

Effective Implementation of IT Policy of One Bank Limited

BY

Rahima Akter

ID:152-12-604

This Report Presented in theoretical Fulfillment of the Requirements for the Degree of Master of Science in Management Information Systems.

Supervised By

AKM Enamul Haque
Associate Professor
Daffodil Int. University



**DAFFODIL INTERNATIONAL UNIVERSITY
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Certificate of Originality

Rahima Akter ID: 152-12-604, major in MIS, Department of Business Administration, Daffodil International University has completed report under my supervision. She has done this report on "**Effective Implementation of IT Policy of One Bank Limited**" as a part of requirement for obtaining the degree of Masters of Business Administration.

I have gone through the report and found it a well written. She has completed the report by herself. I wish her every success in life.



AKM Enamul Haque
Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

Disclaimer

I, Rahima Akter, hereby declare that the presented report of thesis entitled "**Effective Implementation of IT Policy of One Bank Limited**" is uniquely prepared by myself after completion of several months work in One Bank Limited.

I also confirm that, the report has been prepared it only for my academic requirement and not for any other purpose.



Rahima Akter
ID: 152-12-604
(Major in MIS)
Department of Business Administration
Daffodil International University

List of Abbreviations

OBL: One Bank Limited

SND: Special Notice Deposit

SME: Small and Medium Enterprise

VAT: Value Added Tax

FDR: Fixed Deposit Receipt

CD: Current deposit

SB: Savings bank

STD: Short Term Deposit

RFCD: Resident Foreign Currency Deposit

POS: Point of Sale

ATM: Automated Teller Machine

L/C: Letter of Credit

P.O: Payment Order

IB: Internet Banking

CCS: Consumers Credit Scheme

NRB: Non Resident Bangladeshi

FI : Financial Institutions

IR : Information Resources

CBS : Core Banking System

2-FA: Two Factor Authentication

DiBRix : The Digital Banking Readiness Index

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Abstract

This project is on “**Effective Implementation of IT Policy of One Bank Limited**”. This policy meant under the direct guidelines of Bangladesh Bank Guideline on ICT Security for Scheduled Banks and Financial Institutions. This ICT Security Guideline may be a systematic approach to policies required to be formulated for ensuring security of data and knowledge systems.

The main objective of this study is an analyze of deposit activities and therefore the implementation of IT policy of 1 Bank Ltd. Data were collected from primary sources and secondary sources through face to face conversation, direct observation and work experience at Kawran bazaar Branch.

In this report, it's found that OBL provide moderate service to the purchasers on deposit activities. the rationale is of provide moderate customer service are unskilled man power, lack of capability for providing best and quick service, incapable for providing service as per their promises, Employee dissatisfaction, inconsistency customer service, in experience employee and insufficient technological equipments et al. . during this research, some recommendation has given to OBL for solving problem related with different deposit activities of OBL.

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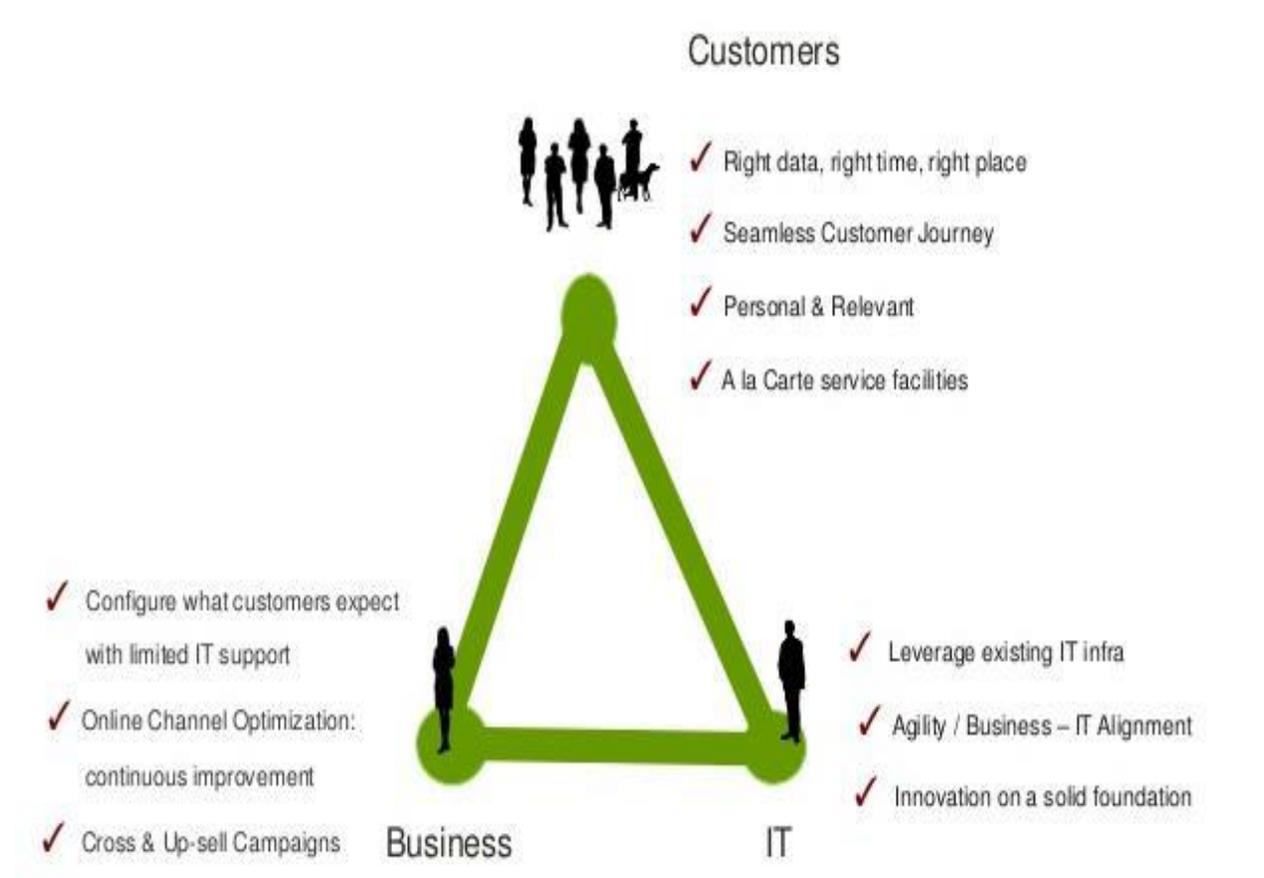
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Chapter-1

Introduction

Bangladesh economics has been achieving a rapid climb action after 90s, that's the rationale Bangladesh may be a developing country. And banking sectors has huge contribution of this economic development than the other sectors. Banking industry of a rustic as a barometer of an economic development. Well developed banking industry is far more needed for each sort of trade and commerce during this era .



1.1 Background of the Study:

Academic course of the study features a great value when it's application within the real world . Only theoretical knowledge are going to be of little importance unless it's applicable within the practical life. So need proper application of our knowledge to urge some enjoy our theoretical knowledge in our practical life. Building a robust base of practical knowledge is feasible through thesis. When theoretical knowledge is obtained from a course of study, it's only the half way of the topic matter. Full application of the methods and procedures through rich acquired knowledge of the topic matter are often fruitfully applied in our lifestyle in thesis, such a procedure of application is understood as thesis. The case study is titled " Effective Implementation of IT Policy of One Bank Limited "As a student of E.M.B.A, it'll be more significant in my practical life, have worked at CHQ of 1 Bank Limited to finish the thesis program as a tutorial requirement.

1.2 Objectives of this Study:

1. To analyze implementation of IT policy of One Bank Ltd in its various services.
2. To identify the problems in its implementation of IT policy.
3. To make necessary recommendations to overcome the problems.

1.3 Literature review:

This report has been prepared to design and deposit analysis of **One Bank Limited**, Kawranbazar Branch. This report is prepared based on experience and opinion of the customers of One Bank Ltd. Kawranbazar branch. Main objective of this study is analyze of deposit activities , the implementation of IT policy of One Bank Ltd. And this report is taken only by me not by others.

1.4 Methodology of the Study:

This research is an exploratory sort of research. Information is collected to furnish this report is both from primary and secondary sources. Overall process of methodology has been given below:

1.4.1 Method of data collection:

Generally two methods of data collection were followed.

For preparing the report smoothly and accurately I used primary data and secondary data.

1.4.2 Primary Sources of Data:

- Conversation by face to face with officers of OBL.
- Taking opinion of senior officers of OBL.
- Practical work experience at different desks.
- Close observation of the tasks of OBL by different departments' officers.

1.4.3 Secondary Sources of Data:

- Documents of deposit schemes of One Bank Ltd.
- Annual report of One Bank Ltd.
- OBL Website.
- Outlets of Bangladesh Institute of Bank Management.
- Bangladesh Bank Website.
- Theoretical books relating banking sector.

1.4.4 Target population:

- One Bank Ltd. Officers
- One Bank Ltd. Deposit clients

1.5 Scope of the work:

This thesis was completed , on One Bank Ltd. I have prepared the report on the overall performance of One Bank Ltd.

1.6 Limitations of study:

When preparing this report I even have faced some problems. the main limitations of this study are given at below:

1. there have been some restrictions to possess access to the knowledge confidential by concern authority, when collected data
2. for some business secrecy and legal obligation bank was reluctant to supply data. For this reason, this study limits only on the available published data and certain degree of formal and informal interview.
3. The officers are too busy with their jobs, to consult them.
4. I worked for thesis only on Head Office of 1 Bank Ltd, so I gather knowledge about activities of Head Office & related br. only by reading/hearing not in practical way.
5. Publications, Sufficient records regarding customer service weren't available as per requirement.

Chapter -2

OBL Product And Services

In May, 1999 ONE Bank Limited was incorporated as a third generation commercial bank within the private sector. From public it take deposit through its various saving schemes and lending the fund in several sectors at a margin. It has 100 branches, 103 ATM Booths for services the customers Countrywide. OBL has on-line banking facility, E-Banking, ATM facility, Mobile banking, E-statement, remittance services etc.

Retail Product

Deposit Products

Savings account:

- Regular Savings A/c
- ✓ Special Notice Deposit Account (SND).
- ✓ Pyramid Savings
- ✓ Elegant Savings
- ✓ Savings Gold Premium Account
- ✓ Savings Silver Premium Account
- ✓ School Banking
- ✓ NRB Savings Plus
- ✓ Street Urchin & Working Children Accounts
- ✓ Premium Corporate Account
- ✓ Imperial Business account
- High up solution Account

Current Account:

Regular Current account

- Resident Foreign Currency Deposit (RFCD) Account

Term Deposit Account:

- Fixed Deposit Receipt
- ✓ Quick Millionaire
- ✓ Pensave
- ✓ Edusave
- ✓ Marrysave
- ✓ One-Two-Three
- ✓ Monthly Money Maker.
- ✓ Corporate Deposit Scheme.
- ✓ Money Rotator

- ✓ Non Resident Foreign Currency Deposit (NFCD) Account

CARDS

Debit Card

- ✓ Credit Card
- ✓ Prepaid Car

Loan Products

[Banker's Loan](#)

- ✓ [Personal Loan](#)
- ✓ [Cash Line](#)
- ✓ [Home Loan](#)
- ✓ [Car Loan](#)
- ✓ [Student Loan](#)
- ✓ [Consumer Loan](#)
- ✓ [Doctor's Loan](#)
- ✓ [Professional Loan](#)

Retail Deposit Product:

Regular Savings A/C:

is an interest-bearing time deposit account of a bank that gives a modest rate of interest for individual in any Bangladeshi citizen. It's a well-known bank account

Features:

Account opening balance is Tk. 1000. No limit on cash withdrawal

Interest rate :

3.55% Up to Tk.50 crore

3.75% Above Tk.50 crore to below 100 crore

4.05% Above 100 crore

Issuance a cheque Book of 25 leaves and VISA Debit Card

Interest bearing Account

Interest is paid twice a year

SMS Banking facilities

withdrawal facilities at all Q-cash ATMs and banks ATMs

Special Notice Deposit A/C (SND):

SND account is an interest-bearing deposit account with full satisfaction of business transaction for own, business farm or organization.

Features:

No limit for cash deposit

7 days prior notice required

Daily Product basis Interest on deposited money SMS Banking facilities

Standing Instruction basis Fund Transfer facility

Interest rate :

- 3.50% Up to Tk.50 crore

- 3.70% Above Tk.50 crore to below 100 crore

- 4.00% Above 100 crore

Issuance a cheque Book 50 leaves

For this many needful documents are collected from customer.

Pyramid savings is combination of normal savings and recurring savings and it offers a singular thanks to save by force and fast.

Features:

Account opening balance is Tk. 20,000 and four different maturity tenors

Interest rate

- 6 months – 4.00% p.a
- 1 year – 4.50% p.a
- 2 years – 5.00% p.a
- 3 years – 5.50% p.a

Elegant Savings is daily interest bearing and monthly interest paying taka bank account for Senior Citizens of Bangladesh who's age 50 years and above.

Features:

Minimum account opening balance Tk 5000. Interest calculated on daily basis and paid monthly

Rate of interest

- 3.50% p.a for balance up to Tk 5 lac
- 4.00% p.a for balance above Tk 5 lac to Tk 10 lac and
- 4.50% for balance above Tk. 10 lac

First cheque book free

25% discount in locker charges for 1st year, applicable for customers of Locker holding branches

0.50% bonus interest rate on retail Fixed Deposit (3 month and 6 month Fixed Deposit) for Elegant Savings account holders

Complimentary Executive Health Check Gift Card of Apollo Hospital /Discount in Gym Membership

Free Internet Banking and SMS Banking.

NRB SAVINGS PLUS

is a daily interest bearing and monthly interest paying taka bank account for Non Resident Bangladeshi.

Features:

Interest calculated on day to day and paid monthly

Interest rate is 4.00% Up to Tk.5 lac and 4.50% Above Tk 5.00 lac

First 25-page cheque book free

Free Internet Banking and SMS Banking

Any NRB who is between 18 to 65 years of old can open this account

The NRB must have valid residence and working papers

Savings- Gold Premium Account

is a daily interest bearing and monthly interest paying checking account for individual in any Bangladeshi citizen

Features:

- Interest calculated on daily basis and paid monthly
- Interest credited in the account every month
- Interest rate 4.50%.
- Free internet banking
- Minimum balance required to earn interest: BDT 50,000/-
- ATM withdrawal amount maximum BDT 50,000/- per day

Savings- Silver Premium Account

is a same as previous account.

Features:

- Interest calculated on daily basis and paid monthly
- Interest rate 4.00%.
- Free internet banking
- Minimum balance required to earn interest: BDT 25,000/-
- ATM withdrawal amount maximum BDT 25,000/- per day

School Banking

is a special savings product designed for the students with a vision to built habit of savings familiarizes within young generations with banking transactions.

Features:

- Minimum initial deposit BDT 100/=
- Rate of Interest is 6% p.a.
- Interest is accrued on daily basis.
- No online charges for deposit and withdrawal.
- A VISA Debit card will be delivery for withdrawal cash.
- ATM cash transaction limit BDT 2000 monthly.
- SMS alert service
- No charge will be deducted from this account except Government charges
- Can be transfer money from this account.

Applicant age must be within 6 to below 18 year with prior permission of parent/ legitimate guardian.

Premium Corporate Account is a combination of SND and Current account product designed for large corporate bodies, which's turnover more than TK 500 crore.

Features:

Premium account for Corporate bodies

Monthly turnover more than TK 500 crore and group turnover TK 4000 crore Interest rate is 6.00%

Monthly normal Interest cycle and & payment half yearly. Management approval is required to open account.

Imperial Business Account is also a combination of SND and Current account product designed for corporate clients.

Features:

Premium account for Corporate client

Initial amount minimum balance TK 10 crore

Interest rate is 6.50%

Monthly normal Interest cycle and & payment half yearly.

Management approval is required to open account.

High up solution Account is also a combination of SND and Current account product designed for SME clients.

Features:

Premium account for SME client

Minimum Average balance is

30 Lac TK Interest rate is 3.00%

Management approval is required to open account.

Street Urchin & Working Children SB Accounts is a special checking account for the road Urchin and dealing children who are but 18 years. The account is actually introduced for the upper life & safe guard of the beneficiary.

- Minimum initial deposit Tk10
 - Minimum balance flexible
 - Higher Interest Rate & rate is 6%
 - Free of all charges.
 - Any one of Biological parents & their children may operate the account
 - A/C to be operated by representatives of NGO and number of officers must be at least two , if biological parents/guardian not available
 - Online facility not applicable to the account
- Account may operate either chequing or non chequing

CurrentAccount:

Regular accounting could also be a non-interest-bearing time deposit account with full satisfaction of business transaction for own, business farm or organization.

Features:

No limit for cash deposit and cash withdrawal

SMS Banking facilities

Standing Instruction basis Fund Transfer facility

Account opening minimum balance requirement is BDT 2,000/-

ATM Cash withdrawal facilities at all Q-cash ATMs and banks ATMs

Issuance a cheque Book of 50 leaves and VISA Debit Card

Many related papers are taken from customer.

Resident Foreign Currency Deposit (RFCD) Account

is allowed for resident Bangladeshi nationals only to manage and access foreign currency from anywhere around the world or who have returned from abroad.

Feature:

- Interest bearing** foreign currency account.
- Only resident Bangladeshi nationals;
- USD 1,000 is minimum Account opening balance or GBP 500 or equivalent EURO.
- International Debit and Credit Card** is available
- No Facility of Cheque Book

Term Deposit Account:

Fixed Deposit Receipt (FDR) account is an interest-bearing certificate of deposit account with full confidence that gives a modest rate of interest for various tenure for individual, business farm or organization in any Bangladeshi citizen. It's a well-known certificate of deposit Account.

Features :

- Pre-matured Encashment facility on condition
- Limitless on deposit
- No Service / maintenance Charge
- 90% Loan facility against face value
- Receipt will be issued at the time of opening the account
- Interest rate is : For any amount-
 - 1 month – 4.00% p.a
 - 3 months – 5.50% p.a
 - 6 months – 5.50% p.a
 - 1 year – 5.50% p.a

Pensave, Marrysave, Edusave:

Pen save could also be a special saving scheme will provide the financial security during customer's retirement days.

Marry save could also be a special saving scheme will provide the financial security during the time of Marriage.

Edu save could also be a special saving scheme will provide the financial security for expenditure .

Features:

Flexible deposit options with four different maturity tenors. Deposit size -BDT
500,1000 ,2000 ,3000 ,5000, 10,000 and 20,000

Maximum 90% Loan facility against Pensave / Merry save/ Edusave Interest rate

- 3 years – 5.00% p.a
- 5 years – 5.50% p.a
- 8 years – 6.00% p.a
- 10 years – 6.50% p.a

Automatic realization of monthly installment

Quick Millionaire may be a premium DPS product designed for aspirant clients to urge Tk 10 lac in shortest period through monthly installment.

Features:

Premium DPS for aspirant individuals

Opportunity to be a millionaire within two years.

Flexible deposit options with four different maturity tenors

Initial Deposit size –BDT 50,000, 100,000 and 200,000.

Maximum 90% loan facility against QM

Automatic realization of monthly installment

Interest rate

2 Years – 5.00% p.a

4 years – 5.50% p.a

8 years – 6.50% p.a

Corporate Deposit Scheme is a premium DPS product designed for corporate clients, will get a mass amount through monthly installment.

Features:

Premium DPS for Corporate Clients

Monthly deposit installment in TK 10 lac.

Interest rate is 9.50%

Choose from three different tenures – 5, 8, 10 years

Monthly Money Maker is a special sort of Fixed time deposit account which provides the monthly interest to the customer's saving or accounting .

The key features of this product are:

Initial Deposit in multiples of Tk.50,000

Clients must have or open a savings/current account, where interest amount can transfer.

Interest rate is 5.50%

is a special type of Fixed Deposit Account which making deposits grow over a certain period of time.

The key features of this product are:

Initial Deposit in multiples of Tk.5000.00

Choose three different benefits from three different tenures - 9, 10, and 12 Years

Choose three different benefits – Double @ 7.85%, Two & half times benefits @9.38%, Triple benefits @ 9.37%.

One-2-3 deposit Receipt are going to be issued at the time of opening the account. Maximum 90% Loan facility against One-2-3 deposit scheme.

Non-Resident Foreign Currency Deposit (NFCD) is Bangladeshi nationals staying in another country, foreign nationals, companies, firms, EPZ units those having dual nationality and earning foreign currencies have maintain NFCD account.

Feature:

- Interest bearing foreign currency account.
- A term deposit account in the form of foreign currency
- Bangladeshi nationals stay in another country; Foreign nationals, firms, companies, banks, financial institutions and EPZ units
- Minimum Account opening balance is USD 1,000 or GBP 500 or equivalent EURO.(for Bangladeshi. Minimum of USD 25,000 or equivalent GBP (for others).
- Multi-currency deposit facility: USD, EUR, GBP

- Dual-Nationals can open this account
- No Cheque Book Facility
- Passport containing the proof of dual nationals
- TIN certificate

Cards product: 1)Credit Cards

2)Debit Cards

3)Prepaid Cards

Credit Cards:

OBL Visa Credit Card is a world of benefits and the privileges that give you from one of the leading private commercial banks in Bangladesh.

There are three types of Cards: 1) Visa Platinum Credit Card
2) Visa Gold Credit Card
3) Visa Classic Credit Card

1) Visa Platinum Credit Card has unique feature of allowing limits both for local and international usage during a single card that ensure unparallel financial flexibility and optimum purchasing power.

Feature:

Widely Accepted at Merchants & ATMs worldwide

It is a Global useable card with dual currency

It are often utilized in country and out of doors country in BDT and USD respectively
The credit limit are often availed in BDT or convertible into USD fully; subject to endorsement in passport under respective Quota.convertible into USD fully; subject to proper Travel Accident Insurance

Transaction Notification that you will receive a SMS into your mobile for any kind of transaction details

Free supplementary Card

Renewal Free waiver (will be waive with 18 successfully transaction in a year) E-mail service (Monthly statement via email)

VISA Global Customer Assistance service (If VISA platinum card is stolen /lost/ you need emergency cash, just call to VISA Platinum customer centre & representative will work with you to take necessary action).

24- hours contract centre (24/7 call centre for your any kind of card related issue)

Balance transfer

2) VISA Gold Credit Card

is designed for the upper earner category customers by offering of privilege benefit to reinforce your lifestyle and reward you for being a cardholder.Its two types:

a)VISA Gold Card- Local

Only in Bangladesh This card is valid. All VISA accepted POS, ATM and Q-Cash network throughout the country.

b)VISA Gold Card – Dual

Has unique feature of allowing limits both for local and international usage **during a single card**. Widely Accepted at Merchants & ATMs worldwide.

Feature:

Transaction Notification

Free supplementary Card

Renewal Free waiver (will be waive with 18 successfully transaction in a year)

E-mail service (Monthly statement via email)

24- hours contract centre (24/7 call centre for your any kind of card related issue)

Balance transfer

3) VISA Classic Credit Card

is designed for the medium earner category customers by offering of privilege benefit your lifestyle and reward you for being a cardholder.

Its two types:

a)VISA classic Card- Local

In Bangladesh this card is valid only. Acceptable **in the least** VISA accepted POS, ATM and Q-Cash network throughout the country.

b)VISA classic Card – Dual

Has a unique feature of allowing limits both for local and international usage during a single card. Widely Accepted at Merchants & ATMs worldwide

Debit Cards:

Debit cards are like plastic cheques. Debit Card is local card which can be used within Bangladesh only. Debit cards are designed against individual savings/current account maintained with any branch of OBL. A happy life by using the debit card without using cheques 24/7 round the year.

Feature:

Bangladeshi Nationality

Valid OBL CASA or STD account

Transaction limit for POS & ATM: 50,000 BDT (except silver account holder cards in ATM for 25000 BDT and POS 50000 BDT),

School Banking VISA Debit Card

is totally complementary! This card helps your youngster directly make purchases through a POS .Machine available at most stores and also withdraw cash from any ATMs.

Feature:

Bangladeshi Nationality
Valid OBL School Banking Account
Below 18 years age
Daily transaction limit for POS & ATM: 2,000 BDT

Prepaid Card: OBL Prepaid card is a safe and secure mode, Whether you are traveling home or abroad, for fulfilling your financial requirement. Accepted ATMs worldwide and across millions of merchant locations.

International Hajj Card (Against personal Hajj Quota):

It is a world card..is issued against the private haii expense entitlement (haii quota) for individual Haiies. the cardboard is useable only within the Kingdom of Saudi Arabia and may be used at any ATM displaying VISA Logo for withdrawal of money and at any POS displaying VISA Logo for purchase of products & services.

Feature:

Individual Hajj entitlement is USD \$ 500/-

Refund claim of the unutilized amount immediately after the Hajj

Valid Passport Copy with VISA

International Hajj Card (Agent service):

Haii agents can avail OBL VISA Haii Agent Prepaid Card against their Haii license Govt. enlist. it's a world card. The Haii agencies can take pilgrims daily expenses i.e. house rent, food expenses through the Agent Prepaid Card. the cardboard is useable only within the Kingdom of Saudi Arabia and may be used at any ATM displaying VISA Logo for withdrawal of money and at any POS displaying VISA Logo.

Feature:

Valid Passport Copy with VISA

Travelers' Miscellaneous form

Hajj Card Application Form

Valid Hajj Agent license

Muallem Certificate (Current)

Up-to Date Trade license

Refund claim of the unutilized amount immediately after the Hajj.

International Prepaid Card – Travel Card

is issued against the private travel quota entitlement for individual person. it's a world card and useable only outside of the country. The Card are often used at any ATM displaying VISA Logo for withdrawal of money , at any POS displaying VISA Logo for purchase of products & services abroad and in international payment gateway subject to proper endorsement in passport.

Feature:

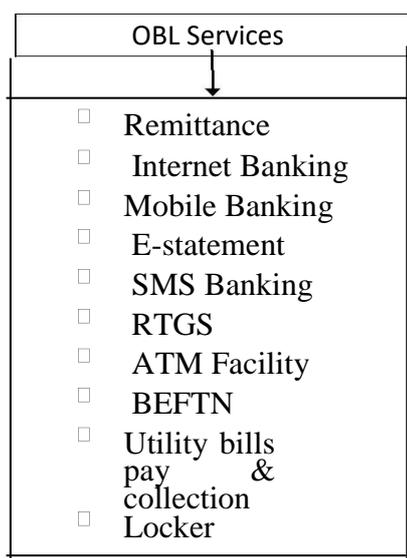
Valid Passport Copy

SAARC countries & Myanmar: US \$ 5000/-

Non-SAARC Countries : US \$ 7000/-

The individual travel quota entitlement as per Bangladesh Bank guideline time to time.

OBL Services:



Remittance:

About 8 million Bangladeshis work abroad and remit quite US\$ 11 billion during a financial year .ONE Bank Limited providing remittance services through its 88 branches in Bangladesh.Features of OBL remittance delivery services are as follows:

Deliver money with none charges. Account credit facility to those that don't have

accounts with OBL through Bangladesh Electronic Fund Transfer Network (BEFTN)
On line account credit facilities to those that have accounts with OBL

OBL maintains relationship with Remittance Houses like: Western Union , Money Gram, Xpress Money Services Ltd, Placid NK Corporation, Aftab Currency Exchange and UAE Exchange Centre LLC etc

Internet Banking:

Can gives you to access your accounts by online anytime, anywhere. It call anytime banking. it is the perfect thanks to do your banking whether from home, the office or when travelling .

Features of OBL Internet Banking:

Fund transfer to own account or other account of OBL

You can view loan details, repayment schedule, loan transaction activity and interest rates for various loan products.

Fund transfer to other bank account by BEFTN through Internet Banking.

You can view and download the account , activity details for any CASA account.

Cheque book service

Other customer service like change password, FX rate query etc. Safe and secured banking through [Two-factor authentication system](#).

E-statement:

E-Statement is an electronic version of your statement that you can view and print right from your computer.

Feature of OBL E-statement:

E-Statement looks exactly like your paper statement.

E-statements may not be used for official purpose. It will be available solely for customer's information only.

E-Statement is available almost a week earlier than your paper statement

Mobile Banking:

OBL Mobile banking is called [OK banking](#). OBL Mobile Banking discovers quick, simple and convenient way to take banking facility, on your mobile phone anytime, anywhere. OBL *OK* banking slogan is:

নগদ টাকার দিন শেষ
এবার **OK** বাংলাদেশ

Features of OBL *OK* Banking:

- Convenient way to Cash transaction (Cash in , Cash out, P2P etc)
- Safe and Secure Banking
- Convenient way to pay bills (Telephone, electricity & other utilities)

- Convenient way to Air Time top-up
- Banking services without internet.
- OK banking is usually available on a 24/7.
- Mobile banking services work with almost all types of handsets.

SMS Banking:

SMS banking services is a facility of **Push and Pull messages**.

Push messages are people who bank sends messages (additionally known as notifications or indicators) to a patron's cellular smartphone, with out initiated by using the customer for the records consisting of a coins withdrawal from an ATM or a big price with the aid of credit score card, or an alert that a few payment is due and so forth. another kind of push message is one-time password (OTPs), are sent to a purchaser's cellular cellphone via SMS, to complete transactions the usage of internet banking or cellular banking.

Pull messages are initiated with the aid of the purchaser, the usage of a cell cellphone, for obtaining information or performing a transaction inside the financial institution account consisting of an account stability enquiry, Mini declaration request, overseas currency trading fees, enquiry constant deposit hobby costs enquiry etc.

Feature of SMS banking:

- reporting of salary and other credits to the account;
- successful payment of a Credit Card due;
- Cash withdrawal from an **ATM** ;
- Cash withdrawals from the account;
- Large value payment on a credit card .
- An alert that some payment is due
- One-time password and authentication
- periodic account balance statistics (say at the quit of month/June);
- An alert that an e-statement is prepared to be downloaded. In pull offerings are include:
- Account stability enquiry;
- Mini assertion request;
- digital bill payment;
- prevent price practise on a cheque;
- inquiring for for an ATM card or credit score card to be suspended;
- De-activating a credit or debit card while it's miles lost or the PIN is known to be compromised;
- foreign currency exchange rates enquiry;
- constant deposit hobby charges enquiry. [1]

One-time password (OTPs): OTPs are the trendy device utilized by financial institution to fight cyber fraud, rather than counting on traditional memorized passwords. OTPs are sent to a patron's mobile phone through SMS to finish transactions the use of net banking. The OTP is valid for a rather short duration and expires once it's been used.

Real Time Gross Settlement (RTGS):

Is an digital agreement machine wherein price range transfer takes place from one bank to another or one account to any other, on a real-time and gross basis.

Feature of RTGS:

The minimum amount to be remitted through RTGS is Tk. 1 lakh.
A safe secured and efficient interbank payment system

There is no upper ceiling for RTGS transactions.

‘real-time’ manner transaction does now not need any ready length. Transaction is settled as soon as they are produced.

‘Gross agreement’ method the agreement of price range transfer commands takes place for my part (on an education by way of education basis).
The beneficiary bank has to credit the beneficiary's account within 30 minutes of receiving the funds transfer message.

In RTGS, customers transaction consisting of B2B (enterprise to enterprise), B2G (business to authorities), B2P (commercial enterprise to character), P2P (person to character), P2B (character to commercial enterprise) and so on

In RTGS, Interbank transaction such as Money Market Transactions, Govt. Securities Transactions, Domestic Forex. Transactions etc

Bangladesh Electronic Funds Transfer Network (BEFTN):

Is an electronic agreement device, operated via Bangladesh financial institution vital clearing that gets entries from originating financial institution, distributes the entries to suitable receiving financial institution and submit the entries to the beneficiary account .

Feature of BEFTN:

A safe secured and efficient interbank payment system.

There is no minimum or upper ceiling for BEFTN transactions.

Payment instruction will be receive by 4.00pm on a day for BEFTN transactions.

After receive the payment instruction, account will be debited during the day of instruction submission.

Settlement will be started on following business day at 10 am.

Any failure at beneficiary bank end should be notified to the originating bank within 48 hours.

In BEFTN, credit transaction which include Inward foreign remittances, domestic remittances, Payroll non-public and authorities, enterprise to enterprise payments (B2B) , Dividends/interest/Refunds of IPO, authorities tax bills , authorities dealer payments, client-initiated transactions and so on

In BEFTN, debit transaction consisting of identical monthly Installments (EMI), software invoice payments,government tax bills, authorities license charges, coverage top rate, loan payments, membership/affiliation subscriptions and so on

Automated Teller Machine (ATM) Facility Is a automated device that offers coins withdrawals of customers on the bank's very own ATM.

Feature of ATM:

ATM playing cards/debit cards, credit score playing cards and pay as you go playing cards can be used at ATMs for diverse transactions.

At financial institution ATMs, banks have determined to hold a limit of BDT 50,000/- consistent with transaction.

In ATM, may have non financial facility such as Balance Enquiry, Mini Statement, PIN Change etc.

Other banks cardholders can cash withdrawal, Balance Enquiry from ATMs .

For transacting at an ATM, the consumer ‘inserts’ their card inside the ATM and enter their private identification wide variety (PIN).

PIN is the numeric password for use at the ATM. The PIN is one at a time mailed/handed over to the client by using the financial institution while issuing the cardboard.

The consumer may additionally touch the cardboard issuing financial institution right now on noticing the loss/stolen, in order that the bank may additionally enable to dam such cards. All ATMs in banks ATM network at different location for cash withdrawal OBL maintains relationship with Other Bank ATM Network like Q-cash, NPSB etc

National Payment Switch Bangladesh (NPSB) Is a home ATM sharing network ruled by way of the Bangladesh financial institution. Via this network with NPSB member financial institution’s clients are to carry out ATM transactions at different NPSB member banks’ ATM terminals using their Debit/credit score/ATM cards.

Utility Bill Pay:

Dedicated counters are available at ONE Bank Limited's branches & booths to receive the payment of various utility bills. OBL receive various bill collections by In-house soft ware & Out House soft ware

Locker:

We provide our customers secure deposit vault or locker centers at a big quantity of our branches for the protection of your valuables. There may be a annual fee, which relies upon on the size of the locker and the centre in which the department is located.

Chapter - 3

Implementation of IT Policy of One Bank Ltd

3.1 Information Security:

Is a crucial problem for businesses, especially for banking and monetary establishments. Can be defined as protection of integrity, confidentiality and availability of records. ONE Bank Limited considers Information as the most precious asset, which is to be protected and safeguarded like all other valuable assets. However information asset has uniqueness not merely because it is intangible but because securing this asset face unique situation - this is one asset that can be unlawfully used without depriving the legitimate owner from its possession.

3.2 Purpose and Scope:

The number one motive of the policy is to ensure the protection of personal or sensitive information and sensitive facts saved or transmitted electronically and to ensure protection of the bank's information technology sources. This coverage provides recommendations to protect the financial institution's systems and facts against misuse or loss and explains roles and responsibilities of people concerning communication of and compliance with the requirements. This safety is the crew effort. The participation and guide of all individuals of the financial institution who paintings with records systems it calls for. As a result, each worker can comply with the requirements of the records protection policy and its related documentation. Employees who deliberately or through negligence violate information security policy will be subject to disciplinary action or dismissal.

3.3 Definition:

Access Control method to the guidelines and deployment mechanisms which control get right of entry to to statistics structures. **Authorized user** is the person that has been legal computer statistics. **Change means** any implementation of new functionality. **Change Management means** the method of controlling modifications to hardware, software program, firmware, and documentation. **Data Cente** is a centralized repository for the storage, management, and dissemination of information and statistics pertaining to a specific commercial enterprise. **Disaster** is an prevalence inflicting giant destruction and /or distress.

Firewall is a set of related applications, positioned at a community gateway server that protects the sources of a private community from customers from other networks. **Information System** manner one or extra computers, related peripherals and software which operate together to perform a definable bank characteristic.

Network is a sequence of points, inclusive of computer systems and different devices. **Proxy Server** is a server that sits among a consumer application and a real server. **Sensitive Information** means statistics maintained with the aid of the bank which requires unique precautions to make sure its accuracy and integrity.

3.4 Board of Directors:

Approval of the IT coverage is vested with the Board of administrators. They're additionally liable for reviewing the modifications of the IT policy sometimes. Board of administrators will overview the IT safety compliance record that will be prepared by using internal IT. They may also provide guidance and help to IT department in the enforcement of IT policies.

3.5 ONE Bank Senior Management :

The ONE Bank Senior Management will ensure implementation of all application / process specific information standards and provide advice and guidance from time to time regarding the same. They are also responsible for pointing out discrepancies in the standards and for requesting waivers from the Information Technology Division Head to particular standards if that would be in the bank's interest from a regulatory, financial or business driven viewpoint.

4.3 Information Technology Division Head The ONE Bank Information Technology Division Head is responsible for the timely release of new standards and updates to existing standards , and also liaising with the policies , procedures and standards utility group . The Information Technology Division Head is also the first point of contact (along with Audit) for all security incidents and investigating what actions should be taken to stop such incidents from occurring in the future.

3.6 Network Manager:

The ONE Bank Network Manager is responsible for the overall management of network resources like LAN ,WAN and Corporate E-mail .He /she will also be responsible for establishing Firewall and related software so as to protect Information Resources from external attack.

3.7 System Administrator:

The ONE Bank System Administrator provides first level services on operating systems such as Windows, Linux and UNIX. He /she will also provide use rids and data access rights,will be responsible for the monitoring of access violations and access rights recertification to the application system resources. Database Administrator The ONE Bank Database Administrator is responsible for the installation, configuration and performance tuning of the database system. He/she is also responsible for publishing the backup and, recovery strategy and overall management and monitoring of the storage system.

3.8 Data Center Manager:

The ONE Bank Data Center Manager is responsible for the security of the data center and the overall management of data center resources and operations. He/she will also be responsible for ensuring the availability of Disaster Recovery Site (DRS) in case of any failure at production end.

3.9 Branch Managers, Other Divisional Heads and Employees:

Managers and Divisional Heads will make sure that their personnel have get admission to to the facts requirements in a layout that they apprehend, that they've read them and that they are aware about the results of non-compliance. All personnel are required to comply with all of the information protection requirements. Failure to accomplish that ought to result in disciplinary movement, and in extreme instances dismissal and/or criminal action.

3.10 Internal IT Auditor:

Inner IT auditor generally periodically visit key IT installations within the data center, catastrophe restoration website, branches, and head workplace to conduct IT audit. A crew of IT professionals could be running underneath the inner IT auditor.

3.11 Vendors, Subcontractors and Outsourcers:

In the provision of Information Systems services, suppliers must comply with the ONE Bank Information Security Standards as they apply to hardware , software , and related procedures and processes. All Supplier employees or their subcontractors working on ONE Bank projects are required to understand and comply with ONE Bank Information Security Standards. Failure to do so will result in them being reported to their management for appropriate disciplinary action to be taken.

3.12 Physical Security:

It measures designed to ensure the bodily protection of IT property like device, personnel, assets and different residences from damage and unauthorized bodily access. There are heavy makes a specialty of company security measures in the modern-day international. Even the maximum robust firewalls and password safety can't account for physical threats or human error which are regularly ignored or misguide.

Maximum companies and employees do no longer don't forget the possible implications of someone getting their hands in this data as they region faith within the device producer's safety machine. Those systems may also forestall someone from hacking device and downloading the information remotely, but what if you accidentally depart the tool in a public area or if it's far stolen from you so that those documents may be retrieved via someone? It's the risk of robbery and loss that a good physical safety coverage attempts to curtail.

The facts processed right here is normally deemed important to at least one financial institution operations and is of a touchy nature in phrases of confidentiality troubles in statistics middle physical get right of entry to. Correspondingly, get admission to controls to the data middle require a excessive level of employees restriction and authentication to guard the records processed therein .

3.13 Logical Security:

The authentication method must be restrained to some of unsuccessful attempts (maximum three). A user, userid or account must no longer be capable of logon to the identical software / machine extra than as soon as, on the identical time i .E .A couple of concurrent logons with the identical identity. Authentication information, e.G., password or PIN, must never be disclosed to another user or shared amongst customers. Passwords are required to be a minimum length of 8 (8) characters. Passwords have to no longer be similar to the person identifier. It have to now not be easily guessable and ought to not be related with the consumer in any manner. Person wishes to trade passwords at the least each 90 days. Branch Managers, department Heads, and Supervisors ought to notify the IT manager promptly each time an worker leaves the bank or transfers to every other branch/division/department in order that his/her get admission to may be revoked. Device administrators are responsible for publicizing the technique for changing passwords.

Data Integrity and Confidentiality The goals of Data Integrity and Confidentiality are to ensure the continued availability and accessibility of information, to reduce the risk that data may become corrupted by an external influence such as a Virus; and to ensure that client confidentiality is maintained at all times.

3.14 Email Security:

E mail policy of a corporate , is a control record that outlines how personnel can use electronic conversation tools. This policy sets suggestions for what is deemed ideal use and unacceptable use software program equipment are available that screen and document on e-mail content material which could violate established rules. Inside the occasion an employee violates the coverage and, as a result, negatively affects productiveness.

- A clear, direct problem line,
- Use a expert e mail deal with,
- think twice earlier than hitting 'respond all' ,
- include a signature block,
- Use professional salutations,
- Use exclamation points sparingly,
- Be cautious with humor,
- recognise that human beings from distinct cultures communicate and write in another way.

3.15 Internet Security:

Is a fixed of regulations issued by using an business enterprise to make certain that all users inside the area of the organisation or its networks follow guidelines and tips related to the security of the information saved digitally at any point inside the community.

Internet facility must be furnished to limited personnel like department manager , Divisional lead and to a few officials particularly authorized with the aid of managers , divisional heads .ONE financial institution restricted provides computers and internet connections to in addition its enterprise pursuits . Use of such facilities apart from for bank's business is precisely prohibited .

Internet safety regulations are:

- 1.Information and facts classification — A clean category policy facilitates businesses take manipulate of the distribution in their safety property.
2. IT operations and administration — ought to work together to meet compliance and safety necessities.
- 3.Security incident reaction plan — allows provoke suitable remediation movements in the course of security incidents.
4. SaaS and cloud coverage — provides the agency with clear cloud and SaaS adoption recommendations, that can provide the foundation for a unified cloud atmosphere.
5. Ideal use regulations (AUPs) — facilitates save you statistics breaches that occur thru misuse of business enterprise resources.
6. Identity and get entry to control (IAM) policies — let IT directors authorize structures and packages to the right individuals and let personnel understand how to use and create passwords in a comfortable manner.
7. Statistics security coverage — outlines the technical operations of the company and proper use standards according with the charge Card industry facts security fashionable (PCI DSS) compliance.
8. Privacy regulations — authorities-enforced guidelines inclusive of the general statistics safety regulation (GDPR) shield the privateness of cease users
9. Personal and mobile devices — now-a-days maximum corporations have moved to the cloud. Creating a coverage for proper safety of private devices can assist prevent publicity to threats through worker-owned property.

3.16 Network Security:

Network security is a fixed of regulations and configurations designed to guard the integrity, confidentiality and accessibility of computer networks and records using each software and hardware technologies.

Community branch of facts era division is liable for the financial institution's network infrastructure and could continue to manipulate in addition trends and upgrades to this infrastructure .The networking addresses for the supported protocols are allotted , registered and managed centrally by network branch of facts technology department. Center Banking device (CBS) have to run on separate LAN and should now not be mixed with the common LAN used for workplace work. Network managers will make certain the implement appropriate controls to ensure that connected users or computer services do now not compromise the security of every other networked service. Network cabling should be set up and maintained by means of qualified engineers to make sure the integrity of each the cabling and the wall mounted sockets . Any unused network wall sockets need to be sealed - off and their reputation officially stated. Community supervisor is responsible for accomplishing periodic opinions of implemented security plans, measures, strategies and controls.

3.17 Disaster Recoveries:

Is an area of protection planning that goals to shield an organization from the effects of good sized negative occasions. DR allows an agency to maintain or quick resume assignment-crucial features following a catastrophe.

Disaster Recovery Plans Types

- Virtualization catastrophe restoration. One of the blessings of virtualization is that it could get rid of the need to recreate a physical server while something goes incorrect. ...
- network catastrophe recuperation. ...
- Cloud-primarily based catastrophe recuperation. ...
- information middle disaster recovery.



Each companies need to have a plan in location (typically known as a "disaster recuperation Plan", or "enterprise Continuity Plan") that query how this could be executed . Catastrophe restoration site aside from production web page which is at the least 10kms faraway from the production web page.

The facts generation division must expand a comprehensive disaster recovery plan. The plan will cowl the following:

- identity and prioritization of important commercial enterprise methods.
- identity and agreement of all responsibilities and emergency preparations for enterprise continuity planning and restoration.
- 'call Tree' and phone info,

- Documentation of workarounds (digital and guide) and rectification.
- appropriate schooling of group of workers within the execution of the agreed emergency techniques and procedures.
- Checklists and system recommendations to assist numerous divisions and branches to get over a disaster or disaster.
- testing of the plans.

3.18 Change Request Management:

The change management manner is a primary idea that calls for ITIL® defined roles and duties, strategies and standardized techniques. Assist a trade correctly at the same time as minimizing related risks (incidents, troubles and trade requests resulting from the change), here is the aim sought by way of IT carrier management specialists. Although it is for the control of a hardware, system, software program or applications.

The facts era (IT) infrastructure at ONE bank, confined is expanding and continuously turning into greater complex. Every facts sources (IR) element requires an outage for planned improvements , preservation or great -tuning every now and then.



3.19 Hardware Management:

It starts off evolved with acquisition and keeps through preservation till the hardware's remaining disposal. It is the procedure of handling the physical additives of computers, computer networks and structures.

Financial institution's customers are provided with a short get entry to to the information at the number of various hardware configurations inside the chain of stores, together with a detailed listing of shops with devices that fit the sample detected by way of the gadget. Perspective is a device that makes it smooth to search for the exceptions from the defined guidelines, places or configurations different from the sample. Examples of monitored parameters of devices:

- CPU model, motherboard model, the dimensions of RAM set up, the running system set up,
- models of difficult drives, disk size, hard disk logical partitioning ,
- the average CPU usage (%)
- the average reminiscence utilization (%),
- CPU temperature (common and most temperature in the course of the day),
- the quantity of free hard disk area
- gadgets related to the POS - fiscal printers, scanners, cashier presentations, POS scales, and so forth. Registered in the device or possible to pick out automatically.

The imperative system also includes a device browser, enabling viewing and attempting to find gadgets mounted in specific locations and registered by way of sellers.

3.20 System Development and Testing:

All in-house development and testing needs to be clone according to the flowing procedure:

Project initiation A letter prepared by the user and duly signed by his division head / branch manager should be addressed to the department head of IT Division for commencing any in house software development project. The letter should be supplemented with: Domain

Overview This should describe the procedures of the manual operations to be automated and purpose of the activity. · **Feature List** This should define the features and functionalities to

be accommodated in the software. · **Possible Inputs** It should give the input parameters and their data types curd any constraint, regarding, input. · **Expected output Reports and**

other output formats should be specified here. · **Related references (if any)** At this stage

Head of IT would designate a person to review the user requirements and decide about the feasibility of the project. This documentation may include:

- Use Case Diagram
- Class Diagram
- Database Schema

- DFD
- ERD
- Data Dictionary

3.21 Internet Banking:

Through Internet Banking our customer will have access to the environment of our Core Banking System; therefore, the System Administrator will put in place appropriate controls to protect network and systems from unauthorized access, fraudulent activity, contract dispute and unapproved disclosure/modification of information / instruction passing over public networks. The controlling measures will cover the following: Network and Database Administrator of Information Technology Division will be Responsible for the security of Bank's Internet Banking Application Software. Information Technology department will introduce logical get entry to controls to statistics, structures, utility software, database, utilities, telecommunication strains, and so forth. Network administrator will introduce technology safety protocols for internet Banking solutions .like PKI, SSL, 2-FA, RSA, VASCO etc. as applicable and feasible.

3.22 Training:

Each worker have to be aware about this facts protection tenet. Formal schooling on information protection will need to receive to all workforce .Ordinary schooling for the IT protection workforce is to be prioritized to teach and teach inside the state-of-the-art threats and data protection techniques.

3.23 Internal IT Audit:

Internal IT Audit should have sufficient IT resources capable of conducting IT Audit. IT Audit should be conduct at least annually to ensure compliance of this policy. The report must be preserved for future reference.

3.24 Disciplinary Actions:

Disciplinary technique is a proper way for an organisation to address an employee's: unacceptable or mistaken behavior ('misconduct'). Violation of this policy may additionally bring about disciplinary action which may additionally encompass termination for personnel and temporaries ; a termination of employment family members within the case of contractors or experts ; or dismissal for interns and volunteers . Additionally, people are challenge to lack of ONE financial institution records sources get admission to privileges, civil, and crook prosecution.

3.25 Implementation of IT policy of One Bank Ltd:

Our banking in Bangladesh has been a tremendous success over the last decade or so. The annual growth rate of banking is 30%. The bank has a well-organized credit management process in place. The look at located that the financial institution has a well-advanced lending coverage. The bank follows certain general principle of lending along with protection, cause, liquidity and diversification. All the investment applications go through each of the steps of the investment granting process. The bank uses its own investment risk evaluation process in addition of Bangladesh Bank and project appraisal method for evaluating investment proposals. The bank also has a proper investment administration to ensure proper documentation, monitoring and follow up of each investment granted by it.

The bank grants investment to a number of sectors through various loan facilities for short, medium and long period. The bank's lending activities mainly focus on trade and industry sector

In this paper bank's deposit mobilization and loan disbursement, current growth rate of deposit and investment is 26.54%, 40.27% respectively. For investment sanctioning it is observable that in this year loss from general investment is about .004% and bad loan was 1.34% of total investment. Overall their growth rate is well from the date of establishment.

A comprehensive IT Security Policy must be in place to set objectives for the organization as regards the protection of its informational assets. The management of ONE Bank Limited has initiated and continues to sustain the effort to the development of this IT Security Policy.

- in step with the Bangladesh bank ICT policy, The composed policy is issue to be updated in everyday foundation. After going thru the coverage we find the missing tenet for cell Banking technique. Mobile banking is also very promising turnoff of modern banking. With mCommerce transactions expected, there may be accelerated security challenges for mobile based channels. It's miles developing recognition and proved to be very promising

from the sales factor of view. So there should be existed a clear guiding principle for mbanking.

- most valuable facts security challenges highlighted via the banks is loss of client cognizance on facts safety and the hazard from insecure customer end factors. The policy has no clean guide line to make cognizant the client approximately the threats.
- although the boundary-much less cyber space exposes the banks to the world over prepared crimes and new age threats. In addition, with banks increasingly running with third events and inside the method, sharing commercial enterprise facts, control of 1/3 birthday party risks is also becoming a hard undertaking. The policy has a scope to replace its imaginative and prescient approximately cyber protection and data sharing developments.
- except disaster recovery planning and enterprise Continuity, the involvement of business in safety tasks especially defining safety requirements of their enterprise and protection strategy plan is fantastically minimum.
- The banks do now not seem too keen on availing the assessment of the safety measures or offerings from external specialists and service vendors.
- privacy safety along with privateness policy on company website, hyperlink of privacy coverage on person facts paperwork, disclosure of statistics to 1/3 events and privateness policy be aware to the customer aren't being definitely said within the policy measures advocated for clients'.

Chapter - 4

Problems in the Implementation of IT Policy at One Bank

The banking sports especially deal with the several humans, it's miles very tough to make sure pure banking surroundings. But One financial institution restrained is inside the stage excessive for providing the excellent customer support .In virtual banking isn't always only a question of how, however additionally while.

I have analyzed the policy and found that the policy is not enough to antagonize all the security threats available. I also have found the following limitations:

The financial institution has a well-organized credit score control process in place. The examine discovered that the bank has a nicely-advanced lending policy. The financial institution follows certain trendy precept of lending together with protection, cause, liquidity and diversification.

All the investment applications go through each of the steps of the investment granting process. The bank uses its own investment risk evaluation process in addition to LRA Manual of Bangladesh Bank and project appraisal method for evaluating investment proposals. The bank also has a proper investment administration .The bank grants investment to a number of sectors through various loan facilities for short, medium and long period. The bank's lending activities mainly focus on trade and industry sector

In this paper bank's deposit mobilization and loan disbursement, current growth rate of deposit and investment is 26.54%, 40.27% respectively. For investment sanctioning it is observable that in this year loss from general investment is about .004% and bad loan was 1.34% of total investment. Overall their growth rate is well from the date of establishment.

Despite the fact that the relationship between the customers and employees are very much pleasant that could be a top signal for the financial institution. But, it is going through some troubles in performing banking activities, a number of which can be listed beneath:

Terms and conditions:

Phrases and conditions of various debts are imprinted on the back of the account establishing shape. If it's so, applicants open their account being absolutely blind to the identical. If the officer do now not tell or display the ones they be unaware about the ones.

Difficulties:

Account opening is so difficult because of the requirements of many documents

Closing charge:

Account is so high for any types of deposit account where minimum charge is Tk. 200/- &for current A/C minimum charge is 300 tk ,which other banks like Dutch Bangla Bank's closing charge is Tk.13.

Long time process:

Loan processing is long time process and interest rate is high that customer confront some difficulties.

Problem of deposit money for the people:

Financial institution have the tradition of depositing a minimal sum of money at the time of opening account and hold a minimum balance at all the time. However it is not viable to observe strictly, mainly for poorer clients.

Problem for requiring documents:

All debts require some files for any inquiry .Now and again proper documentation cannot be executed due to expectation.

Problem in personal relationship:

To confirm the authenticity thank you letter is to be sent to the account holder of deal with of account holder. However isn't always accompanied all of the time because of private members of the family or to control the customer any manner.

Concentrated service:

As the provider is concentrated in few alternatives, no efforts are visible to diversify the providing.

Low number:

Low wide variety of branches of OBL.

Procedure:

The entire general banking procedure is not fully computerized.

Developed software :

OBL is not using advanced and developed software.

Introducer :

Sometimes create hassle if a person who is new of the city desires to open account, it's miles a trouble for him/her to arrange an introducer of SB or CD money owed holder.

Low Quantity:

Low number of ATM booths of One Bank Ltd.

ATM Service :

At Dhaka metropolis ATM provider is available in but nevertheless unavailable in out side of Dhaka. So,It is difficult to deposit money on occasion coming to the branch.

Old machine:

ATM machine of past is not well developed.

Systematic transaction:

At transaction side that is not enough systematic way, where other banks can do like Dutch Bangla Bank.

Loan Processing:

Loan processing is too lengthy specially customer loan to achieve.

Loan interest rate:

Loan interest rate is high than other banks

IT policy:

Computer systems must have the maximum latest appropriate and available software program safety patches, commensurate with the diagnosed degree of ideal danger. Identity and Authentication identification is the method of uniquely distinguishing one user from some other to establish duty. Authentication is the procedure of verifying the identity of a consumer. This may be done by a password or PIN. The overall necessities for identity and Authentication are as follows: user need to be uniquely recognized. As an instance, a consumer identity must no longer be assigned to a couple of man or woman. A person ought to no longer be assigned with multiple user identity on the equal software. Every person should be recognized and authenticated before appearing any moves on the device.

Chapter – 5

Recommendations and Conclusion

Primarily based on the above issues, a few guidelines were made to triumph over the troubles:

1. To boom the rate of hobby of deposit is essential.
 2. Necessary to decrease the charge of hobby of loan.
 3. Must be simpler for illiterate clients account beginning method.
 4. Bank should offer higher training applications to their personnel.
 5. Bank need to growth their loan facility on deposit schemes.
 6. Bank should replace their software program systems and ICT coverage to fulfill their customers by providing quick services.
-
7. This is the fastest developing cutting-edge banking concept. For the reason that OBL is a nearby bank, they are able to shape an alliance with other up to date banks in launching the ATM, if they take this opportunity. OBL might be a fastest bank inside the usa. OBL take this possibility very easily because this financial institution has lot of branches.
 8. Now–a-days control advise for setting update NCR ATM system that is well evolved.

Conclusion

One **Bank LTD** confined a bank of new technology. Although I tried to include in my observe approximately customer support and implementation of IT policy in my examine, I followed their policies and rules and tried to apply them in my look at to prepare this look at with my nice effort. Financial institution is an such group, which acts as a economic intermediary. Bank gather deposit from various source by way of paying hobby to them and furnish loan to some different parties at excessive charge to hobby then the hobby paid to the depositor, the variations between the 2 hobbies is called because the profit One financial institution confined plays a widespread function in various fields of the economy, including enterprise, exchange and trade, transportation, and deposit mobilization and so forth. They have got a exquisite contribution to the agricultural improvement of our us of a which is the most important for us. The financial institution additionally performs a critical role in human assets improvement and creating new employment opportunities. It also a very good sign that under takes diverse social welfare activities for the betterment of the society and on this context. If we can triumph over the above boundaries of the coverage we might also offer better security to the Banks records systems. However still as i've already noted, the safety policies are concern to be supervised again and again. We must keep examine the system and make nice-tuning if vital. We discover the similar opinion from the Bangladesh bank ICT coverage guideline

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