondingly as different far reaching affiliations have what's more observed that youthful

money related system makes a few preventions the technique for monetary improvement. So they have particularly proposed for changing financial division. Since, 1990, Bangladesh government has taken a lot of a budgetary region change estimations for making cash related portion additionally as banking section sensibly direct isolating and execution of these change practices has in like manner been shared by different all things considered union like world Bank, IMF etc.

2.5 Current Structure of Banks in Bangladesh . . .

Bangladesh Bank (BB) has been filling in as the national bank since the nation's chance. Its prime employments meld giving of money, keeping up remote trade hold and giving exchange working environments of all open cash related issues. BB is likewise at risk for engineering the association's money related strategy and executing it thusly.

The BB has an overseeing body containing nine individuals with the Congressperson as its boss. Close to the regulatory focus in Dhaka, it has nine additional branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogura, Sylhet, Rangpur and Barisal. Following is the nation's cash related framework as on 29th April, 2010.

2.6 Islamic/ Shariah Banking Concept . . .

Social Islami Bank is a money related foundation whose status, rules and structures unequivocally express its duty to the standard of Islamic Shariah and to the restricting of the receipt and portion of enthusiasm on any of its action. For specific, Muslims, banks were foundation to be maintained a strategic distance from. Islam is a religion, which keeps Supporters from the tellers' window. Their Islamic suppositions keep them from dealings that unite usury or interest (Riba). Regardless Muslim needs banking relationship as much as anyone and for explicit reasons: to back new business tries, to buy a house, to ask capital Set out to endeavor trading practices and to offer safe spot for saving. Muslims are not constrained to veritable favored situation as Islam urges people to use money in Islamic embellishment guaranteed attempts not just to keep their points of interest idle. However in this practical moving world more than 1400 years after the Prophet (S.A.W) would Muslims have the choice to find space for the models of their religion? The most ideal reaction goes with the way where that a general game-plan of Islamic banks experience house and other budgetary establishment have started to turn out exactly as expected reliant on the principals

of Islamic store set down in the Quran and the Prophet's shows some spot in the degree of 14 centuries back. Islamic money related subject to the Quranic avoidance of changing premium has moved from a speculative expect to comprehend more than 100 banks working in 40 countries with multibillion-dollar stores the world over. Islamic banking is altogether seen as the snappiest making area in Within Eastern cash related affiliations advance. Exploding onto the budgetary scene hardly thirty years sooner a commonplace \$US100 billion worth of central focuses are right as of now organized as displayed by Shariah. The best-known section of Islamic Banking is the preclusion on premium. The Favored Quran obstructs the charging from confirming 'Riba' on money advanced. It is essential to understand certain measures of Islam that help Islamic cash. Muslim stars apparent the word 'Riba' to mean any fixed or guaranteed premium part on impels or on stores. The standards concerning Islamic hold are clear and can be thick as pursues:

- ✚ The fated bit far past the confirmed extent of supervisor is denied.
- ✚ The bank must participate in the advantages or hardships developing out of the endeavor for money.
- ✚ The Making cash from isn't Islamic partner adequate.
- ✚ Gharar (Uncertainty, Risk or Speculation) is likewise denied.
- ✚ Investment should just help practices or items that are not illegal.

2.7 What is Islamic Banking???

Islamic banking has been depicted in various propensities. The significance of Islamic bank bolstered by the General Secretarial of OIC is imparted in the going with way, "An Islamic bank is a budgetary establishment whose status, rules and method unequivocally state assurance to the standard of Islamic Shariah and to the binding of the receipt and bit of energy on any its activities."

Islamic budgetary proposes a game-plan of banking or banking improvement that is strong with the standards of Islamic law (Shariah) and its helpful application through the movement of Islamic financial perspectives. Shariah hinders the bit of expenses for the leasing of cash (Riba, Usury) for express terms correspondingly as setting resources into affiliations that give things or associations thought about in opposition to its measures (Haram, Forbidden).The World Islamic Budgetary Social affair held every year in Bahrain since 1994 is the one of a

kind stage exhaustively observed as the best and most significant gathering of Islamic banking and record pioneers on the planet.

As appeared by Islamic Budgetary Show of Malaysia, "An Islamic Bank is an affiliation which carries on Islamic money related business. Islamic budgetary methodologies banking business whose concentrations and activities do reject any portion which isn't validated by the religion Islam."

Dr. Ziauddin Ahmed says, "Islamic banking is in a general sense a controlling idea and could be depicted as quick of banking in consonance with the ethos of the worth game-plan of Islam."

From the above definitions we can say that Islamic cash related framework is one that maintains a strategic distance from receipts and parts of vitality for its exchanges and lead its endeavors with the ultimate objective that it accomplishes the objectives of an Islamic economy.

Islamic budgetary framework tons of which favorable position and fiasco sharing is essential segment, guaranteeing worth and impetus in the economy. For this Islamic Banks are known as Bit of leeway and Fiasco sharing bank.

2.8 Objectives of Islamic Banking . . .

The objective of Islamic Banking isn't simply to pick up advantage yet also to do extraordinary and welfare to the people. Islam keeps up the possibility that money, pay and property have a spot with ALLAH and this wealth is to be used to profit the overall population. The rule focuses of Islamic Banking are according to the accompanying:

- ✚ To lead premium free banking.
- ✚ To build up participatory Banking as opposed to Banking on borrower lender relationship.
- ✚ To contribute through various modes allowed under Islamic Shariah.
- ✚ To acknowledge stores on benefit misfortune sharing premise.
- ✚ To set up welfare situated Banking System.
- ✚ To stretch out activity to the forlorn and low pay bunch for their monetary selection.
- ✚ To contribute in accomplishing a definitive objective of Islamic financial framework.
- ✚ To encourage the Islamic financial framework in the nation.
- ✚ To make new business visionaries and to organize required fund them.

2.9 Evolution of Islamic Banking . . .

Islamic Cash related comes into reality through a long speculative exercise of a few self-important Islamic scientists and market experts. The central undertaking to develop an Islamic budgetary establishment happened in Pakistan in 1950. In the front line world, the primary work in working up the essential Islamic Bank in 1963 named 'Mit-Ghamar' Sparing Bank in Egypt at customary area of Nile Delta. In the long run there are distinctive Islamic money related foundations working all through the world covering both Muslim and non-Muslim countries of various budgetary condition.

The focal Islamic bank in Malaysia was set up in 1983. In 1993, business banks, vendor banks and record affiliations were allowed to offer Islamic money related things and relationship under the Islamic Fiscal Game arrangement (IBS). These establishments in any case, are required to keep the focal points and activities of Islamic money related trades from that of the standard monetary business to ensure that there would not be any present together of inclinations.

In Malaysia, the National Shariah Alerted Warning social affair moreover set up at Bank Negara Malaysia (BNM) illuminates BNM on the Shariah demonstrates in regards the undertakings of these foundations, similarly as on their things and affiliations.

2.10 Legitimate Business Contracts for Islamic Banks. .

The procedures for preparation in Islamic banks have gotten from the general reasonable understandings in Islam. In what tails we lively portray the probability of Aqd or understanding structure business viewpoint and from there on talk about the real structures gets that can be utilized in Islamic banks for both store gathering and their beneficial work. A business comprehension can be depicted as the trading of a thing of imperative worth by something other than what's expected of inspiring power with shared assent. There are four portion of an Aqd or comprehension:

- ✚ Contract (Aqd).
- ✚ Subject Matter (Mabe'e).
- ✚ Price (Thaman).
- ✚ Possession of delivery (Qabdh).

Chapter 3

Overview of SIBL



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3.1 About Social Islami Bank Limited (SIBL) . . .

Social Islami Bank Constrained (SIBL) was joined on fifth July, 1995 because of submitted exertion of a party of set up Bangladeshi business visionaries and all around basic characters. The bank began business development on 22nd November, 1995 with an undeniable assertion to show the operational criticalness of especially economy, banking and money related exercises as a combined piece of Islamic code of life. Focusing on sadness, SIBL is no ifs, ands or buts an idea of 21st Century participatory two or three zone banking mode. The formal corporate division, this Bank would, among others, offer the most present day cash related associations through opening of different sorts of store and hypothesis accounts, financing exchange, giving letters of certification, opening letters of credit, assortment of bills impacting nuclear family and generally exchange, renting of hardware and customer durables, use buy and bit can hope for capital things, eagerness for immaterial effort lodging and the main gathering of genuine spaces, participatory excitement for different mechanical, developing , transport, illuminating and flourishing experiences, etc. In the Non-formal non-corporate division, it would, among others, consolidate into certified money Warf Attestation and progress and the main collection of WAQF and MOSQUE properties, and Trust spares.

3.2 History of SIBL . . .

Social Islami Bank Restricted (SIBL) is a cash related affiliation enrolled under the affiliations Show 1994 with its administrative center in 15 Dilkusha C/A, Dhaka-1000. The bank fills in as a masterminded bank under a cash related award gave by the Bangladesh Bank, National Bank of the nation. The Bank began its development from 22, November 1995. SIBL is a progressed new conveying Keep money with an embraced capital and settled up capital of Taka 585 million out of 2007 furthermore 585 million autonomously as of December 2006. Before long the bank has 95 branches in any place all through the Bangladesh. The bank under takes a wide extent of banking exchange to help the improvement of exchange and trade the nation. SIBL associations are also accessible for the specialists to set up new intrigue and BMRE of mechanical units. To give customer base associations in regard of general exchange it has grown wide differentiated fiscal connection and neighborhood and remote bank walk and money related premium home and abroad. Since the very commencement, Social Islami Bank Ltd. is working with the point of view of

servicing the nationals as a perfect and extraordinary money related house. Each association has its own exceptional hardly any destinations. The perfect goal of Social Islami Bank Ltd. is to get advantage heave undertaking the commitment of giving cash related assistance to the progress of the nation's obvious truth and current zone. Year 2012 is considered as a mind blowing year of SIBL. Getting a handle on new fundamental Business Blueprint, SIBL will inspect every probability to help business in each piece of activity to accomplish its corporate goals.

3.3 Journey with new logo . . .

SIBL has changed its picture logo through a clear limit at Cox's Bazar sea beach. Bank has spent a viable year 2011 through making most critical business advancement with respect to profit amidst loathsome financial circumstances and besides set prevalent help transport for its customers through execution of persistent on line top tier banking development.

In its experience. Towards relentless enormity the bank has decided to change its logo, the new logo depicts flying animal's wing, 9(nine) plumes, to address its pleasing and safe flying in the money related sky by passing As far as possible. The wings are tinted in red in a green establishment. Red symbolizes the vitality and enthusiasm of youth and the green symbolizes love for the dear country, Bangladesh is a country of greenery. Likewise 9(nine) crest address Reliability, Straightforwardness, Adequacy, Obligation, Steadfastness, Improvement, Flexibility, Security, and development flying towards predictable enormity. In SIBL adventure towards Steady Enormity it puts wholeheartedly in their new Logo.

3.4 Mission, Vision, Goal, Objectives & Functions . . .

Mission

- High quality monetary administrations with the most recent innovation.
- Fast, precise and good client care.
- Balanced and maintainable development methodology.
- Optimum return on investor's value.
- Introducing inventive Islamic financial items.
- Attract and hold top notch human asset.
- Empowering genuine poor families and make nearby pay openings.
- Providing support for social advantage associations by method for activating assets.

Vision

In SIBL adventure towards steady enormity it is attempting to transform into the Country's driving Islamic Bank offering one-advance assistance of a wide extent of critical worth included things and organizations tending to the necessities of its customers; coordinating its business ethically according to the laws of Shariah while improving best use of the most current front line mechanical game plans through creation of a virtuoso powerful various leveled culture subject to sound fellowship, sensibility, normal understanding and professional authority reliably remain open to new musings and flexible to the acknowledged techniques in the market ensuring affirmation and quality money related understanding to its customers and pass on best a motivating force to all of its accomplices as well.

Goal

- To refine corporate store in the customary division through participatory market instrument with protection.
- To adjust resolved division through participatory financing generally on joint ownership premise.
- To organize these zone's operational activities of the Bank to various will-considered and well-orchestrated "Social Assignment and Adventure Plans" or "Social Save" for making them financially and ethically "direct" and "revealed".

Objectives

- Connecting with the gathering of the poor by making pay open entryways similarly as strengthening the gathering of the rich for better future age.
- Achieving useful participatory economy, Institutionalized reserve funds and concordance for an overall population.

Functions

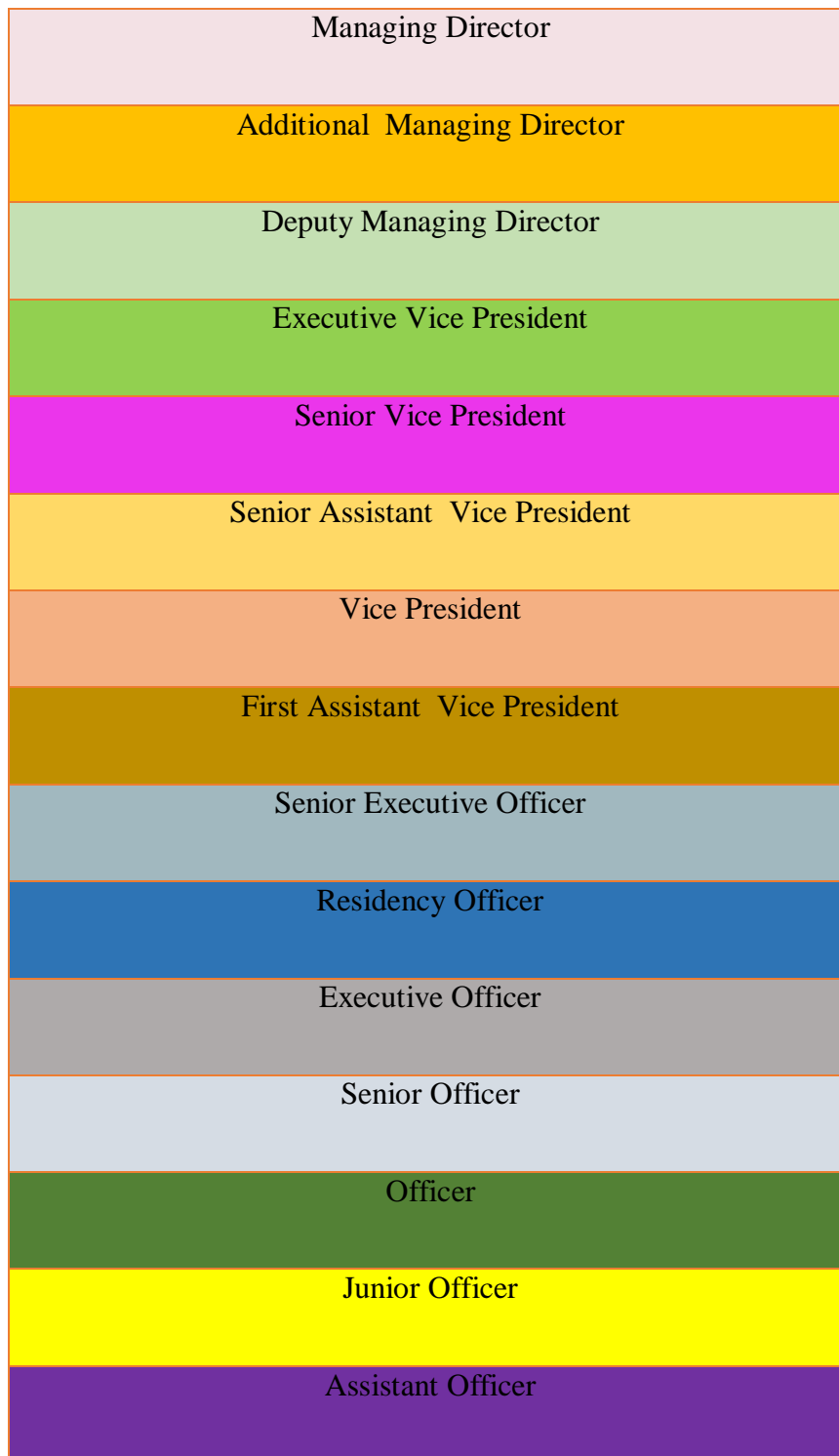
Enactment of inactive resources of the country by enduring Stores from the general populace. Giving Advances and Advances to the individual firms and associations for starting and making trade, exchange and endeavors and other advantageous activities in the country.

- To offer offices to the customer and investors in a deliberate manner.
- To offer consolation to the individuals for sparing.
- To increment speculation.
- To make simple exchange of outside cash.
- To recognize purchaser's request and satisfy their interest by providing cash.
- To improve economy by obtaining money related office.
- To help capital market.

3.5 Products and Services . . .

- Mudaraba Term Deposit
- Mudaraba Savings Deposit
- Al-Wadiah Current Account
- Mudaraba Notice Deposit
- Mudaraba Scheme Deposit
- Mudaraba Hajj Saving Deposit
- Mudaraba Monthly Savings Scheme
- Online Banking
- Mudaraba Special Deposit Pension Scheme
- Mudaraba Education Deposit Scheme
- Mudaraba Home Saving Scheme
- Mudaraba Millionaire Deposit Scheme
- ATM Service
- Locker Service

3.6 Corporate Structure . . .



Chapter 4

Job Description



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4.1 Internship at SIBL . . .

Section level position is offered for 12 weeks and I have been working in Social Islami Bank Limited and direct heaps of issues. I was under the supervision of Rumana Sharmin (Official) of Social Islami Bank Limited, Uttara Branch. My relationship with this bank is being a touch of the General Monetary Territory (GB). Especially being an understudy of Accounting (ACT) it is critical for me to get supportive learning of General Banking (GB). Thusly, I have attempted my level best to get settled with a ton about the earth of GB.

4.2 Description of my job at SIBL . . .

Work was extremely basic as a right hand; before long I got the chance to see what practical life is. Underneath, the commitments I have performed are given.

- Account Opening
- Cheque/ Debit Card Requisition
- Cheque/ Debit Card Delivery
- Cheque/ Debit Card Issue
- Cheque/ Debit Card Blocking
- Client Account Statement
- Scanning of different documents
- Client data entry or edit
- Balance enquiry
- Posting the return check
- Applying charge and other deduction
- Operating online information
- Activating mobile SMS service along with Bank account

Account Opening

People needs record for different explanation. A couple of individuals need singular record, someone needs one of a kind. Each and every record has various explanation. All around there are four sorts of record.

- Mudaraba Savings Deposit (Saving Account)
- Al-Wadiah Current Deposit (Current Account)
- Mudaraba Term Deposit (Fixed Deposit)

- Mudaraba Short Term Deposit (Short-term Fixed Deposit)
- Mudaraba Special Deposit Pension Scheme 3/5/10 years (DPS)
- Al-Waqf (Deposit Scheme)

Cheque/Debit Card Requisition

Theory resources and current record holders need check book and Plastic as well. Since those record holders store and downside their cash typically. Without check book or platinum card they can't pull back their cash. So in every practical sense those record holders need check book or plastic for their exchange, for business and individual clarification. Precisely when they open their record there is a substitute structure for check book solicitation and platinum card. Record holders need to adjust those structure for their record incitation. Through cash related programming (Ababil) I give segment check and plastic solicitation.

Check/Platinum card Movement

Ensuing to giving check and platinum card request customers need to keep things under control for their check book and plastic. After check and charge card request normally it takes couple of working days to movement check book and plastic to specific customers. After that customers need to accumulate their check book and plastic from our branch.

Check/Platinum card Issue

Exactly when customers go to our premises for social event their check book or platinum card, they need to sign it in different register books. After that I gave their check book or charge card and offer it to them. In the wake of giving check book and platinum card they can use them at whatever point when they wish. In any case, for check book it must be trying to banking trade hour, which is 9am to 4pm.

Client Record Clarification

A couple of customers demand their record explanation. As demonstrated by their advantage I gave money related parity enunciation to our customers. Bank applies BDT 115 charge for monetary parity clarification only for enunciation of over a half year.

Inspecting of different Chronicles

Right when I open a record, I need to assemble different chronicles from customers. Ex-National ID Card, ID, driving License, Boss Statement, etc. So I need to channel those

records for banking reason. In the wake of analyzing those chronicles I print it and return the principal copy to the customers.

Client data segment or modify

In the record opening structure customers form the nuances according to what is mentioning. In the wake of filling the structure I need to check it. After that I need to area those data in PC through monetary programming. In the money related programming there are least two (2) pages that I need to balance. In this item I can in like manner change the data at whatever point required.

Equality enquiry

A couple of customers need to understand their record balance. As demonstrated by their advantage I gave money related equalization equality to our critical customers.

Posting the appearance check

Exactly when a customer's check returned I used to posting that check by the customer's name. Like, on occasion for lacking equality, check returns. For this I expected to post the check by its giving date, name, check number, and so forth.

Applying charge and other inference

For account verbalization over a half year or for check book, I used to apply charge. Like for account clarification it was TK 115 (including Tank) and for check book, per leaf is TK 3.45 (tallying Tank).

Dealing with the web information

At whatever point clients from different branch come to know their equality or to get their record declaration. As demonstrated by their advantage I gave budgetary parity decree or leveling to the customers.

Starting compact SMS organization close by Money related equalization

Generally customers having current record generally needs to get the notification of their record equality, for instance, when they or others stores to their record or any withdrawal. For current record, it happens couple of times in a day. So for enquiry or attestation they have to come a couple of times. For this to get free from this bothering task they sales to start this organization.

4.3 Various parts of employment execution . . .

- Banking occupations are essential and moreover need piles of time to perform in light of the fact that lenders need to deal with each point in order to satisfy clients and besides gain salary for the bank.
- Chief or pioneer of the branch is through and through responsible for the bank to take any decision. Authorities generally cling to his direction to play out their action viably.
- General banking is generally responsible for doing different arrangement of works, for instance, preparing report, declarations, pay sheets, looking at any reports and giving considerations. They in like manner do some fragile business identified with give money by tolerating checks, automated record information, and give energy on store. Remote exchange division oversees opening Letter of Credit and offering assistance to client through bank affirmations and oversee other outside banks and associations from the client's place of points of view.

4.4 Critical observations and recommendations . . .

- The cash get and combination slows down are less in numbers than the clients. Before any festivals the clients need to remain by lots of time in line which a portion of the time make dissatisfactions among clients.
- The authorities in control remain continually busy with their works for this they need more opportunity to give information even to clients or understudies paying little heed to whether they have the intension to do in that capacity.
- Slow web affiliation much of the time makes issues considering the way that the area wide band affiliation they use doesn't rush to perform assignments satisfactorily.

Chapter 5

General Banking



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5.1 General Banking Area . . .

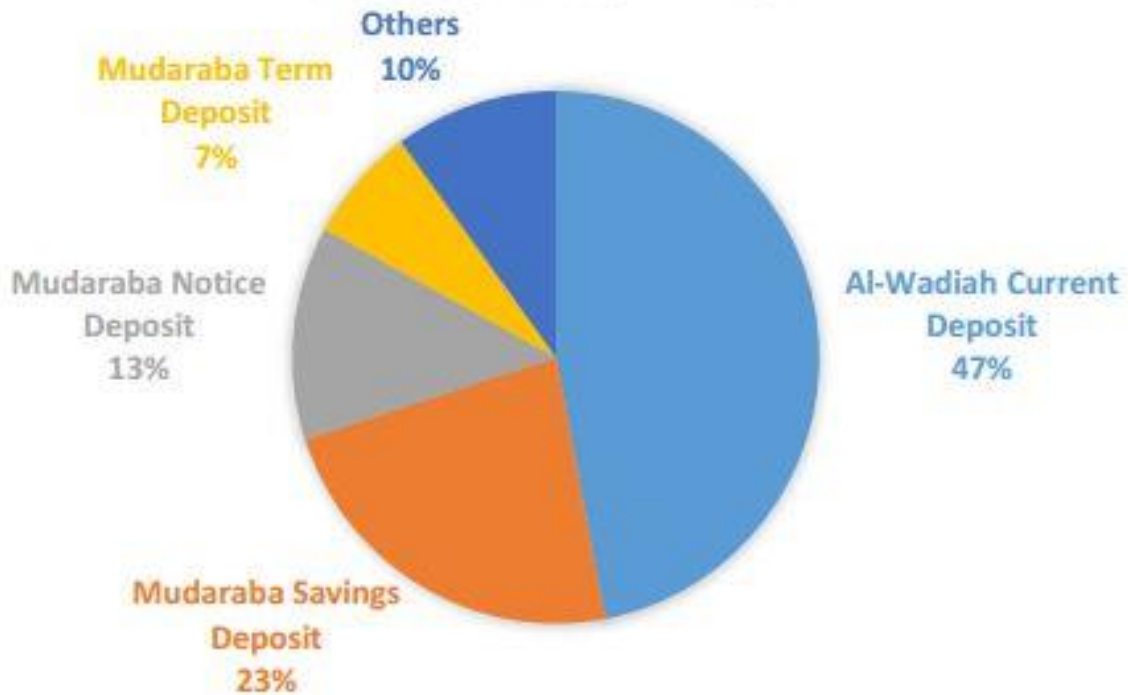
General banking is the starting phase of all the money related exercises. It is the division, which gives ordinary organizations to the customers. It opens new records, transmit holds, issue bank drafts and pay arranges, etc. Give customer through quick and veritable organizations is the goal of the general monetary division. It gives those customers who come a significant part of the time and those customers who come one time in banking for acknowledging subordinate organizations. In some expansive money related activities, there is no association among speculator and customers who will take only one help structure bank. On the other hand, there are a couple of customers with who banks are doing its business a great part of the time. SIBL General banking is disconnected into six regions :

1. Record opening segment
2. Bills and clearing segment
3. Settlement segment
4. Money segment
5. Storage Administration
6. Shutting of a record

5.2 Record Opening Segment . . .

Financial specialist customer relationship begins with the opening of a record by the customer. Opening of a record integrates the proportionate with a lawfully restricting relationship. However, the decision of customer is basic. Believe it or not, coercion and fake of grouped kinds start by opening of a record by the customer(s). Thusly, the bank takes extra thought in its assurance. SIBL official opens different sorts of records on the sales of clients. The strategy of opening record is given underneath:

ACCOUNT HOLDERS



System and rules to open another record:

Temporary Benefit Rates on Mudaraba Term Store and Mudaraba Stores Plan

Mudaraba Month to month Benefit Store Plan:

Mudaraba Month to month Benefit Store Plan 10.00%

- ShachandaProtidin 10.00%
- ShubornoLata 10.00%
- ShobujChaya 10.00%

Mudaraba Month to month Benefit Store Plan:

- Mudaraba Month to month Benefit Store Plan
- Sonali Commotion 10.00%
- ShukherThikana 10.00%
- ShubornoRekha 10.00%
- ShobujShayanho 10.00%

Mudaraba Twofold Advantage Plan:

- Mudaraba Twofold Advantage Plan 10.00%
- Shamridhir Shopan 10.00%

Mudaraba Hajj Plan

- Kafela 10.00%

Mudaraba Lakhopoti, Mogul & Kotipoti Plan:

- ShopnerShiri (Lakhopoti) 10.00%
- ShopnerShiri (Lakhopoti) 10.00%
- ShubornoDigonto 10.00%
- ShornoShikhor (Kotipoti) 10.00%

Different Plans

- Money Waqf Store Plan 10.25%
- Money Waqf Reserve funds A/C 10.25%
- SIBL Youthful Star Record 08.00%
- Shanchita Exceptional Store Plan 06.00%
- Mudaraba Marriage Reserve funds Plan 10.00%
- MudarabaMohorana Investment funds A/C (10 years) 10.00%
- MudarabaMohorana Investment funds A/C (5 years) 10.00%
- Mudaraba Training Store Plan 10.00%
- MudarabaBashsthan Reserve funds Plan 10.00%

Mudaraba Reserve funds Store (Code No: 134; Bank Office Code: 009)

Before opening of a reserve funds Ledger the accompanying conventions should be finished by the clients:

- Record opening Structure: To be filled in and marked by each record holder.
- Most recent identification size photo (2 duplicates) for each record holder bore witness to by the introducer
- Record payee check for the record holder or money store.

- 1 Duplicate of National Personality card/Ward Official Endorsement.
- Presentation of record holder: Must be marked by introducer with account ID and number.
- 1 (One) duplicate of chosen one's photo (bore witness to by the record holder).
- 1 Duplicate of chosen people National Character Card.
- Beginning store TK. 1000 (One Thousand Taka In particular).

Subsequent to satisfying above conventions, open a record for the customer and furnish the client with a store book and a check book.

Al-Wadiah Current Deposit (Individual) – (Code No: 133; Bank Branch Code: 009)

- Account opening Form: To be filled in and signed by each account holder.
- Latest passport size photograph (2 copies) attested by the introducer's seal and sign.
- One copy of valid Trade license attested by introducer's seal and sign.
- One copy of National Identity Card attested by introducer's seal and sign.
- Company seal and TIN (Tax identification Number) Certificate.
- One copy of nominee's photograph (attested by the account holder's seal and sign).
- Introduction of account holder: Must be signed by introducer with seal, account ID & Number.
- Initial deposit TK. 2500 (Two thousand and Five Hundred Taka only).

Mudaraba Special Notice Account (Code No: 136; Bank Branch Code: 009)

- Any company, business entity, debt of the govt. organization and trust or any person can open this account.
- This account is operated under Mudaraba principle.
- Any amount can be withdrawn or transferred to al Wadiah current account or any other accounts after placing a notice of seven days.
- Cheque books are provided for these accounts.
- The profit rate is comparatively lower.

Other Deposit Scheme (Code No: 134; Bank Branch Code: 009)

These are advantage bearing store account. The drawings are restricted in respect of both the proportion of withdrawal and the repeat there of so the portion of premium doesn't end up being any creation up for the agent. Sooner or later the restrictions are ignored against the benefactor's made confirmation to stay away from his case for energy on the full scale evening out for the whole month of withdrawal. Some Outstanding Saving Plans are:

- Mudaraba Hajj Sparing Plan
- Mudaraba Training Plan
- Mudaraba Tycoon Plan

People of Bangladesh are the lovers of Islam. They are generally fascinated to make interest free stores. Thinking about these substances SIBL a joint undertaking Islami bank introduced a routinely booked installment based "Mudaraba Investor Plan".

Mudaraba Month to month Benefit Store Plan

The highlights of this plan are as per the following: Tk. 1, 00,000, 1,10,000, 1,20,000 or 1,25,000 or any sum various can be stored under this plan.

The span of the sum ought to be for a long time.

Benefits will be dispersed under this plan as pursues:

- o1,00,000 Tk. 900 (Temporary)
- o1,10,000 Tk. 1000 (Temporary)
- o1,20,000 Tk. 1100 (Temporary)
- o1,25,000 Tk. 1150 (Temporary)

The payable advantage will get due after multi month of store. In any case, the total will be put away to account in the latest multi day stretch of the month.

All around, a financial specialist can't pull back the total before 5 years. Regardless, in unavoidable condition the patron can pull back the aggregate and everything considered the speculator should introduce the suitably filled application sort of the arrangement.

SIBL Youthful Star Record:

The present teenagers will be the future business characters of the country. That is the explanation SIBL Young Star account has been familiar with a view with raising store finances inclination among school-going children from youth.

- The recipients are qualified for every day benefit on day by day balance, which straightforwardly adds to the record.
- There is no compelling reason to keep least adjust to run this plan.
- The conspire holders will be given yearly charge expense Plastic and Visa of the bank.
- The account holders will be given appealing blessing hampers at the hour of opening that record.

With the help of school authority and the bank, the understudies can put aside the money at the foundations in closeness of bank's authorities.

In the wake of opening Energetic Star account, the understudies can pay school-charges through leveling moving from their record.

SIBL Young Star account holders needing to achieve propelled training in future would get adventure office from the bank.

Money Waqf Authentication:

For this circumstance the waqf thought of Islam has been acquired by the Islami bank for store actuation reason.

- The thought of record is blessing type.
- The accountholder work the record for generous purposes.
- He can pull back any whole from the record for singular use or usage.
- Most raised weight age is given to this record in scattering advantage.

5.3 Bills and Clearing Area . . .

SIBL Neighborhood Office branch plays out the bill clearing limit through Close by office. SIBL Close by office goes about as the master of all SIBL branches for the clearing spot of the Bangladesh Bank. There are two sorts of check which are:

- Inward clearing cheque
- Outward clearing cheque

Inward Cheque: Inner checks are those ones drawn the different branch which have been shown on various banks and will be cleared/respected through the clearing spot of Bangladesh Bank. For example the check drawn on SIBL Neighborhood Office Branch then the check is called interior check of SIBL Close by Office Branch.

Record Treatment:

Dr.			Cr.		
SL No.	Particular	Amount	SL No.	Particular	Amount
1	Customer's A/C	***	1	SIBL General A/C	***

Outward Cheques: Outward checks are those ones drawn on other bank workplaces which are displayed on the concerned branch for collection through clearing spot of Bangladesh Bank. These checks are called outward checks.

Outward bills for Collection (OBC): By OBC, we suggest that those checks drawn on other which are not inside a comparable clearing house. Official gives OBC seal on this sort of checks and later sends a letter to the boss of the piece of the some bank arranged in the branch on which check has been drawn. After collection of that bill branch advises the concerned branch wherein checks has been shown to credit the customer account through Bury Branch Credit Direction (IBCA).

Without the piece of a comparative bank, official sends letter to head of the bank on which the checks is drawn. That bank will send pay demand for the branch. This is the technique for OBC framework.

Clearing: The booked banks clear the checks drawn upon one another through the clearing house. SIBL is an arranged Bank. As demonstrated by the Article 37 (2) of Bangladesh Bank Solicitation, 1972, the banks which are the person from the clearinghouse are called as Arranged Banks. This is a course of action by the national bank where reliably the specialist of the part banks amasses to clear the checks. Where the banks meet and settle their obligation is known as the clearinghouse. The clearinghouse sits for numerous occasions a working day. The SIBL Neighborhood office Br. sends the instruments through Bury Branch Charge Admonishment (I.B.D.A). SIBL Close by Office goes about as an administrator for this circumstance. For this, Close by Office branch gives the going with sections, Record treatment: If the instrument is disgraced, the instrument is returned to the Local Office branch through I.B.D.A. close by the going with sections:

Dr.			Cr.		
SL No.	Particular	Amount	SL No.	Particular	Amount
1	SIBL General A/C	***	1	Customer's A/C	***
Dr.			Cr.		
SL No.	Particular	Amount	SL No.	Particular	Amount
1	Customer's A/C	***	1	SIBL General A/C	***

Dispensing Money: The pulled in who needs' to get money against check to the portion counter and acquaints his check with the authority. He affirms the going with information:

- Date of the check
- Signature of the A/C holder
- Material change
- Whether the check is crossed or not
- Whether the check is supported or not
- Whether the sum in figure and in word journalist or not

At that point he checks the check from PC for further confirmation. Here the accompanying data is checked:

- Whether there is adequate parity or not
- Whether there is stop installment guidance or not
- Whether there is any legitimate deterrent (Garnishee Request) or not

In the wake of checking everything, if all will be all together the cash official offers indicate the hold and records in the paid register.

Capacity Organization: SIBL Close by Office Br is giving office of capacity organization to the inspiration driving protecting the huge property of customers. The individual or the affiliation that has any record in bank office can value this organization. They can keep their significant assets in agent's position. Customers have right to deal with a key of their individual stockpiling gave by bank. SIBL keeps up the going with sorts of capacity spaces:

- Large storage
- Medium storage
- Small storage

For getting a charge out of this administration, customers need to give charge yearly Tk. 1500, Tk. 1250 and Tk.700 for enormous, medium and little storage separately.

Shutting of a Record: For two reasons, one can be shut. One is by broker and other is by the client.

By broker: if any customer doesn't keep up any trade inside six years and the A/C balance becomes lower than the base equality, financial specialist has the benefit to close an A/C.

By client: If the customer needs to close his A/C, he creates an application to the chief requesting that he close his A/C. Different systems are followed in genuine cash of different sorts of A/C to close. Fixed store A/C is closed after the finish of the period. Closing procedure for current and speculation supports A/C:

- After accepting client's application the official checks the parity of the A/C.
- He then figures intrigue and different charges aggregated on the A/C.
- If it bears a credit balance, the official composes guidance voucher. He gives essential bookkeeping passages post to accounts area.
- The balance is come back to the client. Also, in conclusion the A/C is shut. In any case, by and by, ordinarily the clients don't close A/C enthusiastically. Now and again, clients don't keep up any exchange for long time. Is this circumstance from the outset, the A/C gets lethargic and at last it is shut by the bank.

Chapter 6

Online Banking



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6.1 What is Online Banking???

Information advancement (I.T.) is a remarkable word, the made countries of the world went to the apex of information development. SIBL must choose between limited options to reach out of information advancement. Tight now, SIBL are going up against uneven test with various outside banks in the country. For this, SIBL should take imperative course of action structure this moment. Information Advancement and Stream of Information is ended up being huge in the present world. Social Islami Bank needs to develop the whole of their budgetary trade with the help of this advancement and need to exhibit electronic banking.

By far most heard a ton about online banking anyway no doubt haven't endeavored it themselves. People still deal with their tabs and store checks at bank's office, much the way wherein their people did. They may shop online for a development, additional security or a home credit, anyway when it comes time to submit, people can feel progressively great working with his agent or an administrator they know and trust. Web banking isn't out to change one's money inclinations. Or maybe, it uses the present PC development to give people the option of bypassing the repetitive, paper-based pieces of traditional banking in order to supervise finances even more quickly and successfully.

6.2 Birthplace of Web based Banking . . .

The system of the Web and the notoriety of PCs showed both a credibility and a test for the budgetary business. For a crucial time allotting, cash related foundations have used unfathomable PC frameworks to robotize inestimable a tiny bit at a time trades; today, ordinarily the basic paper record is the customer's receipt at the reason behind offer. Since its customers are associated with the Web through PCs, banks envision near budgetary central focuses by changing those equal inside electronic systems to home use.

6.3 Block – to – Snap Banks . . .

Today, most monstrous national banks, different provincial banks and through and through littler banks and credit affiliations offer a type of web based banking, contrastingly known as PC banking, home banking, electronic banking or Web banking. Those that do are a part of the time inferred as "square to-click" banks, both to recollect them from physical banks that

before long can't offer electronic banking, also as from on the web or "virtual" banks that have no physical branches or tellers using any and all means. The test for the cash related business has been to structure this new help direct with the objective that its clients will speedily comprehend how to utilize and trust in it. Everything considered, banks have spent ages grabbing our trust; they won't hazard that on a Site that is befuddling, puzzling or not really affirm. The vast majority of the enormous banks starting at now offer absolutely secure, absolutely accommodating internet banking to no closure or for a little charge. Some progressively small banks offer obliged access or accommodation; for example, you may have the decision to see your record leveling and history at any rate not exchanges on the web start. As more banks win on the web and more clients utilize their objectives, absolutely utilitarian web banking likely will push toward ending up being as normal as robotized teller machines.

6.4 Virtual Banks . . .

In case it's indistinguishable to anyone prior the teller window, fight treat and astutely bank president, a "virtual" or e-bank may set aside veritable cash. Virtual banks can't abstain from being banks without impedes; from the client's viewpoint, they exist absolutely Online, where they offer in a general sense a similar degree of associations and hold fast to hazy government rules from corner bank. Virtual banks pass the cash they get a decent arrangement on overhead like structures and tellers along to you as better returns, lower costs and consistently liberal record edges.

6.5 Points of interest of SIBL from Web based Banking . . .

Accommodation: Not in the slightest degree like a corner bank, web banking goals never close; they're available 24 hours consistently, seven days out of every week and they're only a mouse click away.

Universality: if anybody out of state or even out of the country when a money issue rises, he can sign on in a brief moment to his online bank and do what should be done, throughout each and every day.

Exchange speed: Online bank districts generally execute and assert trades at or snappier than ATM taking care of velocities.

Effectiveness: One can get to and manage the sum of his money related adjusts, including IRAs, Reduced plates, even insurances, from one secure site.

Adequacy: Various web banking areas at present offer current instruments, including account complete, stock refers to, rate alerts and portfolio supervising programs manages the aggregate of the advantages even more reasonably. Most are moreover great with money administering ventures, for instance, Animate.

6.6 Features of SIBL Online Banking . . .

- ❖ Making installments
- ❖ Following installments
- ❖ Stop installments by square seraph
- ❖ Audit individual record subtleties, including equalizations and exchanges
- ❖ Take care of tabs online with the discretionary Online Bill Installment administration
- ❖ View pictures (front and back) of cleared checks and store slips
- ❖ Get email warnings to caution to chosen account movement
- ❖ Calendar single one-time moves or numerous exchange
- ❖ Set up email be sent for balance sums, explicit checks cleared or development dates
- ❖ Move cash
- ❖ Open Records
- ❖ Apply for credits
- ❖ Make advance installments

Chapter 7

Major Findings



Use SWOT analysis which will give the major findings Also:

Major findings

Bank is a budgetary foundation. The administration of a bank is thought as its item. Bank is a budgetary middle person managing in tolerating surplus sparing as stores and stretching out assets to the individuals who can move toward the keep money with bankable undertakings. Measure of assets can be expanded or diminished depending in the expert ability of the bank officials. Productivity of client assistance is connected with movement of activity. Social islami bank constrained tasks are expanding continuously. Every year store and venture development shows SIBL better development in the financial field, which is fulfilling customers.

The SWOT analysis revealed the following finding about the bank

SWOT investigation is a vital arranging procedure used to support an individual or association distinguish qualities, shortcomings, openings, and dangers identified with business rivalry or venture arranging. It is proposed to indicate the goals of the business wander or extend and recognize the interior and outer variables that are great and ominous to accomplishing those destinations. Clients of a SWOT examination regularly ask and answer inquiries to produce important data for every class to make the instrument valuable and recognize their upper hand. SWOT has been portrayed as the time tested apparatus of key examination, yet has additionally been scrutinized for its restrictions.

Qualities and shortcoming are oftentimes inside related, while openings and dangers ordinarily center on the outside condition. The name is an abbreviation for the four parameters the procedure looks at:

Qualities: Attributes of the business or task that give it a favorable position over others.

Shortcomings: Attributes of the business that spot the business or undertaking off guard comparative with others.

Openings: Components in the condition that the business or venture could adventure furthering its potential benefit.

Dangers: Components in the condition that could mess up the business or venture.

7.1 The SWOT Analysis . . .

Strengths

- ❖ **Customer Satisfaction:** Consumer loyalty (CSAT) is a measurement used to evaluate how much a client is content with an item, administration, or experience. This measurement is generally determined by sending a consumer loyalty overview that asks on a five or seven-point scale how a client feels about a help cooperation, buy, or by and large client experience, with answers between "exceptionally unsatisfied" and "profoundly fulfilled" to look over. SIBL give their administration better and their clients are fulfilled.

- ❖ **Rapid Growth:** Quick development is a piece of numerous fruitful business cycles. It can occur because of a top notch development system or in light of a startling chance. Fast development frequently pursues a time of early achievement, when an association has seen just unobtrusive benefits however is working soundly. On the off chance that your business is encountering a time of quick development, you may find that staff, generation levels or customers enormously increment over a brief timeframe. This guide gives data to enable your business to react adequately to fast development. It contains methodologies for managing development, and gives reasonable guidance to managing basic issues, for example, income deficiencies, staffing changes and outgrown premises. Their fast development is great.

- ❖ **Pricing Effectiveness:** Organizations look for approaches to build net revenues and improve in general business execution, business pioneers are progressively going to evaluating as a control that can support their main concerns. A pursuit of openly accessible information uncovers a noteworthy number of blue-chip organizations that recognize valuing improvement as a part of their profit success.^{1, 2} yet many appear to gain little ground in driving the sort of steady estimating control that yields the outcomes they need. What's more, those circumstances their evaluating adequacy is better.

Weakness

- ❖ **Market share:** SIBL market share position is not better .Their market share up down for economic recessions.
- ❖ **Lack of ATM Booth:** In Bangladesh Social Islami Bank Ltd. ATM booth is not available.
- ❖ **Lack of Promotional Strategies:** Social Islami Bank Ltd. Is not follow the proper promotional strategy.

Opportunities

- ❖ **Sales force effectiveness:** Deals power viability (SFE) is driven by the choices, procedures, frameworks and projects that business heads are responsible for. Pointers and general principles for deals achievement are talked about, nearby instances of business application, potential qualities, impediments and achievement factors.
- ❖ **Customer retention:** The customer upkeep definition in advancing is the path toward interfacing with existing customers to continue buying things or organizations from your business. It's not equivalent to customer acquiring or lead age since you've quite recently changed over the customer at any rate once. The best customer support methodologies enable you to outline suffering relationship with customers who will get dedicated to your picture. They may even get the message out inside their own one of a kind circles of effect, which can change them into brand agents.
- ❖ **Innovation effectiveness:** Headway in its forefront criticalness is "another idea, creative contemplations, new personalities in sort of contraption or procedure". Advancement is as often as possible furthermore observed as the utilization of better game plans that meet new necessities, inferred needs, or existing business area needs. Such improvement occurs through the course of action of continuously suitable things, structures, organizations, headways, or strategies that are made available to business parts, governments and society. An improvement is something special and dynamically convincing and, as a result, new, that "breaks into" the market or society. Progression is related to, anyway not proportionate to, improvement, as headway is progressively ready to incorporate the practical use of a creation to have a noteworthy impact in the market or society, and not all advancements require a development. Progression oftentimes shows itself through the structure strategy, when the issue being comprehended is of a specific or legitimate nature.

Threats

- ❖ **New Competitors:** At whatever point new contenders intend to enter a market, the occupants must rethink their market positions and evaluating and choose how to manage this new circumstance. Occupants ask themselves whether they can in any case obstruct the passage or it is more brilliant to endeavor to guide the section into a specific course. Participants as a rule need to see how they can enter without harming the worth pool. We have seen that as a rule, vital activities will frequently start chain responses, both for the new participant and occupants, and would thus be able to adjust showcase elements for all time. Besides, different partners, for example, amazing clients or wholesalers, may muddle the assessment of particular activity plans, and controllers may control advertise get to. With our methodology, we have helped our customers in make key activity intends to address the difficulty of taking care of new contenders, just as in finding a shrewd and economical approach to enter the market.

- ❖ **Technological Advancement:** Mechanical progressions have helped organizations and associations spare time and cost of generation, which has been a favorable position to all business, they deal with these headways to increase upper hand. A decent model is the 3G/4G broadband, private companies have exploited this super-quick web to arrive at target markets with less expenses of activity.

- ❖ **Economic Recession:** In financial matters, a downturn is a business cycle withdrawal when there is a general decrease in monetary movement. Downturns for the most part happen when there is a broad drop in spending (an unfriendly request stun). This might be activated by different occasions, for example, a monetary emergency, an outside exchange stun, an antagonistic stock stun or the blasting of a financial air pocket. In the US, it is characterized as "a huge decrease in financial action spread over the market, enduring in excess of a couple of months, regularly unmistakable in genuine Gross domestic product, genuine salary, business, mechanical generation, and discount retail deals". In the Unified Realm, it is characterized as a negative monetary development for two back to back quarters.

Chapter 8

Recommendations and Conclusion



উৎকর্ষ অবিরাম
Journey Towards Excellence

8.1 Recommendations . . .

The banks are really administration associations. The principle destinations of the world renowned and fruitful financial associations are to make benefit through tending to the customers time to time with new bits of administration instruments. Anyway my little experience earned through this temporary job program took me to clients' differing requests. I had a few straightforward discourses with the customers and authorities, which have helped me to think about the aforementioned discoveries and draw the accompanying suggestion:

- As one of driving Banks in Bangladesh, SIBL Bank ought to give equivalent accentuation in every branch of banking administration.
- SIBL may likewise enjoy Tele Advertising. This will smooth the advancement of them to extend their deals.
- SIBL should seek after a forceful advertising to come up into spotlight. Battle so as to develop a solid picture notoriety among the potential clients. Battle, for example, advertisement in the paper and magazine, bulletin, neon signs, exposure message. SIBL can seek after advancement crusade with its clients especially the corporate customers to develop a solid report. Television promotion is likewise a significant technique for drawing in the potential clients. As it is an old bank, a methodology of presenting the bank to the general population must be taken with the goal that general individuals will mindful about the rise and development of the bank. Support in association's outing and mastermind or support in cricket match can be technique for promote.
- For monitoring and inspection of the current status of all the division for omitting there lacking.
- SIBL should appoint customer service officers in all branches. They solve customers' problem, answer inquiry of customers etc.
- SIBL should differentiate its services adopting the modern facilities and diversify products.
- To achieve the goal, a bank must establish and adhere to adequate policies, practices and procedures for evaluating the quality of asset and the adequacy of loan provision and reserve.

8.2 Conclusion . . .

Eventually a day banking affiliations are one of most basic bits of an economy. Legitimately banks give different associations to individual, various firms, relationship in any event, for development. Banks offer an exceptional accumulating of advances for individual and mechanical purposes. SIBL is running suitably and for its unprecedented store execution the bank incorporates second masterminding the Islamic Money related Zone. Considered with everything taken, it may be securely said that SIBL activity program is encouraged towards progress of a good 'old fashioned participatory Economy past Market Economy. The family bracing credit program of Social Islami Bank is making progress at the grass root field level in Bangladesh. Family Fortifying microcredit and downsized scale attempts program must be sorted out in a way to make a) money, b) creation, c) publicizing, d) exchanging e) close by unequivocal review and research correspondingly as extraordinary respectability in one gathering. In SIBL approach, credit passes on the totality for the span of normal everyday presence and clearly connected with social setting and social setting in congruity with Shariah. There is a dominating believability in plan for social advancement. De-secularizing credit may prompt re-making new cash related issues. It is thusly felt the partner credit to social targets and assignments will have clearing hypothetical ramifications for movement of an elective idea of new theories of pay, yield and work. This bank passes on its real gratefulness to the overseeing body of the People's Republic of Bangladesh and Bangladesh Bank for their co-development and noteworthy going to the bank. SIBL in like way recognizes this open route to their respected customers, advocates, well-wishers, reporters and the budgetary experts for their help and patronization slackened up during the year under survey. SIBL in like way records its appreciation for the associations rendered by the directors and the individuals from the staff for the ampleness and headway of the bank. SIB needs further remarkable help and proceeded with participation of Bangladesh Bank, organization of record and other government work environments, specialists and workers of the bank, respected aides, customers and the framework any place in achieving badly designed undertakings before it.

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