



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

**INTERNSHIP REPORT**

**ON**

**GENERAL BANKING ACTIVITIES OF  
SHAHJALAL ISLAMI BANK LIMITED**

**Date of Submission: 12<sup>th</sup> December, 2019**

**INTERNSHIP REPORT**  
**ON**  
**GENERAL BANKING ACTIVITIES OF**  
**SHAHJALAL ISLAMI BANK LIMITED**

**-A Study on Uttara Branch**

**Prepared For**

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Department of Business Administration

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**Daffodil International University**

**Date of Submission: 12<sup>th</sup> December, 2019**

## LETTER OF TRANSMITTAL

12<sup>th</sup> December, 2019

**Professor Dr. Ahmed Fakhru Alam**

Department of Business Administration

Daffodil International University

**Sub: Submission of Internship Report on "General Banking Activities of Shahjalal Islami Bank Limited - A Study on Uttara Branch.**


Dear Sir

I am here by submitting my Internship Report entitled “General Banking Activities of Shahjalal Islami Bank Limited - a study at Uttara Branch” which was assigned to me as a requirement for the completion of the MBA Program.

In this internship period I can learned the banking activities. Shahjalal Islami Bank Limited has helped me to learn how the banking system are operated or how to give the customer service properly. Which is helped me in future to communicate the customer politely of properly. In this short period of time it's very difficult to give the all information in this report but I tried my best to give the proper information in this report.

I would like to thanks for your kind and helpful cooperation to complete my internship report.

Sincerely yours



**Musfique Uddin**

ID: 182-14-836

Program: MBA

Major: Marketing

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

## DECLARATION

I am Musfique Uddin, a student of MBA program, Daffodil International University, hereby declare that the internship report entitled “**General Banking Activities of Shahjalal Islami Bank Limited (SJIBL) –A Study on Uttara Branch**” embodies the result of my own effort after the complete of three months’ work at Uttara branch of Shahjalal Islami Bank Limited under the intensive supervisors and guidance of Professor Dr. Ahmed Fakhru Alam, Faculty of Business Administration Daffodil International University.

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



.....  
**Musfique Uddin**

ID 182-14-836

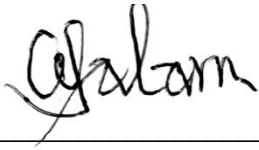
Department of Business Administration

Daffodil International University

## LETTER OF ACCEPTANCE

This is to certify that Musfique Uddin is a student of MBA Program, ID No: 182-14-836 of Daffodil International University successfully completed his internship study entitled **“General Banking Activities of Shahjalal Islami Bank Limited - A study at Uttara Branch** under my supervision as a partial fulfillment for the award of MBA degree.

I wish him all success in his life.



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**(Professor Dr. Ahmed Fakhru Alam)**

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

## ACKNOWLEDGEMENT

It's very difficult to complete the whole report to individually. It cannot be completed without any help or guidance to others. I am very thank full to all persons who are directly or indirectly helped me to prepare my internship report.

First of all, I thank Almighty ALLAH for granting me an internship opportunities at a reputed organization to work and learn something from there.

I would like to thank my internship supervisor Professor **Dr. Ahmed Fakhru Alam** Department of Business Administration, Daffodil International University, for helping me to give all the necessary information for completion of this report.

The internship opportunity I had with Shahjalal Islami Bank Limited was a great chance for learning and professional development. I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period. I would like to thank **Md. Mohammad Samim Talukder**, Manager of Shahjalal Islami Bank Limited at Uttara Branch and my organizational supervisor **Md. Sajedul Alam**, Deputy Manager of the Uttara Branch to help me with all their capabilities and affections.

I would like to express my deep sense of thankfulness to **Sanjida Sultana** and **Naznin Sultana** GB Officer, Senior and Assistant Officer, General Banking Department for guiding me.

And last but not the least; thanks to all the personnel working at Shahjalal Islami Bank Ltd, Uttara Branch.

## **EXECUTIVE SUMMARY**

This report is prepared by me which has practical observation of general banking activities of SJIBL, Uttara Branch. This branch are starting in 2005, 03 October. As like all other banks, it has also General banking, Investment or Foreign exchange department. But I worked in general banking sector. Because most of the task are occurs in general banking department. In this department are doing deposit collection, account maintaining, cheques issuing, cheque clearing, account closing, cash or other works are done here.

In this report I discuss about the General Banking Activities in SJIBL Uttara Branch. Because of this internship period most of the time I worked in general banking department. I have discuss the SWOT analysis about SJIBL in this report.

I have identified some problems of general banking department of SJIBL, at Uttara Branch. Then I have try to give some suggestion and recommendation to those problems. I think these suggestion are helps to reduce the problems of general banking activities of SJIBL.

## TABLE OF CONTENTS

Item No	Particulars	Page
	Title Page	i
	Letter of Transmittal	ii
	Declaration	iii
	Certificate of Supervisor	iv
	Acknowledgement	v
	Executive Summary	vi
	Table of Contents	vii-viii
	<b>Chapter 1: Introduction</b>	<b>01-04</b>
	Introduction	02
	Origin of the study	02
	Objectives of the study	02
	Scope of the report	03
	Methodology of the Report	03-04
	Limitation of the Report	05
	<b>Chapter 2: The Organization</b>	<b>06-09</b>
	History of Shahjalal Islami Bank Limited	07
	Vision	07
	Mission	07
	Strategies	08
	Corporate Information	09



	<b>Chapter 3: Project Part</b>	<b>10-25</b>
	General Banking Activities	11-21
	SWOT Analysis	21-25
	<b>Chapter 4: Findings Recommendations &amp; Conclusion</b>	<b>26-30</b>
	Findings	27
	Recommendations	28
	Conclusion	29
	References	30
	Plagiarism Result	31-32

# CHAPTER 1

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## INTRODUCTION OF REPORT

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## **1.1 Introduction:**

Now-a-days bank plays an important role to develop the economic to the country. As we know Bangladesh is a developing country. So bank is necessary for developed our economy. This report basically focus on General Banking Operation of Shahjalal Islami Bank Limited(SJIBL), Uttara Branch which was established on 03 October, 2005. I will try to added this report all the General Banking Activities which was occurred in Shahjalal Islami Bank in Uttara Branch. This report has been prepared on the basis of my practical experience on the day to day banking activities.

## **1.2 Origin of the Study:**

Internship is a part of MBA Program and for completing my academic requirement I completed my internship at Shahjalal Islami Bank Limited at Uttara Branch. I worked in General banking division. I completed my internship under the intensive supervision and guidance of Professor Dr. Ahmed Fakrul Alam, Faculty of Business Administration, Daffodil International University and he suggested me that the topic of my report would be "General Banking Activities of Shahjalal Islami Bank Limited - a study at Uttara Branch" which is related with my working.

## **1.3 Rational of the Study:**

The student of MBA program of Daffodil International University is required to experience an internship period, after the complete of all theoretical course. As a result I have took the Shahjalal Islami Bank Limited at Uttara Branch for the three month internship period. For this purpose I have prepared this report.

## **1.4 Objectives of the study**

### **Main Objective:**

The main objective of the study was to fulfill the requirement of MBA program. For this I had been attached with an organization and I chose Shahjalal Islami Bank Limited, Uttara Branch to study the general banking activities of the bank.

### **Specific Objectives:**

- To understand and analyze the overall activities of Shahjalal Islami Bank Limited.
- To analyze customer satisfaction on marketing mix of SJIBL.
- To get ideas on the activities of General Banking.
- To relate the theoretical learning with the real life situation.
- To find out problems surrounding General Banking Operation activities of Shahjalal Islami Bank Ltd.
- To give some recommendations for improvement in policy and technique.

### **1.5 Scope of the Report:**

The study covers general banking activities of SJIBL. This report gives an explicative overview of general banking department of SJIBL, Uttara branch. It consists of my discussion and experience during the internship period. this report incorporates the different aspects of general banking activities and its effect on the performance of the bank.

### **1.6 Significance of the Study:**

Financial institution/intermediary that stands between ultimate borrowers and ultimate lenders are known as banking financial institution. Banks perform this function in two ways taking deposits from various areas in different forms and lending that accumulated amount of money to the potential investors in other different forms. 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 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 a knowledge from this study.

### **1.7 Methodology of the study**

The report would be based on an exploratory research paper. Here I would be discussing the consumer credit schemes and credit appraisal procedure of ShahjalalIslami Bank and critically analyze the appraisal procedure with the standard one. Throughout the report, I will

use different types of research method to find out proper and correct information and also provide a good report.

For preparing this internee report I will basically use my experience from different department of the Shahjalal Islami Bank Limited. And I will also use some official documents provided by the officers. For adding more value to this report I will use some books or lecture specialized on the banking sectors.

### **Sources of data collection:**

#### **Primary data sources:**

- ✚ Observation of banking activities
- ✚ I made an oral discussion and fruitful conversation with the in-charge of the General Banking department of ShahjalalIslami Bank Limited, Uttara Branch.
- ✚ Face to face conversation with the respective officers and clients.
- ✚ Experience gained during performing duties for General Banking department.

#### **Secondary data sources**

- ✚ Website of Shahjalal Islami Bank Ltd
- ✚ Website of Shahjalal Islami Bank Limited(Ashkona Branch)
- ✚ Annual Report of the Shahjalal Islami Bank Ltd
- ✚ Various publications on banking operation
- ✚ Different websites.
- ✚ Internal Records.
- ✚ Boucher's of Shajalal Islami Bank Limited.
- ✚ Different circulars sent by Head Office and Bangladesh Bank.
- ✚ Other published documents credit scheme.

## **1.8 Limitation of the report**

As a internee of Shahjalal Islami Bank Limited at Uttara Branch i have some limitation to work. The bank are very much active to their documents. They cannot approve to work their software or some documents which are very much confidential. The major limitation of this report are given as follows:

- ✚ Due to time limitation many of the aspects could not be discussed in the present report. Learning all the functions within just 3 months is really tough
- ✚ There were some restrictions to have access to the information confidential by concern authority.
- ✚ I worked only on Uttara Branch of Shahjalal Islami Bank Limited, So I gather knowledge about activities of Head Office only by reading/hearing not in practical way.
- ✚ Non-availability of reference books is another limitation.
- ✚ The clients were very much busy. So, they were unable to give me much time for interview.
- ✚ The employee in Shahjalal Islami Bank Limited - Uttara Branch are so much busy in their work so they cannot provide me to give information about the General Banking Department such as different types of loans and advances.

## **CHAPTER 2**

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# **THE ORGANIZATION**

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## **2.1 History of Shahjalal Islami Bank Ltd:**

Shahjalal Islami Bank Limited(SJIBL) commenced its commercial operation in accordance with principle of Islami Shariah on the 10th May 2001 under the Bank Companies Act, 1991. During these years SJIBL has diversified its service coverage by opening new branches at different strategically important location across the country offering various service products both investment and deposit. Islamic Banking, in essence, not only INTEREST-FREE banking business, it carries deal wise business product thereby generating real income and thus boosting GDP of the economy. Board of Directors enjoys high credential in the business arena of the country, Management Team is strong and supportive equipped with excellent professional knowledge under leadership of a veteran Banker Mr. Muhammad Shahidul Islam.

## **2.2 Vision**

To be the unique modern Islami Bank in Bangladesh and to make significant contribution to the national economy and enhance customers trust and wealth investment, employees value and rapid growth in shareholders' equity.

## **2.3Mission**

- To provide quality service to customers.
- To set high standards of integrity.
- To make quality investment.
- To ensure sustainable growth in business.
- To ensure maximization of Shareholders' wealth.
- To extend our customers innovation service acquiring state-of-the-art technology blended with Islami principles.
- To ensure human resource development to meet the challenges of the time.



## **2.4 Strategies**

- To strive for customers best satisfaction and earn their confidence.
- To manage and operate the bank in the most effective manner.
- To identify customers' needs and monitor their perception towards meeting those requirements.
- To review and updates policies, procedures and practices to enhance the ability to extend better services to the customers.
- To train and develop all employees and provide them adequate resources so that the customer's needs are reasonably addressed.
- To promote organizational efficiency by communicating company plans, polices and procedures openly to the employees in a timely fashion.
- To cultivate a congenial working environment.
- To diversify portfolio both the retail and wholesale markets.

## **2.6 Corporate Information:**

Name of the Company	Shahjalal Islami Bank Limited	
Legal Form	A public limited company incorporated in Bangladesh on 1st April 2001 under the companies Act 1994 and listed in Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited.	
Commencement of Business	10th May 2001	
Head Office	Shahjalal Islami Bank Tower Plot No: 4, CWN(C) Gulshan Avenue, Dhaka-1212.	
Telephone No.	88-02-9845457	
Fax No.	88-02-9847607	
Website	www.sjibld.com	
SWIFT	SJBL BD DH	
E-mail	sjiblho@sjibld.com	
Chairman	Mr. AkkasUddinMollah	
Managing Director	Mr. MuhammedShahidul Islam	
Auditors	M/s. Hoda Vasi Chowdhury & Co, Chartered Accountants BTMC Bhaban (7th & 8th floor) 7-9 Kawran Bazar Commercial Area, Dhaka-1215 Phone: +88-02-9120090	
Tax Advisor	M/S K.M Hasan & Co. Chartered Accountants 87, New Eskaton Road Dhaka. Phone: 88-02-9351457, 9351564	
Legal Advisor	Hasan & Associates Chamber of Commerce Building (6th floor), 65-66 Motijheel C/A, Dhaka	
No. of Branches	131	
No. of ATM Booth	103	
No. of SME Centers	At present Bank has no SME center	
Off-Shore banking Unit	01	
No. of Employees	2,156	
<b>Stock Summary:</b>		
Authorized Capital	Tk. 10,000 million	
Paid up Capital	Tk. 9,334 million	
Face Value per Share	Tk. 10	

## **CHAPTER 3**

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### **PROJECT PART**

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### **3.1:General Banking Activities:**

Financial institutions mainly work with the money basically. The aim of Bank is to collect deposit and providing loans. General Banking has great role to this activities. Usually general banking department is front desk duty that provide the GB services like everyday banking services to the working customers or to whom, who are the regular customer to the bank.

In SJIBL there are four sectors included into general banking.

1. Account opening section.
2. Remittance section.
3. Bills and clearing section.
4. Cash section.

### **3.2: Different types of Products:**

Shahjalal Islami Bank Limited offers different types of products or accounts for their customers. They are in followings:

A) Al-wadeah Current Deposit(AWCD): This account follow the principles of Al-wadeah. Here the bank take the permission from the customers that the bank may use their money. Customers may open this account if they want. Here, there is no profit disbursed and customers will not be face losses. It may called only transaction account.

#### **Features are:**

- Free i-banking.
- Free debit card.
- No profit on this A/C
- Product code is 111.

#### **Required Documents:**

- 2 copy passport size photo of the account holder.
- 1 copy passport size photo of the nominee.
- e-Tin.
- Deposit of tk. 500
- Introducer signature.

B) Mudaraba Savings Deposit(MSD): Under the principles of Mudaraba this account is operated. This for whom, who have some savings and small transaction.

**Features are:**

- Free debit card.
- Free i-banking.
- Profit rate 4%.

**Require Document:**

- 2 copy passport size photo of account holder.
- 1 copy passport size photo of nominee.
- e-Tin.
- Introducer signature.

C) Mudaraba Special Notice Deposit(MSND):MSND is profitable if a customer who are doing business. And do regular basis transaction. The profit interest is:

<b>Amount</b>	<b>Profit rate</b>
Less than 1 crore	3.00%
1 crore to less than 25 crore	3.25%
25 crore to less than 50 crore	3.50%
50 crore to less than 100 crore	3.75%
100 crore and above	4.00%

D) Mudaraba Money Spinning(MMS):ShahjalalIslami Bank are committed to its customer to provide the best service for the customer. For this they offering Mudaraba Money Spinning account.

**Features are:**

- Free i-banking.
- Free MICR cheque book.
- Free Maintenance fee.
- Opening balance minimum 10000.
- SMS banking by 230 tk.

<b>Amount</b>	<b>Profit rate</b>
Tk. 1 lac to less than Tk. 10 lac	3.00%
Tk. 10 lac to less than Tk. 1 crore	3.25%
Tk. 1 crore to less than 10 crore	3.75%
Tk. 10 crore to less than 100 crore	4.25%
Tk. 100 crore and above	5.00%

**Documents:**

- 2 copies passport size photo at account holder.
- 1 copy passport size photo at nominee.
- NID copy.
- Deposits at 25000 tk.
- e-Tin.
- Introducer signature.

E)Mudaraba School Banking Account: ShahjalalIslami Bank offering school banking for school going students. The aim is to encourage them to savings. And engage them with banking system from early age. Any guardian can open this account for their children who are school going or less than 18 years. They can open it only 100 tk.

**Features are:**

- Free debit card.
- SMS banking.
- Profit at 4.00% on daily basis.
- Product code is 122.
- Account Maintenance fee free.
- No minimum balance.

**Document:**

- 2 copy passport size photo of account holder.
- 1 copy passport size photo of nominee.
- School Id card.
- Photocopy of tuition fee.
- Minimum deposit 100 tk.
- Introducer signature.

F)Mudaraba Term Deposit Rate(MTDR): Based on Mudaraba concept this account offer the profit for the customer against money for a fixed period of time. If the A/C holder keeps the money for the fixed period of time he/she will get profit. The profit rate is:

<b>Time schedule</b>	<b>Profit rate</b>
1 Month : Any Amount	3.00%
2 Month : Any Amount	3.50%
3 Month : Any Amount	6.00%
100 Days : Any Amount	6.75%
175 Days : Any Amount	7.25%
6 Month : Any Amount	6.50%
1 Year : Any Amount	7.00%
400 Days : Any Amount	7.75%
2 Years : Any Amount	8.25%
3 Years : Any Amount	8.25%

G)Mudaraba Double Benefit Deposit Scheme: In this scheme the customer will get the double benefit of their deposit within 8 years. Here the minimum amount will be 10 lac. And the profit rate is 8.70%.

H)Mudaraba Triple Benefit Deposit Scheme: In this scheme the customer will get triple benefit of their deposit within 13 years. Here the minimum amount is same 10 lac. And the profit rate is 8.48%.

I)Mudaraba Millionaire Scheme: After a certain period of time a client will be millionaire by this scheme. By this scheme a client will be able to make a good amount of money by his/her small savings.

<b>Amount/ Time Schedule</b>	<b>Profit rate</b>
5 years (Tk. 13350/ Per Month)	8.47%
10 years (Tk. 5250/ Per Month)	8.51%
12 years (Tk. 3975/ Per Month)	8.55%
15 years (Tk. 2725/ Per Month)	8.58%

J) Mudaraba Haji Deposit Scheme: In Islam Hajj is one of the fundamental worship. In our country so many Muslims dreams to do Hajj. But became of financial problems they cannot go to Hajj. Islami Bank of Bangladesh limited has introduced a new saving scheme named by "Mudaraba Haji Deposit."

1 to 10 years Deposit Scheme:

<b>Year</b>	<b>Account opened in 2019 (From 5th May 2019)</b>		
	<b>Monthly Installment</b>	<b>Expected Amount payable at Maturity to meet-up Hajj Expenses</b>	<b>Rate</b>
1	28,500	3,60,000	9.48%
2	14,500	3,85,235	9.65%
3	9,750	4,09,585	9.82%
4	7,250	4,26,980	9.75%
5	5,700	4,41,565	9.71%
6	4,700	4,60,070	9.68%
7	4,000	4,80,270	9.60%
8	3,400	4,90,405	9.52%
9	3,000	5,10,510	9.40%
10	2,700	5,34,020	9.25%



**\*Know your customer(KYC) Concept:** The Officers related to account opening activities must have the clear concept about KYC. Because in KYC, there are a details description about the customers. Bangladesh Bank is much concern about this. When an officer opening an account he/she must follow the steps for fulfill the KYC form. In a KYC form there are details about the customers like: permanent address, present address, business address, photographs, NID copy, signature, trade license, TIN number, source of money etc.

**\*Procedure of opening an Account:** To open a bank account there are some steps:

Step 1:

- The form is filled up by the applicant.
- NID and 2 passport size photocopy of account holder.
- Photocopy of passport if any.
- Account holder must sign in account opening form and KYC.

Step 2:

- Transaction profit(TP) set by the account instructors.
- Signature and NID verified by the officer.
- Nominee photo, signature and name.

Step 3:

- The account holder must give introducer or his/her signature.
- The authorized officer will authorize the account.

Step 4:

And finally need to deposit a minimum amount of the account.

**\*Issue of a cheque book:** The account holder will sign on a cheque book requisition slip for new cheque book. If the account opening form is complete then the officer can do the requisition. They will the requisition register to keep the record.

**\*Age of having an account:** Need to be above 18 years old. A minor cannot be an account holder.

**\*Number of account:** One person cannot have more than one account.

**\*Clearing:**

1. Inward cheque: Inward cheque are usually those cheque that are going outside from us. This cheque are own cheque for banks. They are clearing from the clearing house of Bangladesh bank.
  
2. Outward cheque: Outward cheque are usually reached from outside. That means those are others banks cheque. This cheque are honored through internal clearing house of SJIBL.

**\*Clearing Process:** Generally there are two types of cheque in SJIBL.

- a) Inward.
- b) Outward.

In the case of clearing cheque:

If the cheque above tk. 500000 is called high value cheque.

Or, if the cheque less then tk. 500000 is called regular value cheque.

When we have a clearing cheque. It is examined is it or not. There are two seals for it one crossing seal, two endorsement seal. Here is charge for clearing tk. 60 for high value and tk. 10 for regular value.

\*Software: In SJIBL they use "ACCS" software for clearing cheques. It is a customized software for the specific financial organization.

\*Remittance Department: SJIBL has remittance service for the customers. There are two types of remittance:

- **Local Remittance:** Local remittance means sending money one place to another place within the same day.
  - a) Demand Draft(DD).
  - b) Pay Order(PO).

a)**Demand Draft(DD):**It is an order of issuing bank to other branch of same bank to pay money to the payer. It is done to avoid the risk of bearing money. Bank cheque the "Test code". If the test code is agree then they pay DD.

b)**Pay Order(PO):**Pay order gives the right to payee to claim the payment from the issuing bank. Only from issuing bank it can be en-cashed. Pay order cannot be endorsed or crossed.

\***Types of Pay Order:**

1. Account Payee Only: It only can en-cashed by depositing in his account.
2. Blank Crossed: A blank crossed pay order can be en-cashed by any one.
3. Cash Payment: If the buyer gives identification regarding than it can be paid in-cash.

\***Settlement of Pay Order:** When pay order submitted by colleting bank by clearing the issuing bank gives the payment.

\***Cancellation of a Pay Order:**When a buyer want to cancel the payment he/she must give a letter of instruction for this. She/he will get return of the instrument.

### **Foreign Remittance:**

- a) Western Union.
- b) Money Gram.
- c) Money Express.

**\*Cash Section:** This is an important department for a bank. And a part of General Banking.  
This department is basically busy with cash received and cash payment.

**\*Receiving of Cash:** This is the source of having cash for branch.

### **The Receiving Process:**

- Checking the deposit vouchers.
- Amount in figure and word.
- Counting the amount by machine.
- Checking the notes carefully.
- Put signature on the slip.
- Giving the customer copy.
- Counting total debits and credits.
- Counting the total vouchers.
- Checked by authorized officer.

### **\*Payment of Cash Process:**

- Examine the instrument before of payment.
- Checked by MICK and UV machine.
- Cross checked of amount, date and signature.
- Matching the amount is figure and word.
- The signature and mobile of bearer back of the cheque.
- Posting the amount and cheque number.
- Writing the amount with signature
- Paying the amount.
- End of the sending voucher to the respective officer.

**\*Reasons of returns cheque:** There are different reasons for which a cheque can be return.

The reasons are:

- Insufficient fund.
- Mismatch the amount in figure and word.
- Stale cheque.
- Undated or Post datedcheque.
- Signature differ.
- Stopped payment by account holder.
- Seal required.
- Signature for over writing.
- MICR mismatch.

**\*Statement of Account:**Customers of SJIBL usually received account statement half yearly basis. An account holder can get the statement by a notice in every month. There is no cost for this.

**\*Account of an Transfer:**

- Customers can transfer their account one branch to another branch.
- Customers need to submit an application.
- His signature card and all the documents are sent to that branch.
- No charge need for this.

**\*Closing of Account:** If the customer want to close the account he need to submit an application with his unused cheque book. Through the account his signature is verified and the cheque number is noted. There will be closing charge for this. Finally the manager will sign to the closing application.

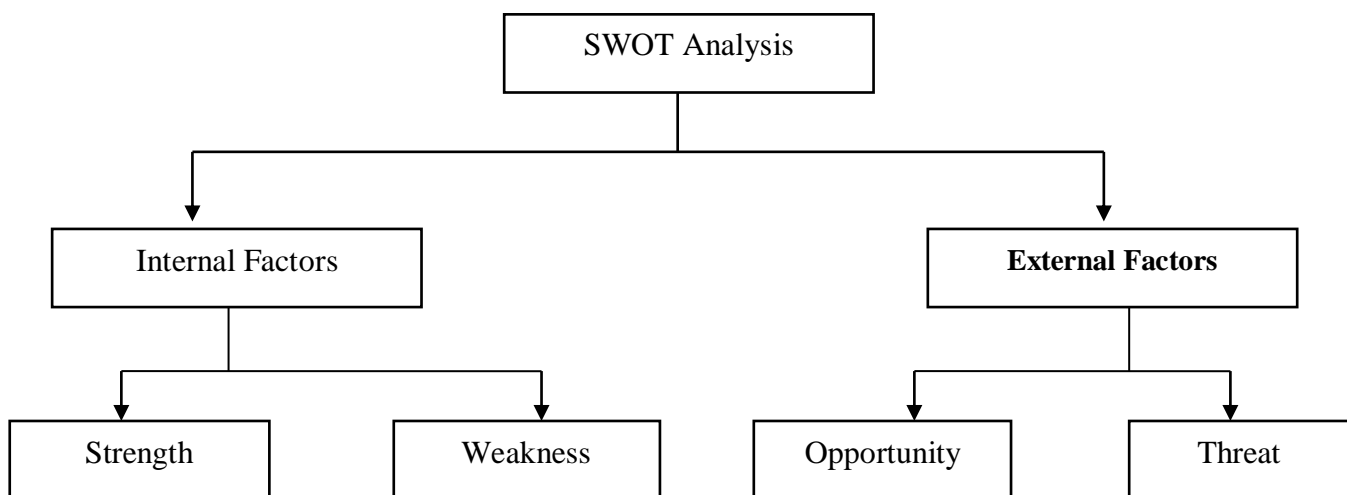
**\*Account Balance Inquiry:** Within the banking hours customers can inquiry about their account balance. They can also have the printed copy of the statement.

**\*Stop Payment of Cheque:** By the following consideration a bank stops payment of cheque.

- Account holder will apply for stop payment.
- It will keep to the related register.
- The officer will verify the situation.
- In ledger the officer will mark it by red ink.

**SWOT Analysis of SJIBL:**

SWOT analysis is an important tool for evaluating the organization Strengths, Weakness, Opportunities and Threats. SWOT analysis are divided into two parts like internal factors and external factors. Strength and Weakness are the internal factors. On the other hand Opportunity and Threat are the external factors of the company. In this report I will try to analysis the SWOT about Shahjalal Islami Bank Limited at Uttara Branch.



**Strengths:**

- Shahjalal Islami Bank Ltd. follows Shariah based banking system, which is operated by Shariah Council.
- Planning is being from the top level and implemented by the great Team Work of Mid-level& Lower level.
- Hassle free customer service with Online banking Facilities.
- Wide product line is offered by SJIBL.
- Fully computerized accounts maintenance.
- SJIBL has the ability to quickly adapt to world class standard in terms of banking services.
- SJIBL provide ATM debit card and credit card and nonstop banking facilities.
- SLIBL provide international debit card. Customers can use it in other countries easily.
- Financial Strength of SJIBL is huge. Year after year Banks Net operating profit is increasing significantly.

**Weaknesses:**

- The bank lacks aggressive advertising and promotional activities to get a broad geographical coverage.
- The bank has only a few ATM booths and not in proper places. So, the scope of using ATM card is limited.
- Sometimes it seems that charges and other fees are very high compared to other private banks. Specially Debit card charges. It frequently creates customer dissatisfaction.
- Not enough staffs are available to meet the customer demand ratio at the Uttara Branch. Even Not every employee has User id as a result oneshould depends on others.
- Lack of setting arrangement for the waiting customers.
- Absence of an upgraded website



**Opportunities:**

- The Bank may advertise them self by introducing social welfare activities.
- Open New SME center in different Business oriented places of the country.
- The bank can offer micro credit as well as new loan scheme for business individuals, SME and Agro based business.
- Introducing Merchant banking division.
- Credit card business.
- Expansion of new area of investment.
- Going for Product line expansion.
- Evolution of E-Banking system.

**Threats:**

- Political Instability, Restless political condition in Bangladesh, such as Strike, Boom blast, etc. threatens the prosperity of Bank.
- Market pressure for lowering Profit rate.
- Low Foreign Exchange Reserves in the Country with Falling Exports and Slowdown in Global Economy.
- Stricter Regulations against the Foreign or Multinational Banks.
- Mergers and acquisitions of the organizations in banking industry of Bangladesh.

## **CHAPTER 4**

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# **FINDINGS, RECOMMENDATIONS AND CONCLUSION**

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## 4.1 Findings:

- According to some client's opinion, introducer is one of the problems to open an Account. If a person who is new in the city wants to open an account it is a problem for his/her to arrange for an introducer of SB or CD accounts holder.
- In processing the services, the fees charged by SJIBL are competitively less in compare with the competitors.
- In line with the objective of the study, it can be said that there is a high degree of positive correlation between foreign trade business and banks net profit. In fact, foreign trade business attributes a lot to the profitability of the bank.
- Dollar price hike will shrink import while export and remittance inflow will be encouraged.
- The whole process of foreign trade, of which a huge part is occupied by L/C, is highly dependable on the personal skills of the officials engaged in the process.
- More than 50% foreign trade income comes from L/C opening charges. Other sources of income includes: amendment charges, postage charges, SWIFT charges, L/C advice etc.
- China and India are the countries from where most of the Imports are done.
- Shahjalal Islami Bank Limited is providing better service comparing to other private banks. But there are almost fifty-two Banks' in our country. In the near some new banks are going to be opened. So in order to compete in the market Shahjalal Islami Bank Limited should be very careful about their service. They have to improve service quality and provide more facilities.

## 4.2 Recommendations:

- As the client opinion introducing system is a big problems. They should recover or think alternative system. Because most of the client who are new in this city are facing this problems. As a result, they can collect more deposit to the client.
- The bank should take initiative to deliver the cheque book to the customers as soon as possible.
- Shahjalal Islami Bank Limited should increase their branches.
- Shahjalal Islami Bank Limited should increase their ATM(Automated Teller Machine) booth.
- They should minimize their Debit Card charge.
- They should open a complain box for the customers.
- The bank can offer free of cost for i-banking service.
- They should increase their withdrawal limit from ATM(Automated Teller Machine) daily.




### **4.3 Conclusion:**

We know that the banks are very much important to economically developed a country. Now-a-days the people cannot thing without bank. The popularity of banks are increase day by day. There are so many bank in our country. As a result the competition is so high in banking sector. Shahjalal Islami Bank Limited is a private bank in our country. It's a Islamic Shariah bank in private banking sector. Shahjalal Islami Bank Limited has already passed 18 years. They have already well-known bank in our country. They have already create a good position to the customers. Eighteen years is not huge time to create the goodwill to the customers. But they have almost create good faith to the customers to their strong financial condition. The employee of this bank are very much serious to their client. They are always try to give their best to the clients which are very much impressive for me. The employees of this bank are well tainted. They know how to handle to their customers or clients. They always get support to me to gather knowledge and work with them, which is help me in my work.

## **Reference**

-  Annual report of ShahjalalIslami Bank Ltd, 2014
-  Annual report of ShahjalalIslami Bank Ltd, 2015
-  Annual report of ShahjalalIslami Bank Ltd, 2016
-  Bangladesh Bank ( Banking Supervision and Regulation Department)

## **Website:**

-  <http://www.sjibld.com>
-  <http://www.banksbd.org/shahjalal-islami-bank/ashkona-branch>
-  <https://www.bb.org.bd>

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