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**An Analysis of the Financial Services of National Bank Ltd: A
Study on Lake Circus Branch-Dhaka**

Submitted To:

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Letter of Transmittal

Date: 09/02/2020

Professor Mohammad Masum Iqbal, PhD
Department of Business Administration
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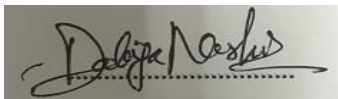
Subject: **Submission of Internship Report.**

Dear Sir,

It is a pleasure to be able to handover the report of my internship program to you on “**An Analysis of the Financial Services of National Bank Ltd: A Study on Lake Circus Branch-Dhaka**”. The report contains financial services of Lake Circus branch, National Bank Limited.

It has to be mentioned further that without your advice and cooperation it would not be possible for me to complete this report.

Sincerely Yours,

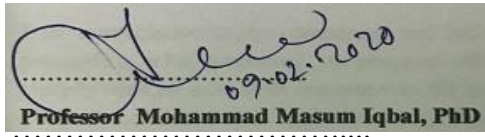


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Approval Certificate

This is to certify that Ms. **Daliya Nowshin Nisha, ID No: 172-14-2396**, a student of Masters of Business Administration of Daffodil International University has completed the internship report titled “**An Analysis of the Financial Services of National Bank Ltd: A Study on Lake Circus Branch-Dhaka**”, under my supervision. Her internship placement was at National Bank Limited, Lake Circus Branch. The report is recommended for submission and presentation.

I wish her every success in life.



Professor Mohammad Masum Iqbal, PhD

Professor Mohammad Masum Iqbal, PhD
Dean & MBA Coordinator
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Acknowledgement

As a matter of first importance, I offer my significant thanks to my chief Professor Dr. Mohammad Masum Iqbal, PhD, Department of Business Administration, Faculty of Business and Entrepreneurship, of Daffodil International University for giving his significant directions, legitimate proposals and remedies for development.

I like to communicate my thanks and most profound appreciation to National Bank Ltd. Staff of Lake Circus Branch for giving me the chance, arrangement for the entry level position program that I have finished.

To set up this specific paper, I needed to experience all sort of records which gave me a smart thought about that. I got full help from the all staffs of the National Bank Limited, Lake Circus Branch.

Executive Summary

This report is set up based on my three-month down to earth involvement with National Bank Limited, Lake Circus Branch. This report has been exhibited dependent on my perception and experience assembled from the organization.

This report depends on both essential and auxiliary information. The data utilized right now been gathered from different sources, for example, down to earth work area work, extensive assistance of representatives, yearly reports, site of National Bank and so on.

In part one I have examined about the presentation, beginning, scope, information assortment and approach of the investigation. In section two, I have talked about the Overview of National Bank Limited, Corporate Information, Limitations, crucial, Core esteems, vital targets, head exercises,. In section three I have talked about the monetary administrations of Lake Circus Branch, National Bank Limited. At that point in part four I have examined discoveries, suggestion and Conclusion.

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Chapter 01

INTRODUCTION

1.1 Background of the study

It is essential to have a pragmatic utilization of the information gained from any scholastic course of the examination, on the grounds that lone a ton of hypothetical information will get unbeneficial on the off chance that it isn't applied in the reasonable life. So we need appropriate use of our insight to get some profit by our hypothetical information to make it productive. Such an application can be conceivable through entry level position.

As a major aspect of the temporary job program of Masters of Business Administration course necessity, I was relegated for doing my entry level position in National Bank Limited, Lake Circus Branch for the time of a quarter of a year. During my temporary job period in the National Bank Ltd. Lake Circus Branch, I worked under store division of the bank. I worked under the supervision of head and official and partner administrator, for their help and direction in finishing this report.

1.2 Scope of the study

This report covers the Performance Evaluation of National Bank Limited, Lake Circus Branch. During my temporary position period I approached the distinctive utilitarian branches of this bank and was presented the cutting edge banking exercises continued general financial division including client assistance, money and records area.

1.3 Objective of the Study

The objectives of this study are given below:

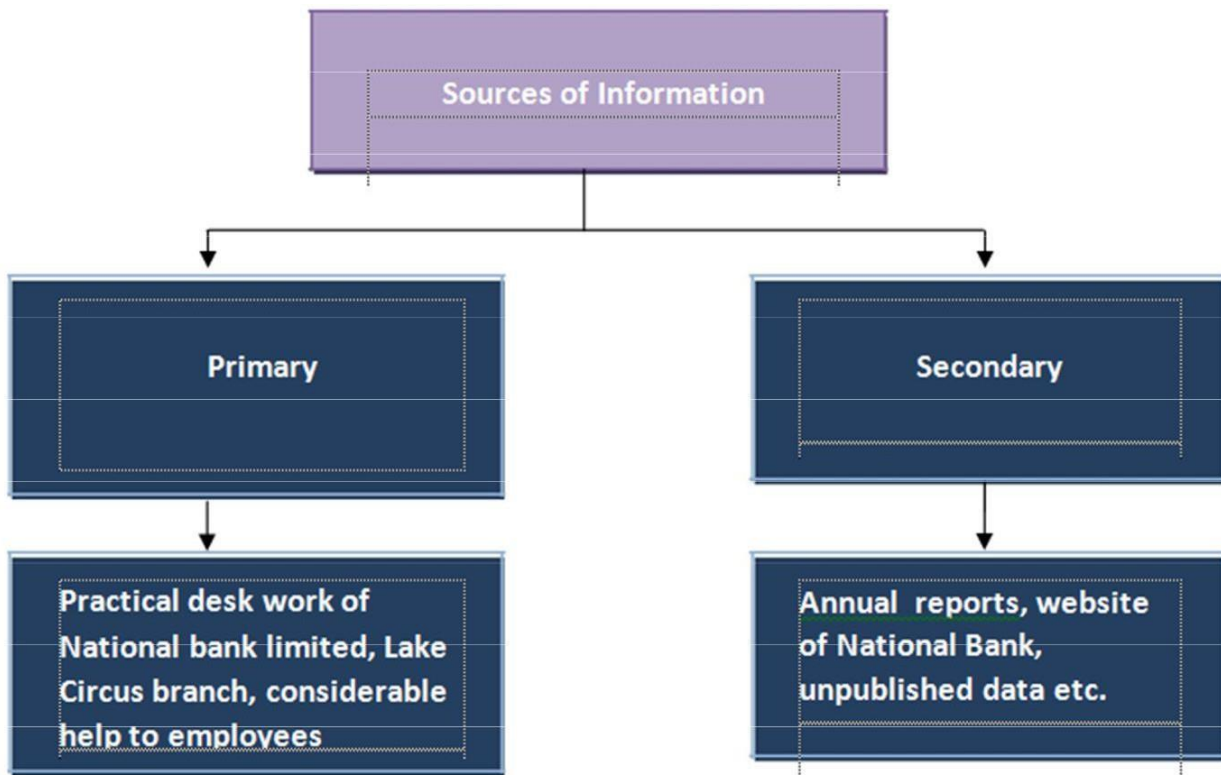
- To identify the financial services of National Bank Limited, Lake Circus Branch;
- To identify the problems related to the financial services of National Bank Limited, Lake Circus Branch;
- To make recommendations to solve the problems;

1.4 Methodology of the Report:

Research Design:

Exploratory researches have been directed for social occasion better data that will give a superior comprehension on various money related information. Both essential and optional wellsprings of information assortment strategy have been utilized in the report. Essential information has been gathered for the most part through the essayist's perception of the endorsement procedure and observing systems, casual meetings of officials, officials and workers of National Bank Limited, Lake Circus Branch.

Sources of Data Collection :



1.5 Limitations of the study:

The limitations I have faced are:

- Financial services of National Bank Limited are too large to be covered within three month only.
- Employees are not sufficient in case of my business I could not get in detail.
- Time is one of the big limitations as duration of the program was of three months only.

Chapter 02

ORGANIZATIONAL PROFILE OF NATIONAL BANK LIMITED

2.1 About National Bank Limited

National Bank Limited has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. To keep pace with time and in harmony with national and international economic activities and for rendering all modern services, NBL, as a financial institution, automated all its branches with computer networks in accordance with the competitive commercial demand of time.

At present, NBL has been carrying on business through its 203 branches & Agri Branches spread all over the country. It has drawing arrangements with 415 correspondents in 75 countries of the world, as well as with 37 overseas Exchanges Companies located in 13 countries. NBL was the first domestic bank to establish agency arrangements with the world famous

2.2 Mission

Winning an everlasting seat in the hearts of the individuals as a mindful friend in elevating the national monetary standard through persistent up degree and expansion of their customer base administrations in accordance with national and global necessities is the ideal objective they need to reach.

2.3 Vision

Guaranteeing best quality of demographic administrations through best use of most recent data innovation, making due commitment to the national economy and setting up ourselves solidly at home and abroad as a front positioning bank of the nation are their esteemed vision.

2.4 Objectives of National Bank Limited

1. Offering speedy and improved customer base administrations through use of present day data innovation.
2. Pushing the approach of sustaining adjusted development of the bank in all divisions.

2.5 Strategies of National Bank Limited

- ✓ To oversee and work the bank in the most proficient way to upgrade budgetary execution and to control cost of store.
- ✓ To take a stab at consumer loyalty through quality control and conveyance of opportune administrations.

2.6 Principles and values of National Bank Limited

- ✓ Effective and productive tasks.
- ✓ Outstanding client support.
- ✓ Strong capital and liquidity.
- ✓ Strict cost discipline.
- ✓ Commitment to truth and reasonable managing.
- ✓ Commitment to quality and skill

2.7 Corporate culture

- ✓ The customer starts things out.
- ✓ Openness to new thoughts and new strategies to energize innovativeness.
- ✓ Flexibility and brief reaction.
- ✓ A feeling of expert morals.

2.7 Nature of Business of National Bank Limited

- ✓ General Banking
 - Customer Service Department
 - Cash Department
 - Accounts Department
- ✓ Credit and investment
- ✓ Foreign Trade (Import, Export & Remittance)

Chapter 03

Financial Services of National Bank Limited

3.1 Financial Services of National Bank Limited:

This office plays out the general capacity of banking In National Bank Ltd. For playing out the activity of this office a decent number of individuals are apportioned. The general financial division of National Bank (Lake Circus Branch) comprises of the accompanying segment:

1. Client Services
2. Account Opening/Closing
3. Cash management section
4. Remittance
5. Deposit Department
6. Clearing Department
7. Online Banking Services
8. Account Department

3.1.1 Client Services:

In the branch particular territories are set up to give the organizations which are an authoritative game plan of the customers. Any information, if customer has to know, the individual in question can get it either phone or coming in the bank. This kind of organizations bank provided for the customer. People continually need to stretch out beyond plan as would be reasonable. In the branch particular territories are set up to give the organizations which are an authoritative game plan of the customers.

3.1.2 Account opening:

To open record in the National Bank they have assorted record structure to vault in particular name. Generally to open any record as an issue of first significance assembling the structure filling account holder's name, father' name, mother's name, date of origination, citizenship, religion, present and never-ending area and imprint. Account Opening Procedure: National ID card, 2 copy passport size photo of the account opener, 1 copy of passport size photo of the nominee of that account

Account Closing:

Several reason have arrives to close an account. Account holder can close his or her account any time if he or she wants. Account holder have to go to the particular branch and have to follow some specific procedure of account closing.

3.1.3 Cash management section:

Money the executive's area of any bank assumes imperative job when all is said in done financial office since it manages the most fluid resources. The correct administration of this segment involves by and large viability of any bank. NBL has an extremely prepared money segment.

This section is responsible for the following function:

- ✓ Receipt of deposit.
- ✓ Making payment to the customers.

3.1.4 Remittance Department:

Banks transmit finance starting with one spot then onto the next through their branches. Conveying cold hard cash is problematic and unsafe. That is the reason cash can be moved starting with one spot then onto the next through financial channel. This is called settlement. It is one of the most secure approach to move cash starting with one spot then onto the next. Settlements of assets are one of the most significant parts of the business Banks in rendering administrations to its clients. Settlement are two sorts:

- 1) Local Remittance
- 2) Foreign Remittance

3.1.4.1 Local Remittance Department:

NBL has its branches spread throughout the country. It serves as best medium for remittance of fund from one place to another. This service is available to both customers & non-customers of the bank.

i) Remittance of funds:

The main instrument of remittance of fund are:

- ✓ Telegraphic Transfer(TT)
- ✓ Payment Order(PO)
- ✓ Demand Draft(DD)

a. Telegraphic Transfer(TT):

Transmitted exchange is the fastest and safe method for moving cash starting with one predetermination then onto the next fate. It is finished by phone message.

It is a request from the giving branch to the drawee bank/office for installment of a specific aggregate of cash to the recipient. Message/Telegram sends the installment guidance and are paid to the recipient through his record kept up with the drawee branch or through a compensation request if no a/c is kept up with the drawee branch.

TT Receiving:

At the point when a TT has originated from other branch, it should make reference to account number, test number, TT no. preferring name. At the point when approved official get any TT message then he issue a charge and credit voucher. A different sort of TT corroborative exhortation is sent to drawee branch around the same time. On accepting of the TT affirmation duplicate from giving branch, the specifics of TT are confirmed regarding points of interest previously recorded in the T.T. payable register.

b. Pay Order:

Pay request is a request by a giving branch or bank upon customer for made installment of the sum referenced there in that named pay on as per customer request. Pay Order gave distinctly for neighborhood installment.

Pay order issue Process:

1. For issuing pay order the client has to submit an application form to the remittance department in the prescribed form properly filled up & signed by applicant.
2. Applicant has to pay in cash or through cheque
3. The bank issue a pay order duly crossed A/C payee

Charges

Up to 500000-
Commision-50

Vat – 15% of commission Above
500000-comission-100
VAT-15%

Procedure for cancellation of pay order:

1. When customer gave any compensation request for the sake of any payee. In the event that payee doesn't acknowledge the compensation request, at that point the compensation request then payee put his mark & seal posterior on the compensation request then payee comes back to the customer. The customer of the compensation request has kept it in account after that approved official issue one charge and credit voucher.

2. If the client wants to cancel his pay order before submitted then have to submit with an application form for deposited the amount to his account & he should paid cancellation charge.

c. Demand Draft:

Request draft is an instrument containing a request for the giving branch upon another branch known as drawee branch for installment of a specific measure of cash to the payee or to his request on request by the recipient showing the draft itself.

Payment of Demand Draft:

Subsequent to giving a bank draft to the buyer, the giving part of the bank sends a guidance to the drawee branch. At the point when a D.D is displayed for installment at the drawee branch, its subtleties are to be deliberately inspected with references to the accompanying focuses:

1. Whether the draft is drawn on their branch.
2. Whether the draft is crossed or not.
3. The sign of the authorized officer of the issuing branch is to be verified to be sure that draft is genuine.

After check, installments are made and essential sections are made in the D.D payable register. On the off chance that the customer is from other branch, at that point installment are made through LBC, in the event of customer of other bank, installment are made through clearing.

Issue of duplicate draft:

- ✓ Copy DD not typically given except if altogether agreeable proof is created with respect to loss of draft. If the draft is lost or taken, a copy draft given by the giving branch.
- ✓ On received of the written request from the purchaser. The issuing branch immediately issues a stop payment to the drawee branch.
- ✓ On receipt of freedom from the administrative center the giving branch will give a totally new draft in lieu of the first announced lost. The copy draft will plainly take after those of unique draft.

Cancellation of Demand Draft:

Just the buyer can demand the giving branch for wiping out of L.D. The drawee branch can't drop a L.D. The drawee branch can acknowledge crossing out guidance just from the giving branch. The accompanying system ought to be followed:

- ✓ The buyer ought to present a composed solicitation for wiping out of D.D. appending therewith unique L.D.
- ✓ The mark of the buy should be confirmed from the first application structure.
- ✓ Recommended undoing charge is to be recouped from the candidate and just the measure of the draft less crossing out charge ought to be discounted.
- ✓ The L.D. ought to be attached with a stamp dropped upon appropriate validation and the first ought to be turned around. An IDBA for the dropped D.D. ought to be given on the drawee branch. Dropping of D.D. ought to likewise be recorded in the D.D. issue register.

Stop Payment of Demand Draft:

As the giving branch gives the draft, the payee or buyer of the draft can't give stop installment directions to the drawee branch .If a paying branch gets a solicitation from the payee/endorsee or the buyer for halting installment, it will approach them to move toward the giving for the reason.

3.1.4.2 Foreign Remittance Department:

Remote settlement division includes installment of outside draft, Payment of cash from abroad. Other than completely or mostly possessed trade organizations, the bank by and by have a broad system of drawing game plan with 37 trade organizations situated in 13 nations like-kuwait,oman,bahran,saudArabi,UAE,Malaysia,Singapore,UK,Italy,Canada and so forth. Outside division incorporates

1. Payment of FTT
2. Payment of FDD

Exchange Houses owned by NBL:

Oman: NBL invested 25% value in inlet abroad trade company, a joint endeavor trade organization in Oman working since 1985 under administration of the bank having 5 branches and another branch will begin upon very soon.

Singapore: Balaka exchange pvt.ltd, Singapore went into activity in September 1999 under the administration of NBL. Subsequently to support up its exercises, NBL obtained 100% responsibility for, as its backup in July 2007.

Malaysia: NBL cash move organization Sdnbhd ,a completely claimed backup organization of National Bank is going to begin activity in Malaysia by may 2009.

Myanmar: A delegate Office was set up in Yangoonin October 1996 and acquired authorization from the Govt. of Bangladesh to deal with outskirts exchange with Myanmar.

The money from abroad can be received into 2 ways :

1. Web Payment
2. Head office TT

The remittance comes through Web are paid instantly. The exchange media are:

- ✓ Western Union
- ✓ X-press Money
- ✓ Al –Ansari
- ✓ Samba
- ✓ Al-Fardan
- ✓ Instant Cash
- ✓ NBL Quick Pay etc

The settlement likewise comes through Head Office as TT to the branch. The branch issue pay request for these TT for money installment. On the off chance that the customer has a/c with the bank then cash moved to the A/c.

Requirement for receiving:

For getting cash, customer need to top off an endorsed structure if there should arise an occurrence of western association.. For other people, customer need to give the accompanying data:

- ✓ Name of the receiver
- ✓ Name of the borrower
- ✓ MTCN number
- ✓ Phone No of both sender & receiver etc.
- ✓ Present/permanent Address
- ✓ Amount of money etc.
- ✓ photocopy of ID/passport
- ✓ Occupation etc

The official gathers the data and gives a mechanized report to made installment through compensation request/quickly.

Foreign D.D:

In addition the bank additionally gets Foreign Draft which is paid through clearing to the customer.

Bills Collection:

One of the most significant capacity of National Bank is to gather bills for client:

Outward Bills for Collection(OBC): OBC exists with branches distinctive bank outside the nearby zone. The bank sends sending letter to the reacting branch. Here one branch sends check of another bank to the branch outside the neighborhood office for gathering bills . Here the outside branch gathers bill& sends to the gathering branch and the branch makes installment to the client.

Internal bills for assortment (IBC): When the bank gathers bill as a specialist of the gathering branch, the bank gets a sending letter. Here the bank gets checks from outside or neighborhood branch.& gather bills and sends to the gathering branch.

Nearby bills for assortment (LBC): LBC exist with various branches inside the neighborhood zone. It is an exchange between two branches inside a limit.

All the Bills for collection are recorded in register containing the following information:

- Date
- customer
- Their no.
- Drawn on
- Amount
- Particulars of instrument
- Collecting Agent
- Commission, Postage etc.

Necessary vouchers are prepared like debit, credit &contra voucher & send for transfer.

3.1.5 Deposit Department

- ✓ Savings Deposit
- ✓ Current Deposit
- ✓ Term Deposit
- ✓ Foreign Currency Deposit
- ✓ Monthly Savings Scheme

Monthly Savings:

SL#	Monthly Installments	Amount to be paid on completion of Term		
		03(Three) years@9.00%	05(Five)years@9.25%	08(Eight)years@9.50%
01	BDT 500/-	20,627/-	37,896/-	70,849/-
02	BDT 1,000/-	41,255/-	75,791/-	1,41,691/-
03	BDT 2,000/-	82,510/-	1,51,583/-	2,83,394/-
04	BDT 3,000/-	1,23,765/-	2,27,374/-	4,25,091/-
05	BDT 4,000/-	1,65,020/-	3,03,166/-	5,66,788/-
06	BDT 5,000/-	2,06,274/-	3,78,957/-	7,08,485/-
07	BDT 10,000/-	4,12,549/-	7,57,914/-	14,16,970

3.1.6 Clearing Section:

Cheques, Pay Order (P.O), Demand Draft (D.D.) Collection of measure of different puts money in the interest of its client are a fundamental capacity of a Clearing Department.

Clearing:

Clearing is a framework by which a bank can gather clients finance starting with one bank then onto the next through clearing house.

Clearing House:

Clearing House is where the agents of various banks get together to get and convey check with another banks.

Who will deposit cheque for Clearing:

Just the standard clients who have Savings, Current, STD& Loan Account in the Bank can store cheque for assortment of reserve through clearing house.

3.1.7 Online Banking Services:

Directly all parts of NBL are joined by ABBS organize. Online workplaces are open for Current Deposit A/Cs, Savings Deposit A/Cs and Special Notice A/Cs just.

Locker Service:

Three types of locker service:

- ✓ Big locker.
- ✓ Medium locker.
- ✓ Small locker.

3.1.8 Accounts Department

- ✓ General accounting
- ✓ Investment accounting

General Accounting

Duties of general accounting are as follows -

- ✓ Registration of voucher
- ✓ Posting of voucher in the ledger
- ✓ Preparation of unadjusted trial balance
- ✓ Preparation of adjusted trial balance

Investment Accounting

The activities are:

- ✓ Assortment of receipts i.e-rental, benefit
- ✓ Control of assortment
- ✓ Revealing of data with respect to rental assortment i.e-money assortment explanation
- ✓ Affirmation of the record holder i.e-articulation of record
- ✓ Arrangement of past due explanation i.e-late articulation for BOD

Chapter 04

PROBLEMS, RECOMMENDATIONS AND CONCLUSIONS

4.1 Problems Identified:

During the examination of general financial exercises of National Bank Limited, Lake Circus Branch, I got a few issues that follow in the beneath:

- ✓ Some of NBL representatives are wasteful to give their administrations appropriately to clients.
- ✓ They don't have online administrations for some branches.
- ✓ NBLs limited time administrations are not adequate and state-of-the-art.
- ✓ The greater part of the client faces ATM stall issue.
- ✓ Documentation arrangement of NBL is somewhat manual and mostly mechanized.
- ✓ The majority of the workers for the most part consider their own advantage, which demonstrates that organization issue is here.
- ✓ NBL doesn't give any enthusiasm on current record.

4.2 Recommendations

I had the functional introduction in National Bank Limited, Lake Circus Branch for only three months, with my little experience I am trying to give some recommendations:

- ✓ NBL should expand their ATM stall and improve ATM administrations for consumer loyalty and getting advertising picture.
- ✓ Despite the fact that the presentation of general client administrations is acceptable, however their representatives ought to be progressively prepared. The office needs to select master HR to give great client support, which will bring viability of the bank's activity.
- ✓ To make their record keeping simple and quick, NBL should utilize completely electronic framework.
- ✓ Director of the branch should screen exercises of the official with the goal that the customers get proficient administrations.
- ✓ Bank should give alluring loan cost to the store plans to expand store development.

4.3 Conclusions

The present universe of banking is testing. The accomplishment of bank is presently thoroughly rely on the variables, for example, basic leadership, effective and agreeable administrations, most extreme utilization of assets and presentation of new money related items.

National Bank Limited has tremendous resources for get together its liabilities and the administration of this bank is furnished with the master financiers and supervisors in all degree of the executives.

Regardless of having a few issues the presentation of the bank is well by giving better administrations. The bank is extending their activity by expanding its branches so as to catch the market. So in end it very well may be said that each association has its positive just as negatives the administration is resolved to arrive at the pick of progress it appears that in not so distant future the negatives will be disposed of and National Bank Limited will arrive at the most significant level of achievement in the blink of an eye.

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