

Internship Report on Car Loan of Pubali Bank

Submitted To

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Faculty of Business & Entrepreneurship
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Letter of Transmittal

To

Professor Dr. Mostafa Kamal

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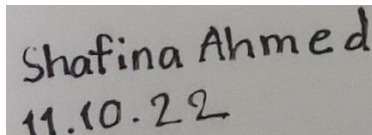
Subject: Submission of Internship Report on “Car Loan Of Pubali Bank”

Dear Sir,

It's my great pleasure to submit my internship report on “Car Loan in advances of Pubali Bank’ Ltd. I have tried best to complete this report properly following the guidelines provided by you and concerned organization.

I believe that the internship greatly increased my previous experience and my theoretical experience. I am obligated to answer any questions that may arise during the evaluation of this notice. So thank you and hope you kindly accept my statement and promise.

Sincerely Yours



Shafina Ahmed
11.10.22

Shafina Ahmed

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Program: BBA

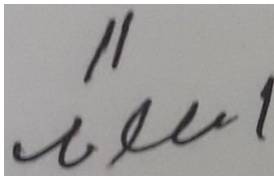
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CERTIFICATE APPROVAL

This is to acknowledge the ‘‘Car Loan Of Pubali Bank’’ for the completion of half the degree of Bachelor of Business Administration (BBA) major in Finance by Daffodil International University conducted by Shafina Ahmed, ID NO: 181-11-1135 in my review. Under my guidance and supervision this form has been completed. No part of this document has been referred to for title or certification.

I wish her every success in life.



.....
Professor Dr. Mostafa Kamal

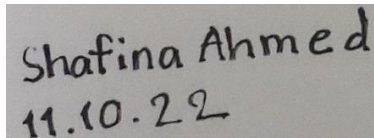
Professor

Department of Business Administration
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Student Declaration

I do hereby declare that the work presented in this Internship Report has been carried out by me and has not been previously submitted to any other University/Organization for an Academic qualification. The work I have presented does not breach any existing copyright And no portion of this report is copied from any work done earlier for degree or otherwise.

I further undertake to indemnify the Department against any loss or damage arising from Breach of the foregoing obligations.



.....

Shafina Ahmed

ID: 181-11-1135

Major: Finance

Department of Business Administration

Faculty of Business & Entrepreneurship

Acknowledgement

The opportunity has already come and gone to offer my most profound thanks and humble Accommodation to the all-powerful Allah yet for whose help I would not have the capacity to Finish an immense undertaking of setting up this report.

I would like to explicit my deep sense of appreciation towards one of my Supervisor Dr. Mostofa Kamal, Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for giving me an opportunity to complete my internship report on “Car Loan of Pubali Bank ” In fact, no devotee can achieve perfectness without the help of a scholar. Similarly, a student can never be perfect without the help of a good teacher. A good teacher may be a landmark for any student. I am greatly indebted to I would like to explicit my deep sense of appreciation towards one of my Supervisor Dr. Mostofa Kamal , Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for giving me an opportunity to Complete my internship report and his suggestions and guidelines Were really a great help to me.

Working as an intern at Pubali Bank Limited (Sonargaon Janapath Branch) was a fantastic experience for me. During my Internship, I am really grateful to all of the branch’s staff for their friendliness and unwavering collaboration. As a consequence of their legitimate concern and cooperation, I learned a lot of vital things during my internship period.

I also apologies profusely for any omitted names whose contributions were similarly beneficial in any way. Finally, I express my deep gratitude to ALLAH, the Almighty.

DEDICATION

There has to be someone behind every great work. Similarly, this time it was none other than my Parents. Their consistent support and care pushed me to an extent where I accomplished nothing but this report and many more. Keeping these thoughts in mind I want to dedicate this report to the persons who are in the position of top priority in my life, my father and my mother and as a whole my family. In the meantime, I want to say that it was them who brought me in this world and I am indebted towards them then, now and forever for even a tiniest thing that I have ever and will achieve in my life. May Allah bless them to live longer.

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Graph :

- 1.Revenue in million dollars
- 2.Operating Profit
- 3.Profit in millions.
- 4.Expenses in millions
- 5.Operating Profit before and after tax.
- 6.Total loan and deposit
- 7.Comparison between total assets and earning assets .
- 8.Gross Profit ratio
- 9.Current Ratio.
- 10.Return And Equity
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Appendix:

PUB – Pubali Bank.

CLS – Cash Settlement System

Chapter – 1

Introduction

1.1INTRODUCTION

Banks play the most important role in the sector. Banks save people money and lend it to others. Banks now offer a wide range of financial and multitasking services economic work. So banks have proven to be important for both business and industry. The technology industry has undergone rapid change due to the use of new technology and the diverse needs of customers. As competition from global competition in the financial sector increased rapidly. Banks are becoming more and more consumers and providing customized high - tech products with the intended aim of nurturing the market. Our central bank constantly monitors the performance of the banks. One bank needs to measure its own performance satisfy the parties involved in the development.

The report is based on twelve weeks of practical experience at Pubali Bank Limited, which greatly aids in learning about the practical situation of a financial institution and putting theoretical knowledge into practice in a real-world setting. Any academic course of study is worth a lot more when it can be put to use in real life. Only a small amount of theoretical knowledge will be useful unless it can be used in real life. As a result, we must properly apply our knowledge in order to reap the benefits of our theoretical knowledge in our daily lives. The research allows me to build a solid foundation of practical knowledge. Theoretical knowledge is only half of the subject matter acquired via a period of study. As a result, this internship program is assisting me in gaining practical experience. This report was created based on Pubali Bank Limited's performance review of (CLS).I worked in Pubali Bank Limited CLS sector and general banking sector and choose the 'Car Loan In Advances of Pubali Bank .This thesis report is based on Pubali Banks car loan disbursement and its contribution in the banks performance .In the daily general banking sector my responsibility was filling up different types of accounts opening form , and helping customers to fill up the forms , such as currents account opening ,fixed term deposits , RTGS. After that I checked whether the customers had brought the necessary documents or not , verify NID, issue cheque book and hand it over to the customer , write the cheque book and voucher . Working in the CLS sector has given me valuable experience that will benefit me in my future.

1.2 SCOPE OF THE STUDY

To maintain the speed of development, banks now have to compete in the market with both local and foreign institutions. Presentation of the organizational structure. The policies of the Pubali Bank Limited and the analysis of the strategies it employs are the aim of this report. An infrastructure of the organization has been worked out and is looking to the future. The purpose of this report is limited to the general description of the company, its services, position in the sector. The analysis of its financial performance and the practical progress of its operation. The purpose of the study is limited to organizational structure, functions and performance.

1. To build a professional operator in the banking sector and in any lending loan.
2. Gain extensive banking experience by participating in loan disbursement.
3. To analyze the banks current financial flows performed by the loan disbursement of car loans.
4. Recent performance of Pubali Bank in terms of loan disbursement.

1.3 OBJECTIVES OF THE STUDY

General Objective:

The main purpose of the report to analyze the Loan Performance of Pubali Bank. Through this report we would be able to gather knowledge about the full process of loan disbursement .How loan disbursement created an impact on Pubali Bank in four years. The consequence Pubali Bank faced in the four years for loan disbursement.

Specific Objectives:

1. to understand the CLS performance of Pubali Bank.
2. To assess the PUB's effectiveness and weakness of loan disbursement.
3. To analyze the CLS performance of PUB'S loan disbursement through ratios.
4. To identify the problems regarding CLS analysis and provide recommendations.

1.4 METHODOLOGY OF THE STUDY

Primary sources:

1. Direct observation of PUB's accounts and CLS section activities.
2. Face to face conversation with the manager, officer and employees.
3. Study of old file/ documents/ formats.
4. Doing practical work in different desks of PUB.

Secondary Sources:

1. Some of my course elements as related to this report.
2. Various reports & articles related to study.
3. Website and newsletters are also used as major sources.
4. Intermit is also used as a theoretical sources of information.

5. Annual Report of Pubali Bank.

1.5 LIMITATIONS OF THE STUDY

There are some limitations in our study. During this research I encountered a problem. Three months is not enough to know about the complete banking operations. I certainly couldn't produce an excellent one report for time pressure. The limiting factors that hindered my good work at the bank and ultimately in preparing this report are the following:

1. Lack of experience in internship report writing
2. It was very difficult to collect data and information from the accounts department of the Pubali Bank Limited under the pretexts of confidentiality of information.
3. All interpretations and conclusions about the outcome of the research are based on the analyst's own perspective.
4. The main limitation of the study is the inadequacy of the current information relevant to the study
5. The bank's directors could not provide enough time because of their work.

Chapter -2

Organization

Overview

2.1. Background of the Organization:

Eastern Mercantile Bank Limited was established in 1959 under the Bank Companies Act 1913 on the initiative of certain Bangladeshi entrepreneurs to provide credit to Bangladeshi business people who had limited access to credit from other financial institutions at the time. Following Bangladesh's independence in 1972, this bank was nationalized and renamed Pubali Bank, in accordance with government policy. Pubali Bank is currently the largest private commercial bank in the country, with 488 branches and the largest real-time centralized internet banking network. For the past ten (ten) years, Pubali Bank Limited has consistently grown at a rate of around 20%. From time to time, the country's economic growth accelerates. This has resulted in the country's amazing growth and development during the last few years. The economy is improving, with an annual GDP growth rate of 7.3 percent. By increasing life expectancy, literacy, and per capita food intake, the standard of living has improved.

PI Banking App refers to the Mobile Financial Service of Pubali Bank Limited that enables bank customers to access accounts and general information on bank products and services through Mobile devices. The main intention behind the commencement of electronic banking services is to provide the customers with an alternative that is more responsive and with less expensive options. Mobile banking, also known as MFS, is required to form the existing situation. This financial system has brought about significant changes in people's socioeconomic lives. People can transfer money, conduct essential transactions, pay bills, and even donate in times of need in a short amount of time. Banking has become mobile and in people's hands thanks to Mobile Financial Services.

"MFS or Mobile Financial Service is a technique of giving financial services that blends banking with mobile wireless networks, enabling users to complete banking transactions," according to Bangladesh Bank (2012). This includes the ability to deposit, withdraw, pay for services or products, send and receive money via mobile remittance, and send and receive money.

2.2. Vision & Mission:

- **Vision:** Customer centric financial services by maintaining corporate & business ethics and transparency at all level.

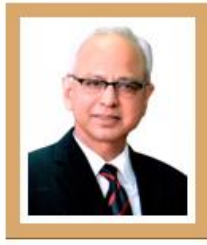
- **Mission:**
 - i. To be the most respected and preferred brand among all financial service providers in Bangladesh.
 - ii. Providing a superior value proposition to the customers by fulfilling their financial needs in the fastest and most appropriate way.
 - iii. To provide world class finance, capital and risk management products bundled with diversity and differentiation, delivered economically through the client's choice of distribution channel recognizing the unique lifetime financial needs of clients.
 - iv. To build an empowering organization with the structure, career development, training and rewards to ensure the vision is achieved.
 - v. Using flexible technology, scale and risk management to ensure our services are of superior value.

2.3. Corporate Governance:

Pubali Bank Limited believes in transparency and accountability to the society as a whole through establishment of an efficient and effective Corporate Governance regime. As part of its governance pursuits, the bank is committed to ensuring the highest standards of governance designed to protect the interests of all stakeholders while promoting integrity, transparency and accountability. The Board and the Management Team also put their best efforts to comply with all the laws of the country and all internal regulations, policies and procedures to make Pubali Bank a thoroughly transparent bank.

In line with the same, Pubali Bank Limited has complied with the conditions as stipulated in the Corporate Governance Code issued on 03 June 2018 by BSEC. In this connection, the status of compliance has been annexed to this report. Further, a certificate of compliance from Suraiya Parveen & Associates, Chartered Secretaries in Practice, and confirming compliance of conditions of Corporate Governance, as stipulated under condition 9(1) of the CG Code is also annexed to this report.

2.4. Top Management:



Mr. Safiul Alam Khan Chowdhury
Managing Director & CEO



Mr. Mohammad Ali
Additional Managing Director &
Chief Operating Officer (COO)



Mr. Zahid Ahsan
Deputy Managing Director & Company
Secretary



Mr. Mohammad Esha
Deputy Managing Director



Mr. Mohammad Shahadat Hossain
Deputy Managing Director



Mr. Dewan Ruhul Ahsan
GM, Law Division, Credit Administration
Monitoring & Recovery Division



Mr. Habibur Rahman
GM, Credit Division



**Mr. Mohammad Shahnawaz
Chowdhury**
GM, Audit & Inspection Division



Mr. Dewan Jamil Masud
GM, Principal Office, Sylhet



Mr. Abduhu Ruhul Masih
GM, Consumers Credit Division



Mr. A. S. Sirajul Haque Chowdhury
GM, RO, Dhaka North



Mosammat Shahida Begum
GM, Research & Development Division



Mrs. Rubina Begum
GM, Monitoring Division



Mr. Nitish Kumar Roy
GM, Risk Management Division



Mr. Ahmed Enayet Manzur
GM, Human Resources Division



Mr. Md. Helal Uddin
GM, ICT Operation Division



Mr. Md. Shahnewaz Khan
GM, Credit Division



Mr. Mohammad Anisuzzaman
GM, Principal Branch



**Mr. Abul Bashar Muhammad
Abdus Sattar**
GM, Islamic Banking Wing



Mr. Dilip Kumar Paul
GM, Establishment Division,
General Services & Development
Division



Ms. Sultana Sarifun Nahar
GM, RO, Dhaka Central



Mr. Naresh Chandra Basak
GM, Principal Office, Chattogram



Mr. Mohammad Liton Miah, FCA
GM & CFO,
Central Accounts Division



Mr. Md. Monjurul Islam Mojumder
GM, Motijheel Corporate Branch



Mr. Md. Faizul Hoque Sharif
GM, Dhaka Stadium Corporate
Branch



Ms. Nishat Maisura Rahman
GM, International Division,



Mr. Md. Shahin Shahria
GM, Gulshan Corporate Branch



Ms. Ajuba Khandaker
GM, Software Development Division



Mr. Abu Laich Md. Samsujjaman
GM,
RO, Rangpur



Mr. Mohammad Abdur Rahim
GM, RO, Chattogram Central/South

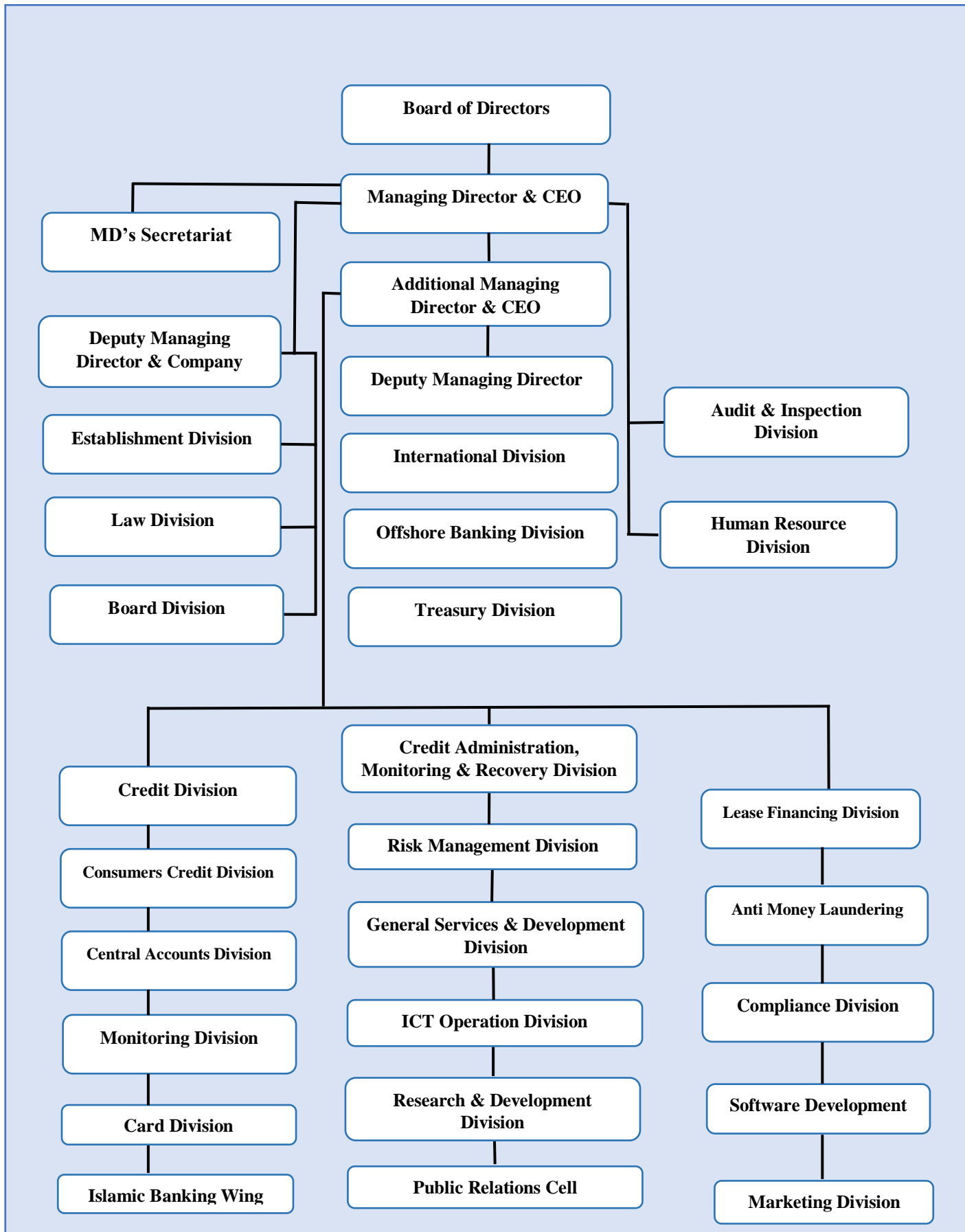


Mr. Javed Hasan
GM & CTO, Head Office, Dhaka



Mr. Mohammed Ahsan Ullah
MD & CEO of PBSL,
Pubali Bank Securities Limited

2.5. Organizational Hierarchy:



2.6. Products and Markets:

Chequing Accounts:

- i. Savings Deposit (SB)
- ii. Current Deposit (CD)
- iii. Special Notice Deposit (SND)

Ancillary Services:

- i. Demand Draft (DD)
- ii. Telegraphic/Telephonic Transfer (TT)
- iii. Payment Order (PO)
- iv. Teller (Cash Counter) Transaction

Recurring Deposits:

- i. Pubali Pension Scheme (PPS)
- ii. Pubali Sanchaya Prakalpa (PSP)
- iii. Shiksha Sanchaya Prakalpa (SSP)

Term Deposits:

- i. Fixed Deposit (FDR)
- ii. Dwigun Sanchaya Prokalpa
- iii. Monthly Profit Based Fixed Deposit
- iv. Monthly Profit Based Small Deposit
- v. Target Based Small Deposit (TBSD)

Consumers Loan Scheme:

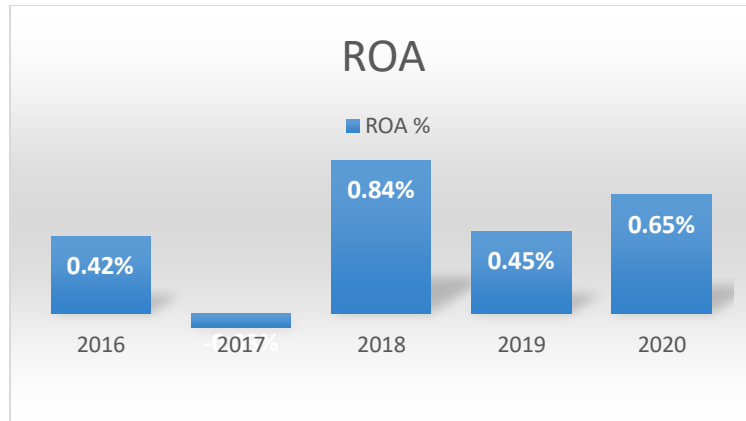
- i. Car Loan
- ii. Personal Loan
- iii. House Renovation Loan
- iv. Pubali Abashon
- v. Flat Purchase Loan
- vi. Teachers Loan Scheme
- vii. Foreign Education Loan
- viii. ATM
- ix. Automated Branch Banking
- x. Online banking
- xi. Mobile banking
- xii. SMS banking
- xiii. Remittance Service
- xiv. Internet Banking

2.7 Financial Performances:

Return on Assets: The efficiency of the management is measured by the return on assets. We can determine how effectively managers generate income for their investments using this ratio. I obtained the following information from the Pubali Bank Limited website:

ROA (Return on Asset) = Net Income/Total Asset

Year	2016	2017	2018	2019	2020
ROA %	0.42%	-0.08%	0.84%	0.45%	0.65%



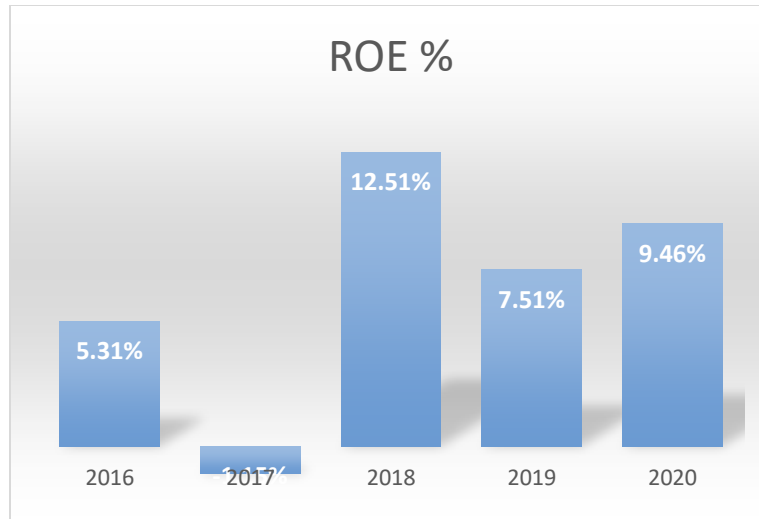
➤ **Interpretation:**

Based on the data above, I can see that their performance in 2017 was not as good as it had been in the previous four years. This shift could be due to a fall in net income, which has also occurred here. In comparison to previous years, their net income has reduced and their total assets have decreased. Managers must make optimal use of their overall assets in order to create more income and raise their return on assets.

Return on Equity: Return on equity is a measure that allows us to determine how much revenue we generate from our shareholders' equity.

ROE (Return on Equity) = Net Income/Total Equity Capital

Year	2016	2017	2018	2019	2020
ROE %	5.31%	-1.15%	12.51%	7.51%	9.46%



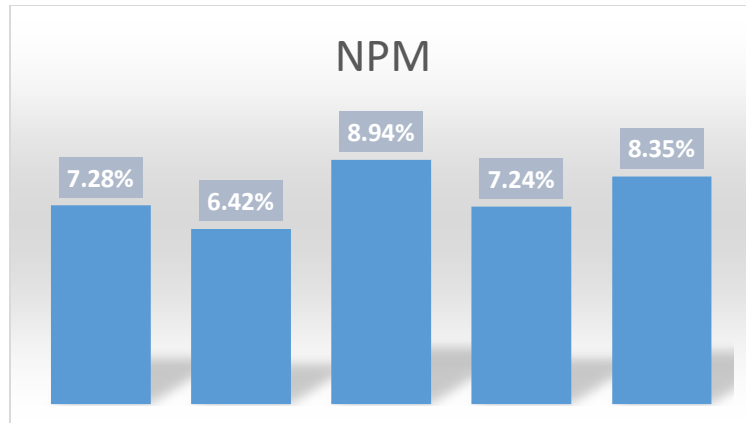
➤ **Interpretation:**

I can see that their performance in 2017 was poor, but that they improved their return on equity capital later on. Their earnings improved in 2018, but their performance began to decline in 2019. According to the data in their financial report for 2020, their income has increased marginally in comparison to the quantity of equity they have. Their management should make decisions that will enable them to earn a high return on their equity capital.

Net Profit Margin: The net profit margin ratio is a measure of a company's ability to earn a higher profit margin from its total assets. The NPM formula is as follows:

$$\text{Net Profit Margin (NPM)} = \frac{\text{Net Operating Income after Tax}}{\text{Operating Income}}$$

Year	2016	2017	2018	2019	2020
ROE %	5.31%	-1.15%	12.51%	7.51%	9.46%



➤ **Interpretation:**

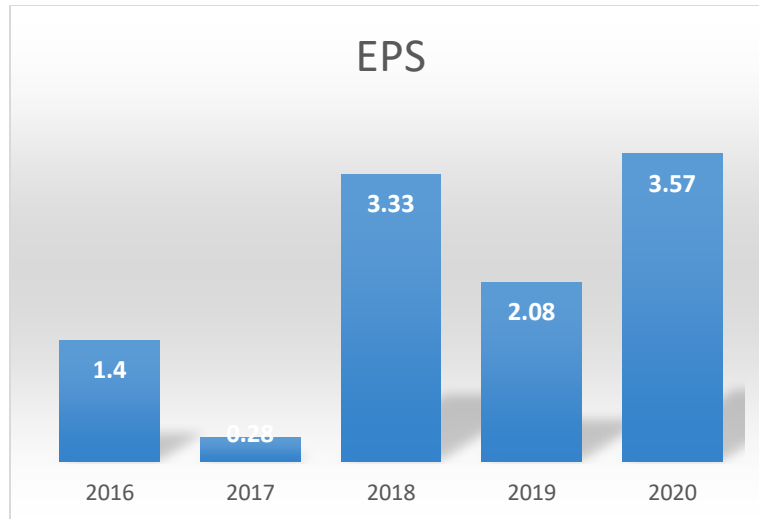
We can clearly see their profit margin situation in the graph above. The profit margin ratio indicates how much net profit is earned from total revenue. Any company must have a constant profit margin because investors will invest in or employ the services of that company if the profit margin is stable. I can see that Pubali Bank Limited's performance was not good in 2017, but they tried their hardest in 2018, and their profit margin declined again in 2019. In 2020, their profit margins rose once more. In 2020, their interest revenue decreased and their interest expenses increased compared to previous years, according to statistics from their annual report. However, the net profit margin was higher than the previous year for other variables such as tax impacts and the performance of other non-operating elements.

Earnings per Share:

The EPS formula is as follows:

$$\text{Earnings per Share} = \frac{\text{Net Income} - \text{Dividends Payments}}{\text{Average Outstanding Ordinary Shares}}$$

Year	2016	2017	2018	2019	2020
EPS	1.40	0.28	3.33	2.08	3.57



Interpretation

Pubali Bank Limited's EPS climbed by 3.57 percent in 2020. However, it dipped slightly in 2019 to 2.08, after a slow decline in 2017. In this worst-case scenario, Pubali Bank Limited's earnings per share should be boosted to entice investors.

2.8 Macro-environment:

Economic Environment: Factors affecting consumer purchasing power and spending patterns make up the economic environment. GDP, GNI, Import Duty Rate, Unemployment, Inflation, Spending Patterns, and Disposable Personal Income are all important economic factors.

Technological Environment: The macro-environment is heavily influenced by technology. Before investing in any marketing initiatives, a company should conduct detailed study on the distribution and use of technology. The organization must have a thorough awareness of the region's technological penetration as well as user interface technologies in order to organize their communication and campaigns properly. A year ago, Pubali bank intruded into PI banking. They've been offering CLS for quite some time.

Political Environment: The political environment has a significant impact on the organization's decisions. This includes laws, government agencies, and pressure groups that have the ability to

influence or restrain different persons or organizations in a society. The laws and judgments of the government have always been honored by Pubali Bank Limited.

Cultural Environment: The cultural environment is linked to variables that influence society's fundamental beliefs, tastes, perceptions, and behavior. In order to make marketing decisions, businesses must first comprehend the cultural attitudes and practices that exist in society. As a result, Pubali Bank Limited is culturally sensitive to its customers. They are integrating foreign traditions, which will result in a plethora of cultural events.

2.9 Micro-environment:

The Company: The manager must consider several groups in Pubali Bank Limited, such as top management, finance, operations, human resourcing, research and development (R&D), accounting, and so on, while establishing organizational plans. The manager must collaborate closely with them in order to make decisions about larger goals and plans. Other departments, including as finance, legal, and human resources, take on the task of understanding and delivering customer value now that the team has taken the lead.

Competitors: Competitors are rivals who compete in the market and with the organization's resources. To be successful, a company must deliver better customer value and satisfaction than its competitors, according to the financial notion. Marketers must not only adapt to their target customers' requirements and demands, but also aim to acquire a strategic advantage over their competitors by strategically positioning their products in the market. To attract new customers, Pubali Bank Limited is introducing a fresh idea and digital services.

Pubali Bank Limited has some competitors. Such as-

- BRAC Bank Limited
- City Bank Limited
- Prime Bank Limited

- Bank Asia Limited.
- NRB Bank Limited.

General Public: The term "public" refers to a group of people who have a real or potential interest in a bank's product or who have the potential to influence the organization's capacity to achieve its goal. Financial publics, media publics, government publics, citizen-action publics, internal publics, local publics, and the general public are the seven sorts of publics described in a bank's marketing environment.

Customers: Customers are the most essential players in the bank's micro-environment. The entire value delivery network attempts to interact and build strong relationships with the target clients. Banks may strive to target five different sorts of customer marketplaces. Consumer markets, corporate markets, government markets, reseller markets, and foreign markets are all examples of these.

Chapter 3

Tasks and Duties

Performed

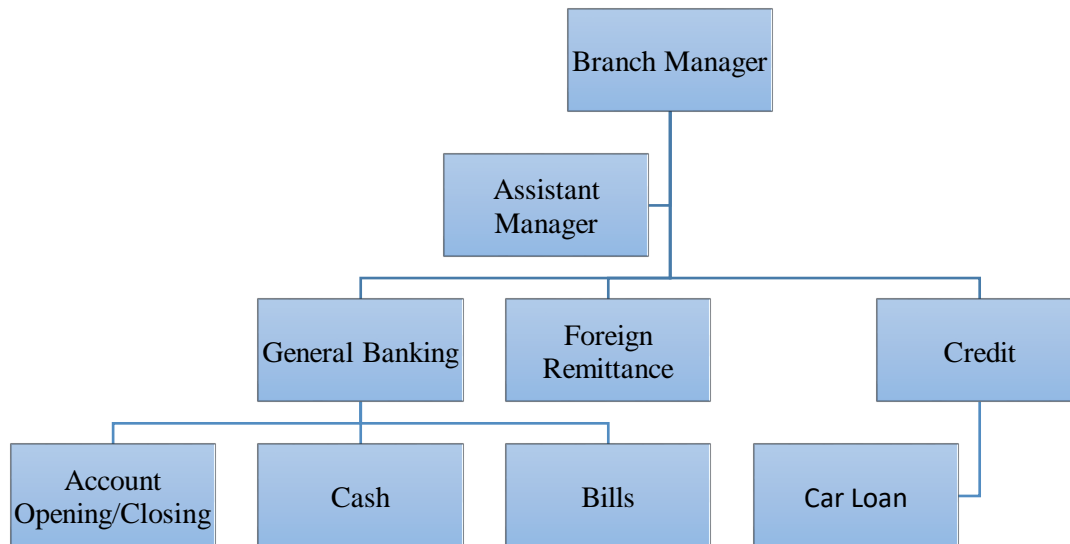
3.1 The Department:

Pubali Bank Limited's S, CLS which is a financial service, has chosen me as an intern. This is a section of their where they can apply for loans. .Customers can come here for loan services. I was involved in their Car loan banking operations. CLS's services include personal loans, car loans asset loans. This function is easily accessible to the general public. Because this department handles the majority of the minor loan activities, I've gained a lot of experience from it. Their mission is to give superior service to their consumers by meeting almost all of their needs for loans via the internet.

3.2 Department Goals:

Pubali Bank Limited has several departments, each with its own set of objectives. For example, the general banking department's objective is to boost customer satisfaction by offering better service. The major purpose of the credit department is to reduce loan defaults and increase profits. On the other side, the CLS department's mission is to give rural areas of the country with convenient access to banking over the internet. With the essential capabilities, the bank hopes to entice more consumers to use the system so that financial transactions may be conducted 24 hours a day, seven days a week.

3.3 Structure and Manpower:



Designation	Number
Branch Manager (BAMLCO)	1
Assistant Manager	1
General Banking	2
Foreign Remittance	1
Credit	1
Account Opening/Closing	2
Cash	4
Bills	1
Car Loan	1
Total	14

3.4 Departmental Activities:

CLS banking is mostly used for Asset and Car loans. Working on Car loan in the section where I was chosen as an intern. They work with a variety of Car loan operations, including real-time loan settlement and the process of it.

Authentication: The first step comes up with people applying for loans through applications. Usually agents help them at this stage then starts the process of going through the document of the applicant's eligibility for loan. The manager checks the documents such as NID card, Utility bill, and Account statement.

Inspecting: After the authentication part comes the second step which is Inspecting. Usually bank provides 70% of the amount of the loan of the cars, and the rest has to be bare by loaned or borrower. So it is important for bank to inspect that the loaned is eligible to pay the interest each month.

Disbursement: The last step is disbursement. Now after the inspection if the inspecting officer finds the loan eligible then the loan is sanctioned. Then the manager sends all documents to the agent. Agent sends the document to the showroom and the car is hand over to the loaned.

3.5 Departmental Achievements:

Every department at Pubali Bank Limited's Sonargaon Janapath branch has made a fresh enhancement. Customers' trust in the general banking department has grown as a result of better services suited to their needs. In addition, the loan department has reduced loan defaults. As a result, CLS is drawing new consumers and allowing them to contact with them more frequently.

3.6 Tasks And Duties Performed:

I was assigned to Pubali Bank Limited's CLS division. They first showed me how CLS banking system works. They later taught me about RTGS, which stands for real-time gross settlement and is used for internet money transactions between banks. My third employment, after finishing my previous two, was to work in the online funds transfer and Loan Disbursement procedures. MD. Email Kayas Sir walked me through the process, and I was able to finish all of the assignments on time.

Customers frequently requested account statements, inquiring about their weekly, daily, monthly, and yearly transactions. Customers can get hard copies of their account statements from the bank. I had to inquire as to why clients required account statements. Many customers occasionally request that I write their check page as well as various forms of vouchers. I was responsible for filling out their check and voucher. Aside from that, I had to deal with a lot of customers and provide them a lot of information about banking procedures.

In addition, I worked in the account opening department. I was filling out various account forms and assisting customers in doing so, including current accounts, savings accounts, fixed term deposits (FDR), and short-term deposits (STD).

3.7 Working Environment:

In Pubali Bank Limited's Sonoran Jana path Branch, I found a welcoming atmosphere. The entire facility is air-conditioned, and each employee has their own computer. All of the clerks at this branch were really helpful and courteous. They were always considerate of me and supported and assisted me in my everyday tasks. I was never uneasy or disappointed. During my internship, I relished every particular moment. They constantly provided me with useful information. As a result, I will always be grateful to them for their constant care in guiding me.

3.8 Facilities And Constraints Faced:

I had various challenges throughout my internship at Pubali Bank Limited because I was the only intern in that branch. I was worried at the start of my internship, but after a few days, I tried to acclimate to the surroundings. Then everything started to get easier and smoother. I had to study a lot of information in a short amount of time, and it was tough for me to comprehend all of the terms and guidelines. However, with the support of my supervisor and other coworkers, it became a pleasant working environment for me.

The number of employees in Pubali Bank Limited is lower as a result of the high level of job pressure. They must deal with a large number of consumers and create a large number of document settlements. As a result, I did not have access to work in every section of the bank.

3.9 Lessons Learned From The Practicum:

I've learned a lot over the course of my three-month internship, and I'm grateful to Allah for that. They taught me how to use their software to learn about the CLS system, how to run software, and how to transfer money over the internet. I learned how to update vouchers on an excel sheet and publish them to the system. As a result, I also dealt with the bank's new customers. Throughout this process, I gained knowledge of how CLS systems, particularly Car loan services. I had the opportunity to study the procedures of the CLS system from start to finish.

Primary Learning

- Process of opening and closing account
- Process of checkbook issue and deliver
- Process of browsing the bank's website
- Learn the activities of the CLS system
- observing all department activities

Secondary Learning

- How to maintain time management
- Organizational culture
- How to keep better communication with banks staff
- How to stay professional in corporate life

Chapter-4

Analysis

4.1 Background of the Study:

During my internship, I noticed that Pubali Bank Limited's digital mobile banking has relatively new. Pubali Bank Limited has completed the research required to assess customer discernment in CLS.

Pubali Bank Limited is one of Bangladesh's most well-known banks. They have a long history of dealing with clients. As a result, they have a significant impact on our overall economy. When I look at their success in the CLS field over the last four year, I can see that the number of clients is expanding, which is a good thing for them. I chose the the CLS service unit of Pubali Bank Limited for this study. CLS means the continuous linked settlement system is designed to mitigate the risk associated with the settlement of foreign exchange transactions.

4.2 Problem Statement:

During my internship of three months I haven't faced any problem

4.3 Objectives:

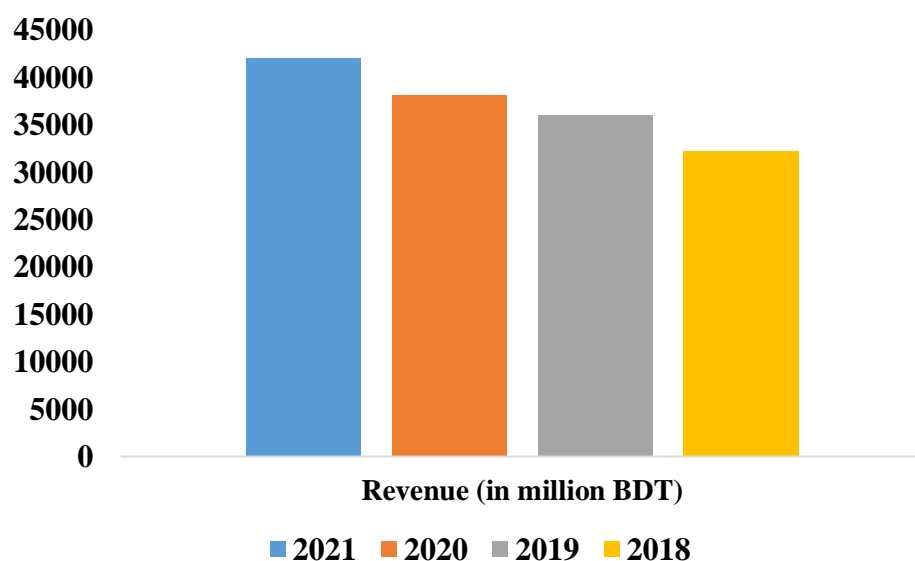
To assess the impact of CLS on bank performance in Pubali bank limited.

- i. To analyze the impact of CLs to branch operations on bank performance.
- ii. To assess the effect of Loan disbursement on bank performance.
- iii. To examine the effect of cost/income CLS on bank performance.

Horizontal Analysis:

4.4 Revenue: Pubali Bank's revenue for the period of 2018-2021 By Car Loan Disbursement.

Years	2021	2020	2019	2018
Revenue (in million BDT)	42025.7	38175.9	36101.7	32225.7
Increase/Decrease	3849.86	2074.22	3875.94	

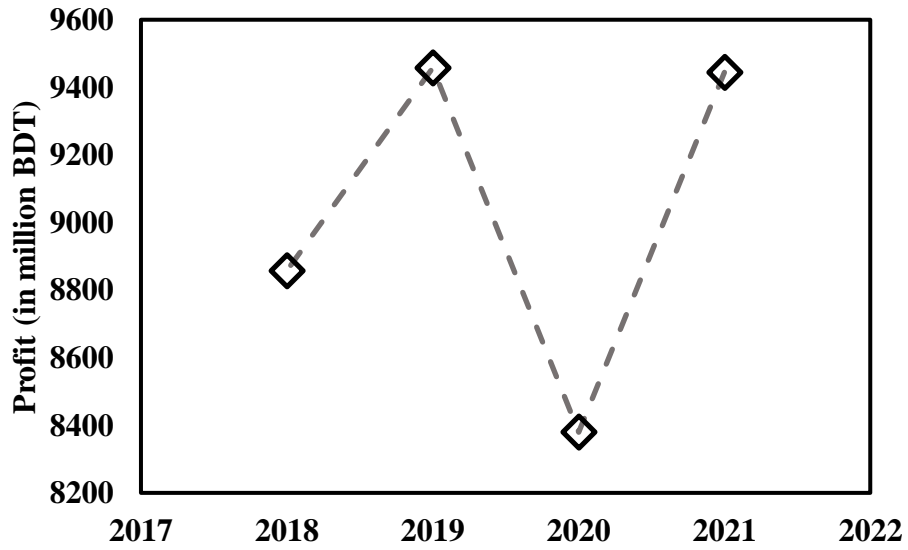


A steady increase in the revenue over the course of the last four years can be seen in the analysis period for Pubali bank. However, the growth ratio was not the same. The highest growth, on a year-on-year basis, took place in 2019. Where the revenue growth was 12.03% with the respect to the previous year. The lowest growth rate was 5.75%, which happened in 2020. It can be attributed to the covid outbreak.

4.5 Operating profit: Pubali Bank's profit for the period of 2018-2021 Car Loan Disbursement.

Years	2021	2020	2019	2018
Profit (in million BDT)	9443.46	8379.56	9457.81	8857.68
Increase/ Decrease	1063.9	-1078.25	600.13	

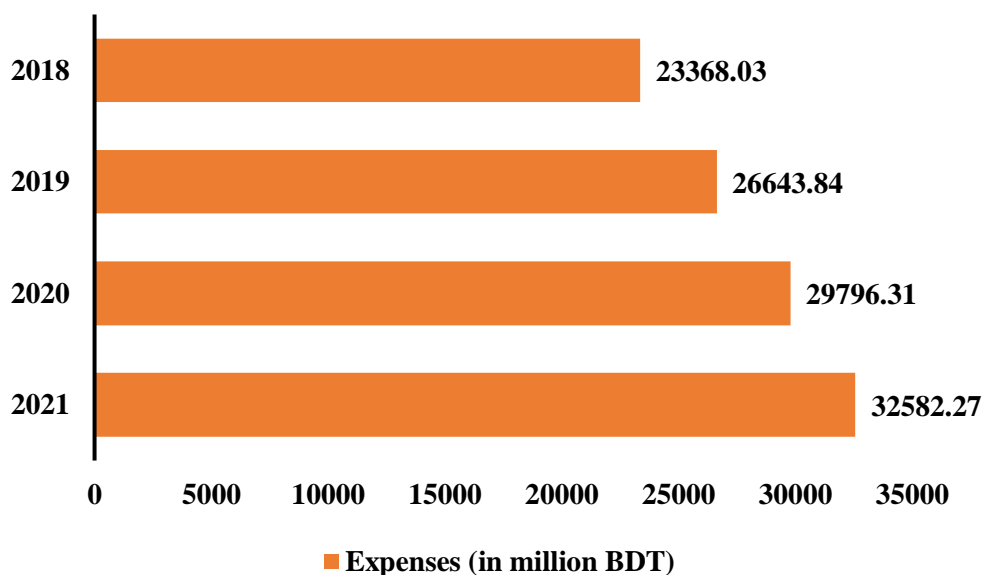
While investigating the operating profit of Pubali Bank, a tumultuous trend can be observed with the lowest point in 2020. However, it jumped back in the year 2021 at a value of approximately 9400 million BDT. The drop in operating profit in 2020 can be attributed to the higher increase in expenses with respect to revenue.



4.6 Analysis of expenses of Pubali Bank for the last four years

Years	2021	2020	2019	2018
Expenses (in million BDT)	32582.27	29796.31	26643.84	23368.03
Increase/ Decrease	2785.96	3152.47	3275.81	

Just as an increase in revenue was observed for the course of the last four years, expenses also followed the same trend. This indicates significant cost leadership efforts from the bank. In 2020, expenses increased by 11.83% but revenue increased by only 5.75%. That's why the operating



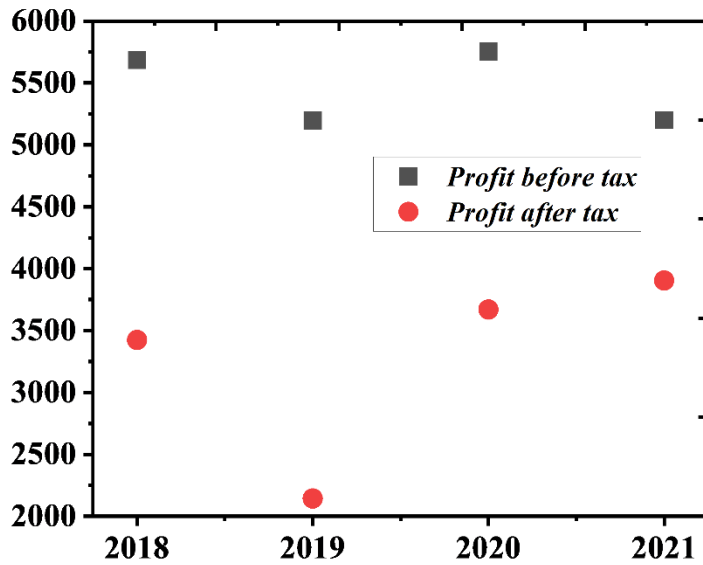
decreased with respect to the previous year (2019)

4.7 Analysis of operating profit, before and after tax for the period of 2018-2021 of Car Loan Disbursement.

Years	Profit before tax (In million BDT)	Profit after tax (In million BDT)
2021	5199.66	3904.55
2020	5753.25	3669.51
2019	5196.15	2143.27
2018	5685.8	3424.06

Taxes play a pivotal role in the actual profit of the bank. Although in 2021 & 2019 profits before tax were almost similar but for 2019 a gap of 3052.9 million BDT between profits before and after

tax can be observed. This can be attributed to the highest taxation rate for that year. This gap shrank



in the preceding years. In 2021, it decreased to 1295.1 million BDT from 2083 million BDT in 2020.

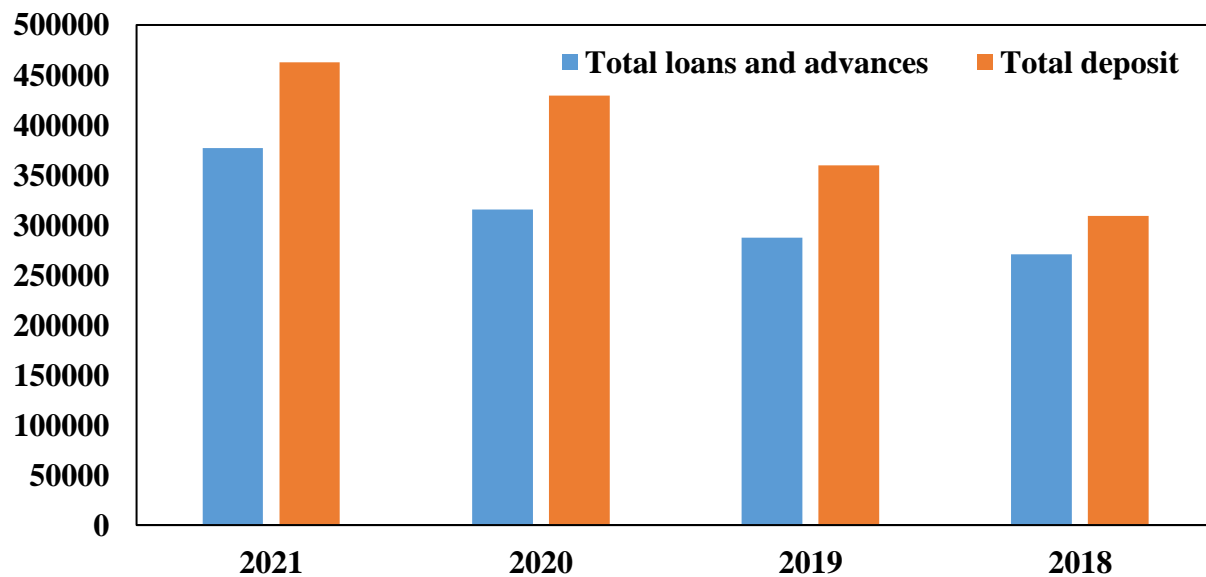
Earnings per share decreased abruptly by 38% in 2019 from 2018. Then it increased by 72% to a value of 3.57 in 2020.

4.8 Loan and deposit trend for the last four year

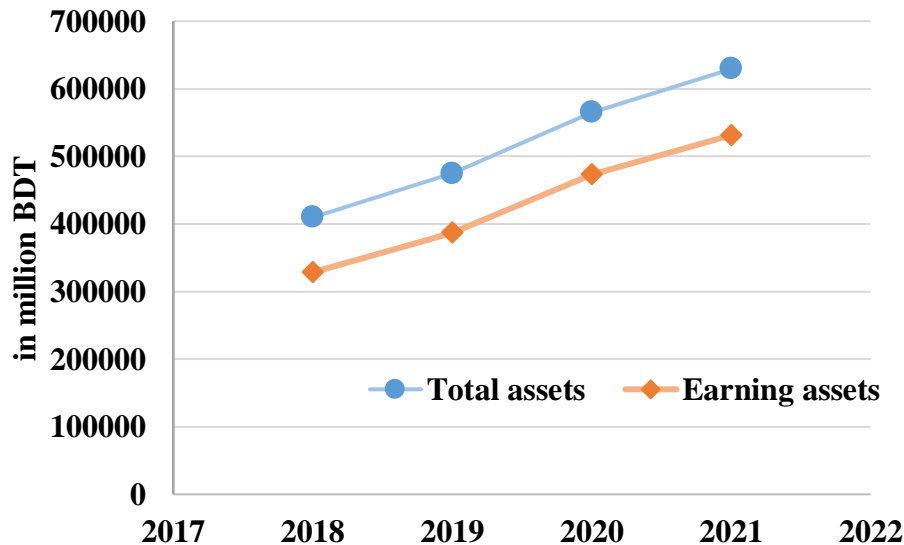
Loans and deposits are very vital for the business performance of a bank. In this report, a comparative analysis between the loan and deposit of bank in different years have been conducted.

Years	Total loans and advances (in million BDT)	Total deposit (in million BDT)
2021	376656.43	462400.22
2020	315578.9	429343.02
2019	287034.67	359418.9
2018	270909	308899.77

There is a steady gap between total loan and deposit with total deposit always leading. However, in 2020 that gap was 113674 million BDT, which was the highest for the analysis period, and the lowest was 37991 million BDT in 2018.



4.9 Comparison between total assets and earning assets in the analysis period by Car Loan Disbursement.

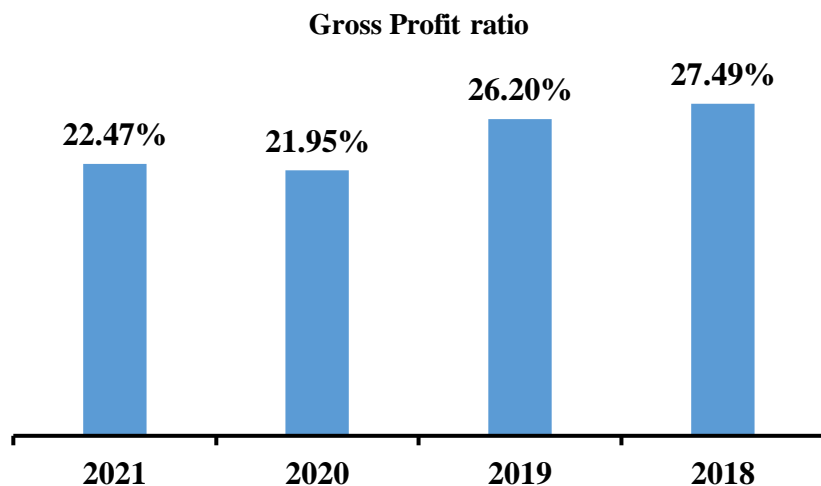


Financial Ratios:

Various financial ratios, such as return on investment, return on assets, return on equity, and statutory liquidity ratio - these are extremely vital matrices to measure the performance of any business. In this report, these were calculated for Pubali bank.

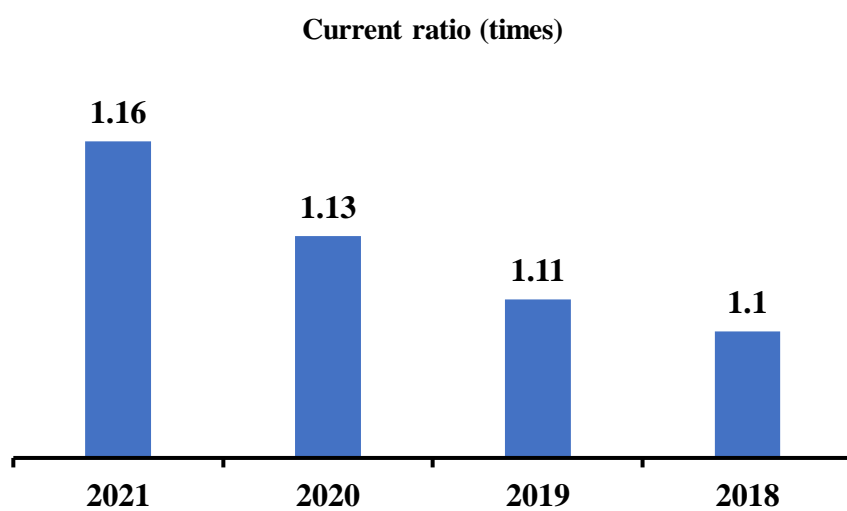
Gross Profit Ratio

It is the ratio between gross revenue and operating profit. It showed a decline from the value of 27.49% in 2018 to 22.47% in 2021

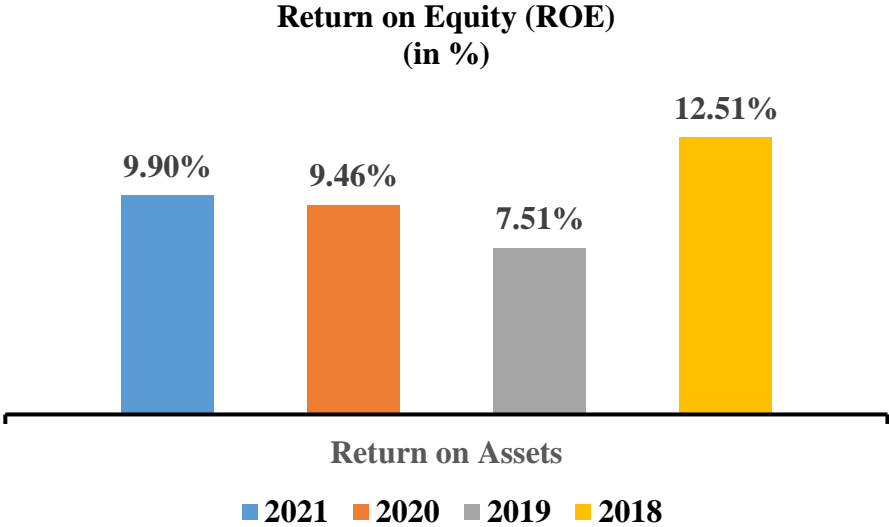


Current Ratio

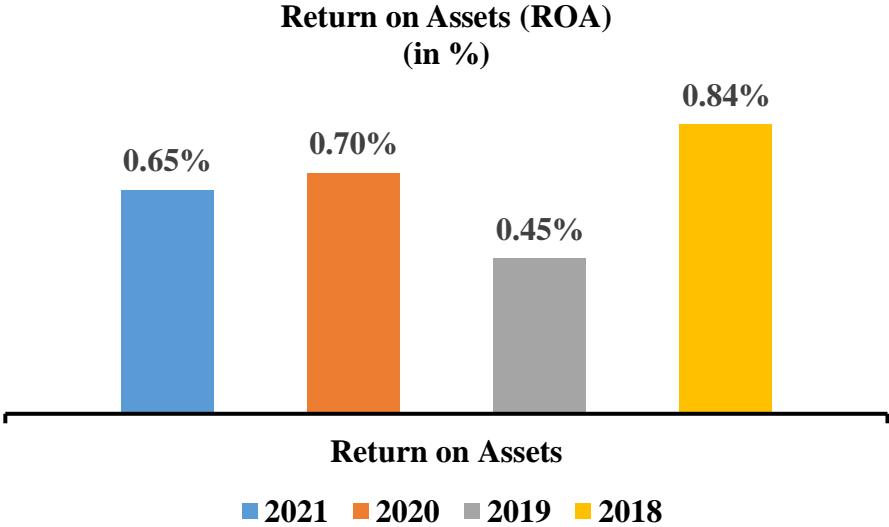
The current ratio is a measure of a company's ability to pay its obligation in the short term.



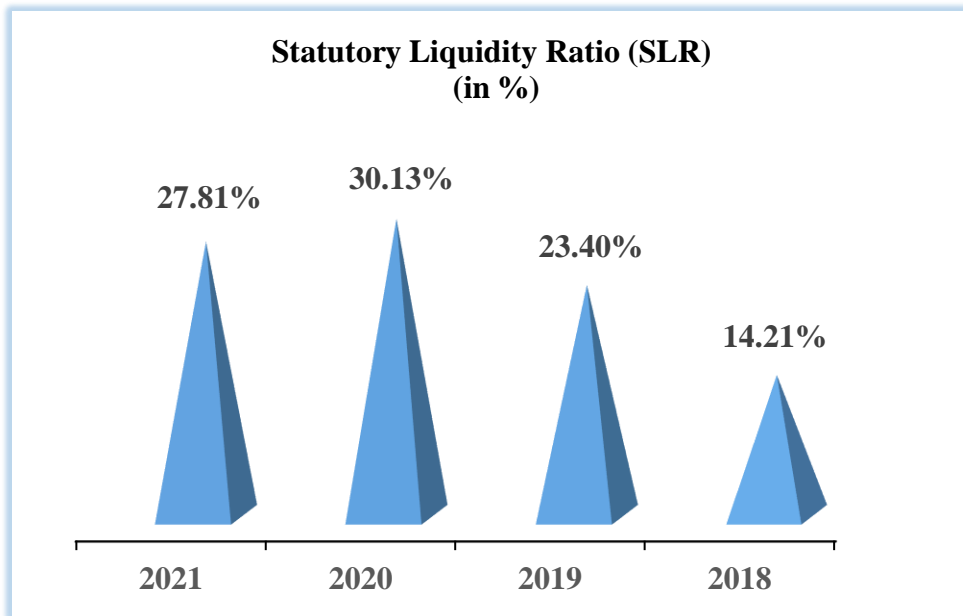
Return on Equity



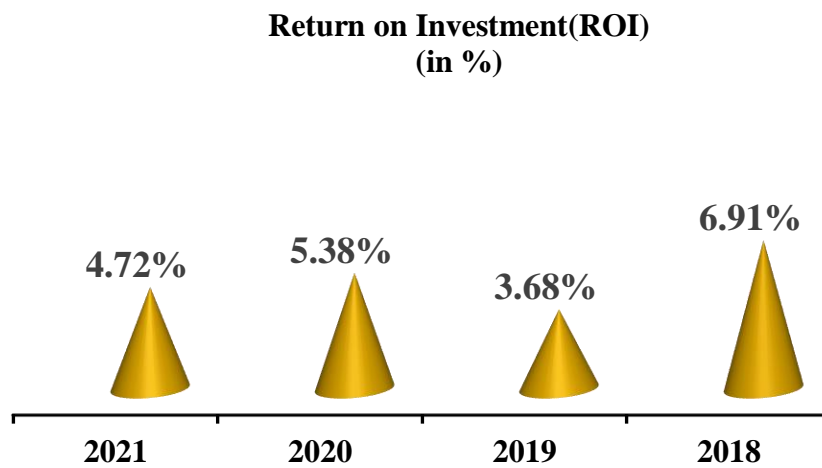
Return on Assets



Statutory liquidity ratio



Return on investment



Chapter-5

Conclusion

5.1 Findings

1. **Loan disbursement of CLS:** The loan disbursement performance of CLS department is not up to the mark.
2. **Expenses on CLS:** If we go through the horizontal analysis we can notice PUB's CLS department needs to more restrictive on their expenses.
3. **Profit:** PUB needs to focus on increasing their profit. **Earnings Per Share :**PUB needs to increase their earnings per share The assessment of PUB's loan disbursement needs to invest more on advertisement
4. **Revenue:** Though the growth ratio is not how it in the previous years. If we take a look in the revenue chart we can see that the higher rate of revenue was in 2019 which was 12.03%. But due to Covid at 2020 the revenue dropped at 5.75%.But PUB was able to manage their revenue at 2021.
5. **Operating Profit:** The drop in operating profit in 2020 can be attributed to the higher increase in expenses with respect to revenue. If we go through the operating profit of PUB can notice that the low rate was at 2020.But PUB managed to get their revenue at a higher rate at 2021, the revenue was 9400million BDT.
6. **Profit after Tax:** Taxes play a pivotal role in the actual profit of the bank. Although in 2021 & 2019 profits before tax were almost similar but for 2019 a gap of 3052.9 million BDT between profits before and after. Taxes play a vital role in each sector, specifically in the banking sector .We can see the gap of 3052.9 million BDT if compare 2019 and 2021. **Earnings per share:** In the four year of earnings per share we can see in 2019 there has been a drop of -38%.But Pubali Bank jumped back and the EPS growth was 6% at 2021 which is 66% less than 2020.This not a good sign for the bank.
7. **Loan and deposit trend:** In the graph above we can't see a massive change .But we see that total deposits is more than loans disbursement. **Comparison between total assets and earning assets:** During the years growth is inkling, which hold scopes for the future of the bank.
8. **Common Size Statement:** In this analysis all of percentages of the income statement items are increasing year by year. The gross profit, operating profit was increased than the previous years. Operating profit has recorded variation from in 27.49% and 22.47 %2018-2021. In the same way, profit before tax and the net profit was also decreased. So the financial position of Pubali Bank is not good because their expenses are increasing day by day.
9. **Current Ratio:** If we look above in the chart we can see that the current ratio has been increasing over the years .Which is a positive sign for the bank for the future.
10. **Return on Equity (ROE):** Well the Return of Equity (ROE) has been declining since 2019 to 2021. A low ROE, however, indicates that a company may be mismanaged and could be reinvesting earnings into unproductive assets .Which is very disappointing for the future of the bank .Because in the bank is having more liabilities than the assets.
11. **Return on Assets (ROA):** The ROA is well decreasing day by day. A falling ROA indicates the company might have over-invested in assets that have failed to produce revenue growth, a sign the company may be trouble. In 2018 the ROA was 0.84% but it dropped at 0.65% in 2021 which is 19% less than the previous years.
12. **Return on investment (ROI):** The ROI has been increasing as well .This indicates that the bank has been investing on the wrong assets. Throughout the years it has decreased up to 2.38%.

13. Statutory liquidity ratio (SLR): We can see that SLR of PUB has been growing day by day, it means this means soon the bank might face a threat in inflation. Which is alarming.

5.2 Recommendations:

The problem of Pubali Bank can be solved to some extent. The following suggestion may be made in order to solve the problem.

- 1.PUB should keep liquid assets or safety cash balance for unanticipated crisis.
- 2.Public Bank is not maintaining a healthy financial condition they should invest more with its working capital to obtain more financial stability in the future.
- 3.PUB should concentrate on the current SLR. For that they have to manage their inventory properly.
- 4.PUB should pay more attention to equity than to borrow Loans.
- 5.PUB should control the debtor's collection period which is most important part of current assets.
- 6.PUB has to manage their assets carefully so that they can achieve maximum benefit from the investment and increase the return on asset ratio by increasing revenue.
- 7.PUB should decrease in their expenses.
- 8.PUB needs to more take the necessary steps to increase their net ROE, ROA and ROI.
- 9.Pubali Bank should impose strong terms and conditions for investing in Assets.
- 10PUB should invest more in advertisement for their loans.

5.3 Conclusion:

Pubali Bank is one of the first private banks in the country. It is one of the first-line banks due to its specialized and complex banking services provided to its customers. In order to remain competitive in the market, it is constantly looking for ways and means to improve productivity. The use of information technology remains its basis. PUB plays an important role in various areas of the economy such as industry, agriculture, trade and commerce, transportation and many other areas. It plays a crucial role in the development of human resources and in the creation of new employment opportunities. In addition, it undertakes various social activities to improve society. According to the study, the performance of this bank is satisfactory. In this study to assess the financial performance of these banks, various financial factors were considered and Pubali Bank was found to be a fast growing bank and at the same time productive in almost all areas. To maintain this rate of growth and improvement, they should now be vigilant about what their customers want and should be more vigilant while providing loans to customers to lower their default rates. Customer confidence in the PUB is increasing day by day. All PUB staff are dedicated to serving their customers. PUB is committed to serving the community, improving the lives of its citizens, and developing the business environment.

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