



Internship Report on General Banking Activities of Dhaka Bank Limited

Submitted To

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Submitted By

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Letter of Transmittal

25, April 2021

Professor Dr. Mostafa Kamal

Dean, Academic Affairs & Professor,
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of Internship report on “**General Banking Activities of Dhaka Bank Limited**”.

Dear Sir,

I am very pleased to present my internship report “**General Banking Activities of Dhaka Bank Limited, Savar, Bazar Branch**” that you selected me to the internship program as an important prerequisite. It is really a huge prospect for me to collect enormous knowledge and properly understand the subject matter. I considered the analysis to be quite fascinating, useful, informative, and tried my best to prepare an accurate and creditworthy report. I really do not just hope that my research would help to give a clear idea of the overall state of affairs “General Banking Activities of Dhaka Bank Limited, Savar, Bazar Branch”, but also confident enough to conclude that this study is important for all the effort that I have put into it. I welcome the whole challenge, take pride in addressing them.

Finally, in preparing this report, I would like to thank you for valuable guidance and support. I shall be very sweet obligated if you are kind enough to agree and give your valuable opinion on this article.

Yours sincerely,

.....

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Rabeya Akther Rani

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Letter of Acceptance

This is to certify that Rabeya Akther Rani, ID No. 173-11-504 a regular student of Daffodil International University (DIU) of Bachelor of Business Administration (BBA) program under the Department of Business Administration, (major in Finance). She is successfully completed her internship report on “General Banking Activities: A Study on DBL, Savar Bazar, Branch” for the aware of the degree of Bachelor of Business Administration (BBA) under my supervision.

I am pleased to state that Rabeya Akther Rani worked hard in preparing this report and he has been able to present a good report. The data and findings presented in the report seem to be authentic.

I wish her every success in life.

Best regards,

Professor Dr. Mostafa Kamal

Dean, Academic Affairs & Professor,
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Student Declaration

I announce that the study is entitled “General Banking Activities of Dhaka Bank Limited, Savar, Bazar Branch” is submitted in full compliance with requirements towards the degree that BBA Program of Daffodil International University.

My original work is presented to Daffodil International University and for any other degree or affiliation, no part of the research was submitted and the study was not published in any journal or magazine.

Signature

.....

Rabeya Akther Rani

ID: 173-11-504

Major in Finance

Program: BBA

Department of Business Administration

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Acknowledgement

I would like to begin by expressing my appreciation to the Almighty God who gave me the opportunity to go through the entire internship process and write a report on this.

I would like to acknowledge the support and assistance provided to me by a number of people in planning this Project Report. I am most grateful to the boss of my internship **Professor Dr. Mostafa Kamal**, Dean, Academic Affairs of Daffodil international university to provide detailed feedback on this report and to support it all the time. Without the advice of **Professor Dr. Mostafa Kamal** that path wasn't that easy for me.

I would like to thank you for that MD. Mazharul Islam, SVP & Manager in operation of Dhaka Bank, Savar Bazar Branch as well as Nusrat Sharmin Jeny, representative of General Banking. Thanks to them for helping me in planning this study with the relevant information about DBL's. It would not have been possible for me to do this project work without their contribution.

I came across many supportive colleagues during my internship period who have always been helpful in providing all kinds of information needed and sharing their views and ideas with me. I would also like to thank the customers who were kind enough to answer my questionnaire and appreciated the work I did at the sometime.

Executive summary

Taking advantage of our internship experience, I completed my internship. I participated in the research "Financial Creation" of Dhaka Bank Limited, Savar, Bazar branch. There are some theories and differences in practice. Since completing the application, I have been working at Savar, Dhaka Bank Bazaar branch. The bank general manager helped me complete the declaration by providing various information. Learn more about their culture. During the

liberalization of the international market, Dhaka Bank Limited, the second generation of private equity, appeared on July 5, 1996. Since then, in its difficult Dhaka Bank it has managed to fulfill the hopes of its creators. Today it is one of the most important personal stories about national banks providing significant support for home business. His office is in Dhaka. Currently, the bank has 104 offices and 3 service centers for SMEs across the country and, through its products and services; it performs well in terms of its performance. Today the branch of the authorized capital of Dhaka Bank, Savar, Bazaar, is 1001 million BDT. The payroll capital of Dhaka Bank, Savar, Bazar, was BDT 725.36 million and BDT 663.42 million from reserves. Dhaka Bank, Savar, Bazaar, has 26 employees, including 4 general managers and 22 officers. The Financial Company is the starting point of every project. Part of some BBAs is the practice for education. I was placed in Savar, Bazaar branch of Dhaka Bank Limited, as part of a commercial operation. I learned the ins and outs of investing in a 3 month internship. This course discusses the activities of Savar, branch of the Dhaka Bank Bazaar, one of the most important organizations. The report contains information on all commercial activities paid for by the bank. In this article, I have focused on most of the financial services companies of Dhaka Bank Limited. The operation of the bank generally covers all functions of the bank. We have discussed in detail all the different types of banks and various types of deposits, like bank interest, checking accounts, deposit rates (FDR), savings accounts (PSS) etc. Banks are now associated with commissions and other banking transactions. Let's analyze Dhaka Bank's vision of consumer products.

Table of Contents

Chapter name	Contents	Page no
	Cover Page	i

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7

7

	Letter of Transmittal	ii
	Letter of Acceptance	iii
	Student's Declaration	iv
	Acknowledgement	v
	Executive summary	vi
Chapter-01 Introduction	1.1 Background of the Study	02-03
	1.2 Origin of the Report	03
	1.3 Objectives of the Report	03
	1.4 Scope of the Study	03-04
	1.5 Methodology of the Study	04
	1.6 Limitation of the Study	04
Chapter- 02 Company Overview	2.1 History/ Overview of DBL	06
	2.2 Mission	07
	2.3 Vision	07
	2.4 Commitments	07
	2.5 Core Values	08
	2.6 Objectives of the Bank	08
	2.7 Goals of DBL	08
	2.8 Corporate Social Responsibility	08-09
Chapter-03 General Banking Activities of DBL	3.1 General Banking	11
	3.1.1 Accounts Opening	11-14
	3.1.2 Cash Section	14-15
	3.1.3 Remittance Section	15-16
	3.1.4 Clearing Section	16-18
	3.1.5 Pay Order	18-19
	3.2 Job Experience	19-22
	3.3 General Banking on online platform	22
	3.3.1 General Banking using online platform	22
	3.3.2 Improvement areas of online General Banking	22-23
Chapter-4 Findings, Recommendations & Conclusion	3.3.3 Suggestions to improve the weakness	23
	Findings	25
	Recommendation	26
	Conclusion	27
	References	28

Chapter- 01

Introduction

1.1 Background of the Study

They require of commercial banks in a nation is more than any other money related teach in numerous ways. Fundamentally, Commercial banks are among the major banks sources of stores within Bangladesh's economy. The consequence of the segment revealed during its dedication within the economic progress of the homeland. This partition quickens economic progress through borrowing cash starting superfluous group and loaning to the shortfall bunch within the shape of advances and progresses. Individuals and govt. itself is exceptionally a lot depends on those successful moreover proficient administrations given by the banks within the money related markets of the nation. Business banks operate as monetary middle people by performing the capacities of mobilizing the stores and utilizing them within the legitimate way. These banks make a sensible sum of benefit after assembly the cost of reserves. In Bangladesh, one common issue is the reality that the cost of reserves is exceptionally tall within the nation since of tall exchange and record costs and restriction within the within the structure.

As a halfway prerequisite of BBA curriculum I have on the way to be depart meant for internship toward assemble commonsense involvement also have to be yield the report with respect to facilitate viable information. This detail is begun later than finishing the BBA curriculum Department of Business Administration in United International University. This report is the result of the relegated placement, recommended with the Supervisor, Professor Dr. Mostafa Kamal, Dean, Academic Affairs of Business Administration, and Daffodil International University. The report resolves unquestionably increment in order of other understudies to identify the Bangladesh's banking industry, and diverse administrations

DBL are openhanded toward the head budgetary establishment within therealm.

Internship program may be a pre-requisite for procuring BBA degree. Some time recently achievement of the degree, an understudy have got to, experience the Internship course. Every understudy beneath the Internship program should get ready a report based on extend or specific coordinating with the Intern's region of specialization and organizational prerequisites. The report composing comprises of Intern's examination, discoveries and accomplishments. This report titled "General Keeping money Activity of Dhaka Bank Ltd., Savar, Bazar Branch" is ready as internship report beneath the supervision of Professor Dr. Mostafa Kamal, Dean, and Academic Affairs. The reason of the think about is to discover and analyze the common keeping money activities.

1.2 Origin of the Report

The internship program is an integral part of the BBA and this report is intended to be part of my internship program. Each student must work part-time in a three-month program with an organization to participate in a variety of different activities. The supervisor has established the report and the faculty member approves the report. This course is dedicated to documenting work experience and previous business experience. I have the opportunity to complete my activity at Dhaka Bank Limited, Savar, Bazaar branch, Dhaka. It's a three-month course. My boss asked me to take a course on "General Banking" and also allowed me to prepare announcements about this.

1.3 Objectives of the Report

Broad Objective

The essential point of the think about is to meet up the halfway necessities for the accomplishment of the itinerary 'realistic introduction in banks'.

Specific Objectives

- To full fill the requirement of BBA program as required of DIU rules.
- To know the operational activities of this Bank

- To watch and evaluate the execution of the particular department as well as the whole branch of the bank in one stop solution.
- To find out the specific problems of customers
- To give recommendations as per findings

1.4 Scope of the Study

Managing an account segment plays a really imperative part in each nation. In Bangladesh keeping money segment has contributed and proceeding to contribute towards the advancement of socio-economic condition. As I have worked within the Dhaka Bank Limited at Savar, Bazar Branch, I got the opportunity to memorize diverse portion of keeping money framework. For gathering data approximately managing an account exercises and administrations, I am taking after them who are ceaselessly related their managing an account exercises in that department.

1.5 Methodology of the Study

Through my experience, I have learned many techniques in the research process. Therefore, in this research I have the opportunity to participate in my study of leadership skills. We have collected information from several sources:

Primary Sources

- Personal interview- Face-to-face and face-to-face interviews with branch leaders.
- Personal observation - Review the banking process on a case-by-case basis.
- Practical work exposure on different areas of the branch.
- Informal conversation with the client or customers.
- Relevant documents related to the study as provided by the officers.

Secondary Sources

- Annual report of DBL
- Periodical published by Bangladesh Bank

- Internet is also used as theatrical sources of information
- Website and newsletters are also used as major sources

1.6 Limitations of the Study

- 3 month was exceptionally brief time to get ready this
- Instance and funds restraint
- Satisfactory report and open data be not accessible as per my necessity. Information isn't prepared throughout computer
- The representatives of the bank were too active to supply me adequate time for information
- The essential information was as well much scattered and it was troublesome to accumulate it.

Chapter- 02

Company Overview

2.1 History/ Overview of DBL

Bangladesh financial system has been experiencing a fast advancement since the 90s. Mechanical plus provincial headway, around the world trade, convergence of our Bangladeshi economic settlement, neighborhood and farther wanders in development, communication, control, food taking care of associated advantage endeavors presented in a time of monetary works out. Urbanization associated methodology of life changes coinciding with the money connected progression created a arouse overseeing AN account things and organizations to strengthen the unused exercises equally on kind channel eat up wanders in an exceedingly} very useful methodology. A bunch of very highly praised

businessmen of the realm assembled on the way to answer toward this would like and commenced capital of Bangladesh Bank Compelled among the year 1996. The Bank was joined since a open compelled group to a lower place the companies Act, 1994. The Bank in progress its industrial procedure on New Style calendar month 06, 1996 with an approved wealth of Bangladeshi unit. 2,000 million and rewarded wealth of Tk. 200 million. The rewarded wealth of the Bank stood next to Bangladeshi unit 1299 million since on thirty one New Style calendar months 2007. The Shareholders Esteem of the Bank likeon thirty one New Style calendar months, 2007 stand at tk.2561 million, checking the sponsor's funds of Tk. 348 million.

The bank has 104 branches checking two Shariah-based branches associated associate toward the ocean overseeing AN account outlet over the country and an outsized organize of writers everyplace the earth. The bank has strategy to release extra branches among this money year toward amplify organize. The bank offers the complete run of overseeing associate account and hypothesis organizations for person and company purchasers, supported by the foremost later advancement and a gather of very influenced officers and workers. In its shot to supply Fabulousness during Overseeing associate account organizations, the bank has touched all processed phone keeping cash advantage, tied a state joint ATM organize also has displayed a co- branded master card. A handle to boot underway to supply e-business geographical point to the bank's folks through on-line and social unit keeping cash courses of action.

2.2 Mission

To be the premier financial institution in the country providing high quality products and services backed by latest technology and a term of highly motivated personnel to deliver excellence in Banking.

2.3 Vision

At Dhaka Bank, we draw our inspiration from distant stars. Our vision is to ensure a process that ensures that every financial transformation activity is profitable. Our mission is to provide the best services in precision, reliability, on-time delivery, cutting machines and solutions to the needs of the sector, all over the world. To respond to market and business conditions and the benefits of your investments.

Our people, products and processes are separated to meet the specific needs of our customers. Our goal is to make a difference like bright light in the sky. Our primary goal is to deliver performance that reflects the clear vision of our vision: the performance of financial companies.

2.4 Commitments

Dhaka Bank benefits its customers. Everyone wants better services and products are the bank of the industry. Dhaka Bank has reached its 13th year in the banking industry. In a time of celebration, Dhaka Bank spoke of its importance. These are,

- Trust
- Punctuality
- Foresight
- Sincerity
- Care
- Loyalty
- Experience
- Goal
- Focus
- Patience

2.5 Core Values

- Customer focus
- Integrity
- Teamwork
- Respect for the individual
- Quality
- Responsible citizenship

2.6 Objectives of the Bank

- Reduce operating cost by at least 20%
- Increase fee based income- increase volume & fee of letter of credit & guarantee increase export and exchange earnings.
- Take immediate action required to reverse the rise of cost of fund.
- Focus on Current, Savings & Short Term Deposit Accounts to reverse the ration with Fixed Deposit Receipt.

2.7 Goals of DBL

- Reduce non-performing loan less than 1% of total assets.
- Change deposit mix time vs. transaction accounts to 60.40
- Reduce dependence on bank deposits to ensure continuous flow of core funds through base deposit.
- Reduce cost of funds to 7%
- Achieve cost synergy by 20%
- Increase revenue 20%each year.

2.8 Corporate Social Responsibility

Hmong Women's Poverty Business, every organization should make decisions for consumers and the community. Because customers will be more aware of the transition

and they like to be able to participate well with good quality partners who do not require CSR.

Dhaka Bank is committed to their community business responsibilities. They deduct 2% of their taxes for annual CSR benefits. They have also done a lot of work for the health and development of the community. They also donate money-

- SEID Trust
- Motijheel Boys High School
- Ideal School and Collage
- BADC high School
- Bangladesh Eye Foundation
- Anti-Drug campaign in Chittagong
- Shahid Ziaur Rahman Shisu Hospital
- Individual assistance for treatment
- Pacific Hospital Limited for the treatment of low income patients
- Dhaka Period Break Day Combined Boxing Day and Boxing Day 2006
- 20th Bangladesh International Boxing Tennis Championships
- Bangladesh Research Institute and Rehabilitation in Diabetes, Endocrine & Metabolic Disorders.

Chapter-03

General Banking Activities of DBL

3.1 General Banking

When it comes about banking, the first thing that comes into talking is general banking. Basically general banking consist of some activities of banking that make general banking activities all together. Mainly this division is the core of all banking activities. In other word general banking is also treated as Retail Banking. So the activities that consist of general banking activities are given below:

- General Banking
 - Account Opening
 - Cash Section
 - REmittance Section
 - Clearing Section
 - Pay Order

3.1.1 Accounts Opening

By opening account in the bank, it creates a relationship between customer & bank that helps to conduct business. It is the beginning of all banking activities between Banker & clients. Besides the type of account varies based on different banks. In terms of DBL, the accounts that they maintain for their customers are given here:

- Current account
- Savings account
- Bundle savings account

- Joma savings account
- Short notice deposit
- Fixed deposit receipt

Before going to the descriptive discussion of primary accounts maintained by DBL, we should know what general documents or statement should be needed for opening an account. So those are given here as tabular formation. Then we will go through the description of all accounts.

Process for opening an account

Number 1	<p>Any one of the following will introduce the account properly:</p> <ul style="list-style-type: none"> • Current Bank account holder who has account in the bank • Bank officials not below the Assistant Officers level. • A responsible local authority official well connected to the relevant Branch Manager /Sub-Manager
Number 2	Receiving a completed application in the prescribed form of the bank specifying the type of account to be opened
Number 3	<ul style="list-style-type: none"> • The applicant filled out the form himself or herself • Two copies of individual passport size photographs are taken, for the sake of companies photographs of all partners. • Applicants have to submit necessary documents. • Application have to sign the sample signature sheet and send the mandate Signature and account number of the introduce rent – checked by the legal officer
Number 4	Relevant Officer approves the application
Number 5	Need to deposit a certain amount of cash based on requirement of the account.
Number 6	<p>After completing all the formalities account will open & applicant will get necessary</p> <p>Things such as check book & other materials.</p>

- **Current account:**

It is a kind of account where any individual or organization can withdraw their money without any notice. Typically there is no obligation on withdrawing back the money that is deposited on the account. This account at DBL offers minimum deposit, lower annual service charge & charge free ATM cards. The account is appropriate for sole ownership, Partnership, public & private limited company. The key features of this account are:

- ✓ Minimum deposited amount is 10000tk.
- ✓ Maintenance of account charge is 500+Vat that is charged half yearly.
- ✓ Highest amount of withdrawal will depend on customer transaction profile.
- ✓ Customer will get debit card facility.
- ✓ Customer will also get the facility of internet banking, SMS banking & online transaction.

● **Saving Account:**

Saving account is kinds of account where customers are able to make limited number of withdrawal from their deposited account. The target customers for this account are the people who like to keep or save small amount at their account. But after crossing the withdrawal limit of the account if the holder wants to withdraw more money they need to give prior notification to the bank.

Some key feature of this account at DBL:

- ✓ Minimum deposited amount should be 5000tk.
- ✓ Customer will receive interest rate up to 3.5%

● **Bundle saving accounts:**

This account is first explored by DBL where they claim that customer money will breed and it also offers the free loan & credit facility. Mainly this account is appropriate for the professionals & salaried people. Under this account they have 3

different categories which are **Dhaka Bank Silver, Dhaka Bank Gold & Dhaka Bank platinum** account. And each of these 3 has different requirements & offerings.

- **Joma saving account:**

The account is targeted & designed for the RMG workers to help them and maintain a relationship with them. RMG sector of Bangladesh is playing a significant role in the economy of Bangladesh. It has achieved 2nd position at RMC in the world market passing many giant economical countries. RMG is one of the primary sector by which we can reach middle income country within 2021. Most of the workers in this RMG sector are women. So directly or indirectly it is helping to empower women in our country. So Dhaka Bank initiated to create a account that facilitate workers income & deposit. Considering their matter, the account that they open is called joma saving account. Bangladeshi RMG worker age more than 18 can open this type of account. The most key advantage is that concerning people can open it with minimum 100 taka.

- **Short notice deposit:**

Short notice deposit is a kind of interest carrying account where depositor need to give prior notice before withdrawing the money. Customer can earn a fixed rate of interest through this scheme that includes high interest & high degree of safety which is based on credit quality.

Some important feature of this account at DBL is:

- ✓ Depositors need to put minimum 50000 taka as deposit amount.
- ✓ Annual service charge will be 10000 taka +vat.
- ✓ Interest rate varies from 3% to 5%

- **Fixed deposit receipt(FDR):**

It is a kind of financial instrument where investor receive interest on a regular interval basis till the maturity of the receipt. At Dhaka Bank, FDR provides

lucrative rates of interest, flexible loan facility & provision for auto renewal.

Some important features that is required to know before opening FDR at DBL

- ✓ Minimum 50000 taka amount of deposit is needed.
- ✓ Tenure time will be minimum 1 month & maximum 2years.
- ✓ Interest rate will be maximum6%.

3.1.2 Cash Section

All types of activity related to cash or liquidity takes place in this section. When customer need to deposit their cash again when they need withdraw their cash all types of activity related to cash occur in this section. The cash department roles are listed below in a table:

CASH PAYMENT	<ol style="list-style-type: none"> 1. Cash payment is only made against thecheck. 2. It is the special feature of the "Payment On Request" banking system. 3. Payment will be made only against its current printed check.
CASH RECEIPT	<ol style="list-style-type: none"> 1. Collecting deposit in the form of cash is their first function. 2. Then it is called "Mobilization Unit of the Banking System" 3. It only gathers money from its receipts forms.

3.1.3 Remittance Section

Remittance is most essential part of general banking. It is a kind of service which enables one customer to transfer their money to the receivers' bank account. Generally it takes 1-2 working days to receive the money though sometimes it depends on the provider & form where you are sending the money. Remittance can be done through telegraph transfer, mail transfer, traveler's check, and drafts and check. There are 2

remittance steps.

- ✓ Domestic Remittance
- ✓ International Remittance

Domestic Remittance:

When the money is transferred within the country using medium like travelers check, mail transfer, draft or check then it is called domestic remittance.

International Remittance:

When money is transferred to the another country or outside of the country using same mediums like travelers check , mail transfer, draft or check then it is called international remittance.

Types of Remittance

- ✓ Clients between the banks adnoun-banks
- ✓ Inside the same country between banks
- ✓ In the different countries, between banks
- ✓ The same country, between banks and central banks

3.1.4 Clearing Section

In banking clearing means clearing of bank check. In easy word, it is a method of transferring the cash from the place of bank where check is drawn to the place of bank where it is deposited. According to the rules of the Bangladesh Bank, Banks those are part of the clearing house has achieved the position of scheduled bank. Banks those are expecting to clear the cash clear each other's check drawn via clearinghouse. It is a central bank system where the member banks representative gamers to clear the check every day. Banks accept check and other similar instruments for crediting the proceeds to the customer's account. The bank receives multiple such instruments from account holders throughout the day. Some instruments are utilized as another bank payable.

Except of this introduction to the bank of drawer as reason of receiving the proceeds,

several messengers would have to be employed to that end. Similarly, the messengers or other banks will present a lot of check draft on this and after that to the counterpart. The whole procedure will require substantial time, uncertainty, expense and expenditure. It is clearinghouse where banks need to pay their arrearage. And it sits twice to work in one day.

Causes of dishonouring check:

The causes because of which check is dishonoured according to the rules of clearing procedure:

- ✓ If the drawer is not referred.
- ✓ If the account doesn't carry sufficient cash.
- ✓ If the agreement is over.
- ✓ Payment stopped through drawer.
- ✓ Irregular / unreadable / required endorsement by the payee
- ✓ Irregular endorsement by the payee includes confirmation from banks.
- ✓ Signature of the drawer varies /needed.
- ✓ Changes in the word date / figures include a complete signature of the drawer.
- ✓ The check is mutilated post dated / outdate.
- ✓ Words and figures vary in number.
- ✓ Crossed check shall be issued by bank.
- ✓ Proper stamp clearance / requires cancelation.
- ✓ Additional discharge from bank should be authenticated.
- ✓ Account payee only check crossed (18) Collecting irregular / required discharge

Different variation of clearing:

Inward Clearing: In short, if we say inward clearing of check refers to receive of check by the bank form another banks.

Outward Clearing: Outward clearing of check refers to the check that is sent for the purpose of collection.

Different classification of clearing house:

Normal clearing house: It consists of 2 type of clearing house that is first clearing house and second clearing house. In case of first clearing house the time it stands is from 10-11 am and for second house it is after 3pm.

Same day clearing house: It also consists of both first & second clearing house. But in that case first house stands from 11 am-12pm and for second house it is after 2pm.

Clients who have certain accounts and deal with regular basis will be able to deposit check for fund collection through clearing.

Precaution while obtaining check for clearing, LBC set, OBC & Transfer:

- ✓ Account holder names same in the check & deposit slip.
- ✓ Check and deposit slip must be the same in words and in figure
- ✓ Clearing house date can be on or prior to (but not more than six months back).
- ✓ Bank & Branch name of the check, its number & date in the Deposit slip.
- ✓ Check must be signed.
- ✓ Signature to confirm the date, quantity in words /figure
- ✓ Check (not for bearer check) should be checked.
- ✓ Account number must be transparent in the deposit slip.
- ✓ Signature of the Depositor in the Slip Deposit.

Return House:

The meaning of return house is second home, where the Bank's members meet after 3 p.m. receiving and distributing dishonored house located in the 1st Clearing House.

3.1.5 Pay order

Basically pay order is a medium of payment which is needed to be freed by certain branch of the bank which issued this. In a broader scene, it is a request that orders the bank to pay a certain amount to a third party on behalf of the client, and such orders are generally accepted by the bank that ensures that the payment is made.

Methods of issuing pay order:

There are a number of processes that must be followed to issue the pay order & those are given below:

- ✓ First of all the applicants need to fill up the concerning application for applying and then need to submit it to the officer of remittance division.
- ✓ After that the relevant officer will fill up the commission and vat portion intended to use by the bank then instruct the candidate to deposit money either by cash or check on the department of cash.
- ✓ Then the divisions of cash finish their all necessary steps and send it to the remittance division.
- ✓ The remittance division will make the pay order based on the form with details along with properly crossed number in 3 portions and A/C payee will be in the main portion and will enter into the register.

Process of payment:

Since A / C Payee crosses the pay order, the similar will be sent to the issuing branch either for payment by clearing and crediting the customer's account. In the remittance department payment orders are handled upon presentation for payment. The relative entry in the pay order register when making the payment is indicated by entering properly authenticated payment information in the pay order register. Instruments are

considered as debit instrument when it is paid.

Reasons of refunding pay order:

The process of pay order refunding through termination are followed:

- ✓ The buyer will request a written application to cancel the pay order adding the initial pay order.
- ✓ The purchaser's signature as verified on record from the original application form
- ✓ Direct approval of the second manager shall be sought before the cancelation balance is refunded.
- ✓ The applicant shall recover the prescribed cancelation fee and only the amount of the draft less the cancelation fee shall be reimbursed for Commission postages.

3.2 Job Experience

Internship at DBL

I worked at Dhaka Bank Limited form 20thJanuary to 10thApril 2021. Because of COVID-19 pandemic, I was not able to end the whole period of my internship. My relationship with Dhaka bank is being a part of the general banking division. In this time, I attempted my level best to get familiar with a great deal about General Banking (GB) in this short span of time. The type of work was very fundamental as an intern; but the thing is that I was able to work & see the practical life.

The responsibility that I have done are account opening, Check requisition, Check delivery, Check issue, Customer account statement, Debit card and SMS banking service, Customer data entry or edit and Contacting with customers.

Description of my job at DBL

Accounts Opening:

Account opening is the most important issue in general banking. It is the first phase of customers who are going to get services from the bank. Dhaka Bank Limited offers different types of account for different customers. These are as follows:

Account opening is the most significant part of general banking. It is the first stage of clients who will get services from the bank. Dhaka Bank Limited offers various sorts of account for various clients. These are as per the following:

- ✓ Current Account
- ✓ Savings Account
- ✓ Fixed Term Deposit account(FDR)
- ✓ Short Term Deposit(STD/DPS)

Opening the account is the initial stage to be a client of Dhaka Bank Limited and getting various services of it. For the purpose of depositing and withdrawing back cash from the Dhaka Bank and having different services, an account is obligatory for each person and institutional client. So my duty was to provide premium quality services and try to continue our client for quite a long time with Dhaka Bank.

Closing Accounts:

Client accounts are shut for many reasons. So I shut accounts with most extreme regard for the client so that next time when they will consider opening a bank account, Dhaka Bank Limited will come to their list as a favored one.

Receiving Check Requisition:

A check requisition is gotten from the client for providing new check book carrying a

particular number of pages referenced by client. I got the check requisition for the duration of the day and sent the list to the administrative center by the day's end.

Debit Card Issue:

VISA and Master Card and debit card issue is a procedure for the client who needs to have a new debit card or who lost their card and need to have another. I gave check card for various clients.

Pay Order Issue:

Pay order has been given to serve the client who needs send cash not in real money rather under tight restraints. It decreases the money conveying hazard. I dispatched up the compensation request slip to assist the clients.

Check Delivery:

In the wake of giving check requisition clients are required to wait for their check book. After check requisition generally it takes some working days to conveyance check book to particular clients. After that clients need to gather their check book from our branch.

Check Issue:

At the point when clients go to our bank for collecting their check book, they have to sign it in a register book. After that I gave their check book and offer it to them. In the wake of giving check book they can utilize their check book whenever when they wish. Be that as it may, it must be in between transaction hour that is 10am to 4pm.

Clint Account Statement:

Many clients request to get their bank account statement. As per request I provide bank account statement to our clients.

Clint Data Entry of Edit:

In the form of account opening clients write their details as indicated by what is requesting.

Subsequent to filling the form I have to check it. After that I have to input those information in PC through banking software. In the software there are least two pages that we have to round out. In that software I can likewise edit the information whenever required.

Contacting with Clients:

I mostly assigned with communicating with the customers over phone to advise them on the off chance that they should talk with the bank authority with any necessary documents according to the guidance of the DBL authority.

3.3 General Banking on online platform

3.3.1 General Banking using online platform

Adding online platform in banking is the revolutionary step that helps common people to complete their banking transaction easily sitting at their home or office. Most of the bank in Bangladesh has already started providing this service to their clients. Dhaka Bank is also able to make a remarking place in this race. It has almost all the services in online medium such fund transfer, over draft, bill pay, service request, phone banking, branch banking, mobile banking, retail banking, corporate banking, E- Ticketing etc. Because of having these online services, Clients don't need to go bank to complete their work. It reduces customer's busy time and labor & enhances their flexibility to work from anywhere form the country.

3.3.2 Improvement areas of online General Banking

After having so much positive things in online services it also has some weakness or challenges that they need to overcome for getting customer satisfaction. Those weaknesses are given below:

- ✓ Sometimes because of technical issue their server remains down. As a result customer can't access at that time.

- ✓ For an account holder who wants to avail online services in some of the specific areas such as branch banking & corporate banking need to complete paper work that takes 2-3 working days which may be a huge problem for a professional or organization.
- ✓ Dhaka Bank has a mobile banking app that is called Dhaka Bank Go. But unfortunately it is not user friendly as a result not everyone can able to access it.
- ✓ Using the app of Dhaka Bank Go if customer wants to withdraw cash or cash out they need to go the ATM booth.
- ✓ Most common & serious problem of online platform is hacking. Though it is not anyone's fault but everyone needs to be conscious to this weakness.

3.3.3 Suggestions to improve the weakness

- ✓ Server down of any bank is a big issue because each moment there is a huge financial loss, customers are not able to make transaction at that time, and as a result it creates customer dissatisfaction. And there is a chance of customer loss. In that cases they need to ensure optimize structural design of the server so that this will not happen in future.
- ✓ Getting online service after 2-3 days after applying for it can be a serious reason of getting dissatisfied for a customer. So Dhaka Bank should focus on this department to make the process early. Solving this problem can be the reason of customer loyalty because most of the organization or professional need early access in online platform.
- ✓ As their mobile app Dhaka Bank Go is not user-friendly, so not everyone can access it because not all the people of Bangladesh is highly educated or tech oriented. So they need to ensure its proper design so that everyone can access it because it's a great platform of earning profit that is making by Bkash and Rocket.
- ✓ The most annoying problem of Dhaka Bank is not having available ATM booth

in Dhaka city. As a result when customer wants to cash out using their app they have to face problem because of not getting ATM booth. They should ensure the availability of the booth also they can make it available in small & big grocery shop that is made by both Bkash and Rocket as a result they are enjoying the most of the market share of mobile banking.

- ✓ Hacking is a serious problem for any online platform not only for banking sector. It can be reduced by proper sincerity of both the customer & bank. Besides sometimes because of software bug & technical issue hacker can get easy access of the site. So bank needs to ensure their security by solving this problem.

Chapter-4

Findings, Recommendation & Conclusion

Findings

- ❖ The activities of many branches are very slow.
- ❖ Customers are not satisfied as the service is not very timely.
- ❖ Less options for the customers to choose an appropriate plan.
- ❖ Terms and condition of credit product is not flexible.
- ❖ Some employees are given too much work pressure.
- ❖ Software used in the system should be up to date.
- ❖ Marketing system should be more active.
- ❖ Less efficient employees and staffs due to lack of professional training.

Recommendation

- ❖ DBL can pursue a diversification strategy in expanding its current line of business.
- ❖ Skill and efficiency should be given more importance.
- ❖ The service should become more active and effective.
- ❖ DBL should increase efficiency online Banking system for efficient transaction of business.
- ❖ They should increase the manpower
- ❖ Management efficiency needs to be enhanced.
- ❖ They should take proper initiative to create strong image among the people through aggressive marketing to attract more client, they should also pay more attention to customer retention.
- ❖ More ATM Booths should open for the ease of the client.

Conclusion

Any banking or financial institutions performs an important role in the cycle of economic growth in a country. Banks and financial institutions will impact the development process and the betterment of the wider population prospectively.

The banking business is very competitive in developing countries, like Bangladesh. Currently there are many banks that are operating their business and fighting for gaining the maximum portion of the market. Banks are economic agency and their one of the main activities is to collection of capital from the general population who are unemployed. The banking industry plays a crucial role in civilized world and compared to the conventional banking system, private banks are made more competitive, diverse and dynamic. New players in this sector appear every day with better new concepts, products and services. Dhaka Bank Limited is a symbol of reliability in the banking sector.

During my internship at DBL, the branch seems to consist of different favorable and adverse perspectives in the banking arena including management patterns, operations, and performance of the banking. The report arrives at several conclusions and recommendations after collecting and analyzing the required data information, which are completely personal thoughts when carrying out this study.

Banking activities, online facilities, and consumer transactions with Dhaka banks is very successful until now. They have many popular customers. The interest rates on their loans

and transactions with customers are truly competitive and pleasant that they receive from their quality service. So, he has a bright future. Eventually, I am looking forward to this bank's continued progress and the branch's healthy business portfolio and I am also looking forward to Dhaka Bank Limited's overall successful performance too.

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