



Daffodil
International
University

**Internship report on “The General Banking Activities of
Basic Bank Limited.”**

Daffodil International University
Dhaka, Bangladesh
December 2022

Internship Report On
My Internship Experience in Basic Bank Limited

Prepared by

Assaba Supty

ID:191-10-426

Department of English

Supervised by

Emran khan

Lecturer

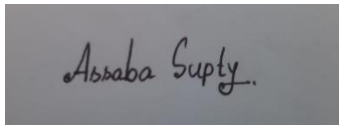
Department of English

Faculty of Humanities and Social Science

Daffodil International University.

Declaration of the Intern

I hereby declare that the internship report titled "General banking activities of the Basic Bank Limited." Submitted to the Department of English, Daffodil International University, is an authentic record of my original work under the supervisor of MD. Emran khan, Lecturer, Daffodil International University. I also state that this internship report has been submitted in partial fulfillment of the requirements for awarding the degree B.A. (Hons) in English.

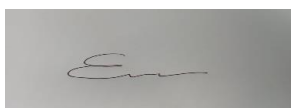


.....

Signature of the Intern

Certification of Supervisor:

This is to certify that the student named Assaba Supty, bearing ID 191-10-426 has finalized her Project Paper with the Internship course (ENG 431) under my supervision. For the internship process, she chose Basic Bank limited Internship. She is now eligible to present the report for evaluation. She has been in constant communication with me during her project work. Whenever she needed assistance of any sort, I assisted her. The content of this project report is her genuine work, for which she worked phenomenally. I pray for her overall well-being and hope she achieves more success in the years to come.



.....
Signature of the Supervisor

Acknowledgment:

First of all, I am grateful to my creator, Almighty Allah, who has enabled me to complete this internship successfully and given me the capability, physical and mental strength, ability, and determination to complete my internship program effectively. I am grateful to the authorities of Basic Bank Limited for allowing me to do an internship in "The GENERAL BANKING ACTIVITIES OF THE BASIC BANK LIMITED" and for helping, cooperating, and supporting me with information from their portal. I would like to thank my uncle Md. Mahbub Rahman (Assistant General Manager), working at Basic Bank, arranged this internship for me. My special thanks to MD Tariqul Islam, Assistant General Manager (AGM). Ms. Munmun Sultana, Assistant Deputy Manager, Mst Alia Mustary, Deputy General manager, Officer, and other assistant officers, for giving me essential knowledge of the banking sector. With their support and proper guidance, I was able to gain practical knowledge and experience and complete my internship program successfully.

I also want to thank my honorable supervisor Emran Khan, Lecturer (Daffodil International University), for giving me very structured guidance and an exceptionally well-arranged schedule to complete my report. I want to thank my friends who directly or indirectly supported me in this regard and were always there to help me whenever I needed them. Finally, I would like to thank my family, especially my father and mother, who gave me physical, mental, and financial support to complete my internship program.

Abstract:

Preparing this report titled "General Banking Activities of the Basic Bank Limited" aims to select primary and specific objectives through study and experience. It includes a Thorough understanding of the working environment, gaining knowledge of general banking practices with commercial banks, how to gain experience working independently for corporate life, Writing the report clearly for the internship program of the university, and Using the good aspects of the three months internship experience later in the corporate life. I was allowed to work as an intern in the general banking department.

As an intern, my primary responsibility was to do all the work of the general banking department. After completing the internship, I realized that professional work is as attractive as challenging. Many problems come to work, but according to the guidance of supervisors, they can be solved with effort and work. This internship helps me to understand - students can learn about the experience they get while working in an organization and how they can apply that experience in their professional life. The internship report describes each job type of bank, their financial performance, and my experience.

Table of Content:

Chapter 1 (1-3) **INTRODUCTION**

1.1 Introduction.....	1
1.2 Introduction.....	1
1.3 Objective of the report.....	2
1.4 Scope of the report.....	2
1.5 Methodologies.,	2
1.5.1. Primary Data Resources	2
1.5.2. Secondary Data Resources	2
1.6 Limitations	3
1.6.1. Lack of Time.....	3
1.6.2. Lack of Experience.....	3
1.6.3 Limited Data.....	3
1.6.4 Privacy of Information.....	3

Chapter-2 (4-9) **Overview of the Basic bank limited**

2.1. Historical Background of Basic Bank.....	4
2.2. Products	4
2.2.1. Deposit Products.....	4
2.2.2. SME Products	4
2.2.3. Retail Products.....	6
2.2.4. Corporate Products.....	6
2.3. Service.....	6
2.4. Main functions of Basic Bank.....	7
2.5. Corporate strategy of Basic Bank.....	7
2.6. Organization goals of Basic Bank.....	7
2.7. Hierarchy of Basic Bank.....	8

Chapter 3 (10-12) **General Banking Department**

3.1 Account Opening Section.....	10
3.2 Remittance Section.....	10
3.3 Clearing Section	10
3.4 Cash Section	11
3.5 Account Section	11
3.6 Fixed Deposit Receipt	12

Chapter 4 (13-14)
Internship Activities

4.1 Internship Experience..... 13
4.2 Activities in general Banking Department..... 13
4.3 General Banking Department at a glance.....14
4.4 Responsibilities.....14

Chapter 5 (14-15)
Internship Learning

5.1. Soft Skill.....15
5.2. Hard skill.....15

Chapter 6 (16-17)
Recommendation and Conclusion

6.1 Recommendation.....17
6.2 Conclusion..... 17
6.3 Reference..... 18

Chapter 7 (18)
Appendices

Chapter: 1

INTRODUCTION

1.1 Introduction:

Every bank in the world is a financial institution that mainly deals with money. Not all banks operate the same. There are many types of banks such as cooperative banks, savings banks, investment banks, and central banks. The banking system occupies an important place in the economy of every country. The banking system ensures wealth distribution and redistribution and maintains economic activity continuity. Integrates resources for both the public and private sectors, providing innovative solutions to meet the needs of entrepreneurs and government agencies. Thus, the banking sector in the evolution of the economy of Bangladesh After the independence of Bangladesh in 1971, six state-owned commercial banks were formed, two state-owned banks specialized in lending to agriculture and industry, and three foreign banks including Standard Chartered Bank. The banking sector has experienced significant economic expansion since the 1980s. In addition to government banks, private microfinance banks are now entering the banking industry to cater to the needs of poor citizens.

Foreign trade is a large business conducted by commercial banks, foreign trade means the exchange of capital and services across borders. Specialists are provided by commercial banks. Foreign trade requires the flow of goods from seller to buyer and payment from the buyer to seller. Here, the bank plays the role of a mediator between the buyer and the seller.

Basic Bank was established as a banking company in Bangladesh. I got the opportunity to work for three months on the bank's general banking (account opening like current, savings and deposit, confirmation of birth registration, document scan, clearing, transfer, and deposit). It gave me to know and understand various aspects of the banking sector. So, I prepared my internship report on "General Banking and Financial Performance of Basic Bank" of Basic Bank Limited.

1.2 Origin of the Report:

In the final part of the Honors degree at my university, every student is allowed to do a three-month internship attached to an organization where they participate in various activities. The organizational supervisor assigns the report and the faculty head approves the report. This internship is offered to gather practical knowledge, a sense of responsibility, and experience of our corporate life. I got an opportunity to complete my internship at Basic Bank Limited, Mirpur Branch, Dhaka. It was a three-month program. My supervisor asked me to conduct my study on "General Banking activities of Basic Banks" and also approved preparing a report on it.

1.3 Objective of the Report:

The main purpose of education is to acquire knowledge. To gain knowledge, we need to apply this knowledge along with theoretical knowledge. By making this report, I have tried my best to find some objectives with my practical knowledge. The objectives are-

1.3.1 General Objectives:

1. Real-life learning and theoretical learning are applied in real life.
2. Understand the Basic Bank Limited working style of banks and their Financial Performance.
3. To know the bank's schemes and service offers.
4. Understanding the banking environment and knowing the type of responsibilities of bank officers.
- 5.

1.3.2 Specific Objectives:

1. Apply the knowledge learned in the internship to real life.
2. To observe the purpose of general banking and its benefits.
3. To understand how commercial banks work clearly.
4. To understand the banking system of the entire branch of the ordinary bank.
5. To gain practical experience which will help us in real life.
6. To understand how other Departments of banks work apart from general banking.
7. To know the Bank's Strengths, Weaknesses, and Reserves.
8. To understand which sectors the bank is working with proper efficiency and responsibility.
9. Finding out the bank's problems and suggesting the problem solutions.

1.4. Scope of the Report:

This report is based on my work experience in "General Banking and financial performance of Basic bank" activities of Basic Bank Limited. This will help students understand the difference between factual and inferential knowledge. This report helped me a lot to understand the environment, responsibilities, and activities of an organization.

1.5. Methodologies:

The data used to conduct this report has been collected from the following sources. The sources are-

1.5.1 Primary Data Resources:

Visiting every desk of the bank, talking to professionals in earnest and systematic analysis are the main resources. Interviewing other officers and employees Observe in person.

1.5.2. Secondary data resources:

Leaflets and manuals of Basic Bank Limited, its various publications of Bangladesh Bank, and the Annual Reports of Basic Bank are among the secondary data sources.

Performance, control, and monitoring of the banking system include- a comprehensive study of existing files, convenient case clarification, and observation interviews with employees on reimbursement practices.

1.6 Limitations:

I faced some problems while collecting data for preparing this internship report. The limitations are-

1.6.1 Lack of time:

As there were only three months to complete the internship, it was almost impossible to understand the performance, activities, and functions of the bank and to cover the report completely.

1.6.2. Lack of experience:

This is my first time, doing an internship report on a banking system in real corporate life. So, my limited experience was the main obstacle in preparing this report. Where a bank employee gets an award after 1 or 2 years of his probationary period.

1.6.3. Limited Data:

Not all types of information were available, that's why it was not possible to access the right data and summarize them properly. The institution did not give me the complete information, and although I got help from the bank employees that information was not enough for me. Due to limited data, the report is made with some assumptions, so there may be some personal errors.

1.6.4. Privacy of Information:

Every organization maintains some of its information which is kept confidential from everyone. So, this confidentiality of information also faced a hurdle in making this report.

Chapter-2 Overview of the Basic bank limited

2.1. Historical Background:

Basic Bank Limited (Bangladesh Small Industries and Commerce Bank Limited) The company came under the Act in 1913 and was registered on 2nd August 1988. Basic Bank started its operations on 21st January 1989. The Basic Bank Company was regulated by the Act in 1991. The reason why Basic Bank was established was that the policymakers of this country felt the need for private sector banks to finance Small Scale Industries (SSI) and that is why the bank started its journey. At the beginning of Basic Bank, the BCC Foundation and the Government of Bangladesh (GOB) joint initiative started the journey. It started operations with a 70% share from the BCC Foundation and the remaining 30% share from the Government of Bangladesh (GOB). But after the closure of BCCI, the BCC Foundation became defunct. Therefore, the Government of Bangladesh took 100% ownership of BASIC Bank on 4th June 1992. Thus, the Basic bank is listed as state-owned. But the bank is still not nationalized. That is why the bank is running its activities like a private bank.

Basic Bank Limited's objective is extraordinary. Basic Bank Limited is a blend of development and commercial banks. 50 percent of the loanable funds are invested in the MSME sector from BASIC Bank.

2.2 Products:

2.2.1. Deposit products:

- Basic Century Deposit Scheme.
- Basic Monthly Savings Scheme.

Below I have provided a chart of the Basic Monthly Savings Scheme-

BASIC MONTHLY SAVINGS SCHEME									
DURATION	INTEREST RATE	Amount due on maturity against monthly installments							
		500	1,000	1,500	2,000	2,500	5,500	10,000	20,000
1 YEAR	6.50%	6,121	12,424	18,636	24,848	31,060	62,120	124,240	248,480
2 YEAR	6.75%	12,859	25,718	38,577	51,436	64,295	128,590	257,180	514,360
3 YEAR	7.00%	20,021	40,042	60,063	80,084	100,105	200,210	400,420	800,840
4 YEAR	7.25%	27,789	55,578	83,367	111,156	138,945	277,890	555,780	1,111,560
5 YEAR	7.50%	36,267	72,538	108,801	145,068	181,335	362,670	725,340	1,450,680

- Basic Nari Monthly Savings Scheme.
Below I have provided a chart of the Basic Nari Monthly Savings Scheme-

BASIC NARI MONTHLY SAVINGS SCHEME									
DURATION	INTEREST RATE	Amount due on maturity against monthly installments							
		500	1,000	1,500	2,000	2,500	5,500	10,000	20,000
1 YEAR	6.75%	6,220	12,440	18,660	24,880	31,100	62,200	124,400	248,800
2 YEAR	7.00%	12,891	25,782	38,673	51,564	64,455	128,910	257,840	515,640
3 YEAR	7.25%	20,096	40,192	60,288	80,384	100,480	200,960	401,920	803,840
4 YEAR	7.50%	27,928	55,856	83,784	111,712	139,640	279,280	558,560	1,117,120
5 YEAR	7.75%	36,495	72,990	109,484	145,980	182,475	364,950	729,900	1,459,800

- Basic Probin Monthly Savings Scheme.
Below I have provided a chart of the Basic Probin Monthly Savings Scheme -

Basic Probin Monthly Savings Scheme									
DURATION	INTEREST RATE	Amount due on maturity against monthly installments							
		500	1,000	1,500	2,000	2,500	5,500	10,000	20,000
1 YEAR	6.75%	6,220	12,440	18,660	24,880	31,100	62,200	124,400	248,800
2 YEAR	7.00%	12,891	25,782	38,673	51,564	64,455	128,910	257,820	515,640
3 YEAR	7.25%	20,096	40,192	60,288	80,384	100,480	200,960	401,920	803,840
4 YEAR	7.50%	27,928	55,856	83,784	111,712	139,680	279,280	558,560	1,117,120
5 YEAR	7.75%	36,895	72,990	109,485	145,980	182,475	364,950	729,900	1,459,800

- Basic Monthly Income Scheme.
Below I have provided a chart of the Basic Monthly Income Scheme-

BASIC MONTHLY INCOME SCHEME									
DURATION	INTEREST RATE	Amount due on maturity against monthly installments							
		1 LAKH	2 LAKHS	3 LAKHS	5 LAKHS	10 LAKHS	20 LAKHS	25 LAKHS	50 LAKHS
1 YEAR	6.75%	560	1,120	1,680	2,800	5,600	11,200	14,000	28,000
2 YEAR	7.00%	580	1,160	1,740	2,900	5,800	11,600	14,500	29,000
3 YEAR	7.25%	600	1,200	1,800	3,000	6,000	12,000	15,000	30,000

- Basic Friendship Account.
- Savings Deposit Account.
- School Banking Account.
- Krishok Saving Account.
- School Banking Account.
- RMG Worker Account.
- Leather Industry Worker Account.
- Basic Chalantika Scheme.
- Trinomul Savings Account.
- Muktijoddha Savings Account.
- Basic Double Deposit Scheme.
- Interest Free Special Savings Deposit Account.
- Special Notice Deposit (SND).
- Current Deposit Account.
- Basic Premium Plus Current Account.

2.2.2. SME Products:

- Special Notice Deposit Loan Product.
- Special Notice Deposit products.

2.2.3. Retail Products:

- Credit Card
- Loan Products
 - i. Personal Loans
 - ii. Home-Equity Loans
 - iii. Home-Equity Lines of Credit
 - iv. Credit Card Cash Advances
 - v. Small Business Loans
- Debit Card
- Deposits

2.2.4. Corporate Products

- Corporate Deposit Products
- Corporate loan products

2.3 Services:

- ATM Service
- A- Challan
- Swift Banking
- Locker Services & BEFTIN Services
- RTGS Service & Utility Services
- E-GP

Special Benefits:

- This interest-free special deposit is for those who want to live interest-free life with an account opened.
- This account can be opened in any branch of Basic Bank.
- General savings account facilities, such as cash withdrawals, payments, and transactions through checks and debit cards will remain in place as usual.
- Opportunity to manage accounts without any bank charges (incidental charges).
- 1 checkbook of 10 pages free per year.
- First-time debit card issue is completely free.
- Waiver of Debit Card Renewal/Re-Issue Fee if the daily average balance is only Tk 15,000 in the next year from the date of issue or re-issue of the Debit Card.
- Deposit and withdraw any amount lawfully acquired.
- Adult/minor persons/individuals can open this account in a single or joint name
- Excise duty and other taxes or duties are then applicable.

2.4. Main functions of Basic bank:

Basic Bank Offers:

- BASIC Bank provides special arrangements for term loans for various types of small and large enterprises in the industrial sector.
- BASIC Bank Limited provides short-term trade finance, and working capital financing to deposit-taking, processing, and manufacturing units and provides complete commercial banking services facilitating international trade.
- Basic Bank provides technical assistance to Small Scale Industries (SSIs) to run their enterprises efficiently.
- BASIC Bank funds microcredit for the urban poor in partnership with non-governmental organizations (NGOs) to facilitate their access to existing formal financial markets.

2.5. Corporate strategy of Basic bank:

- Basic Bank provides financing to establish and facilitate small units in industries and businesses.
- Small balance sheet size constitutes quality assets.
- Aims for stable and sustainable growth.
- Increases investment in a prudent manner.
- Stays ahead in adopting new banking technologies.

2.6. Organization goals of Basic bank:

- Basic Banks employ funds for profitable purposes in various sectors with an emphasis on small-scale industries.
- Various schemes are promoted to identify profitable areas of investment.
- Explores new avenues for investment as well as develops new products to meet such needs.
- Takes initiatives to link up with other institutions to engage in microfinance.
- Promotes and helps the SSI sector through collaboration with entrusted institutions.

2.7. Hierarchy of Basic bank Limited:



Chapter 3

General Banking Department

General banking is the most important part of all banks. The process of starting the operation of the bank is the work of the general banking department. The general banking department performs most of the functions of the bank. Like all other banks, the main division of Basic Bank Limited is General Banking Division. The activities of the General Banking Division of Basic Bank Limited are categorized as follows:

3.1. Account Opening Section:

The customer-bank connection begins with the opening of an account. The account opening section is the entry point for a consumer into the bank network. It is the most crucial division in the general banking department. A bank's primary job is to receive deposits from consumers. Banks allow consumer deposits via accounts.

3.2. Remittance Section:

Carrying cash and transferring it to another region of the country is extremely difficult and unsafe. Banks transfer funds on behalf of customers, saving time and transferring risk across the bank network. This is the primary purpose of the remittance section. On-demand, the bank can transfer any amount to any area of the country. Local remittance is a key component of general banking. There are 3 modes of remittance-

- Pay order (P.O)
- Demand Draft (D.D)
- Telegraphic Transfer (T.T)

3.3. Clearing Section:

This section's job is to collect checks on behalf of its clients. It also facilitates consumer payments to other banks. If a BASIC Bank client submits a cheque from another bank for payment, it is the clearing section's responsibility to receive the cheque through the Bangladesh bank clearing house and pay the money. Types of Clearing:

- Inward Clearing.
- Outward Clearing.

3.4. Cash Section:

The cash division is a busy and sensitive area of the bank. The section's function is payment and cash receipt. This section's operation begins during the banking hour, which is usually at 10 a.m. and ends at 4 p.m. Work in the cash department begins with opening money from the vault. After receiving the money, the cashier enters the amount into the register. At the end of the banking hour, any remaining funds in the cash register are placed in the vault. The cash officer then deposited the closing money into the registered. Following that, the cash officer created a cash statement for the branch manager, which included the amount of money paid and received.

The amount of money you can withdraw from the cash section is restricted. With his own signature, the cashier is permitted to cash client checks up to Tk. 100,000. The cash in-charge officer's consent is necessary if more money is needed.

3.5. Account Section:

Preparation of all transactions and proper record keeping of every transaction is basically the main function of the accounts department. Banks have many transactions every day and to record these transactions accurately and systematically the basic bank account section does these things. Transaction vouchers are sent from all departments to the accounting department at the end of daily transaction hours in the bank. The account section officer generates a sheet on the computer and sends it to the branch manager. It is very important to ensure that the transaction amount is recorded correctly as wrongly recording any transaction amount is detrimental to the depositor's balance as well as the reputation of the bank. And this matter is very well observed by Basic Bank. Each of the activities in the Accounts Section is given below-

- Accurately recording all transactions.
- Preparation of daily, weekly, monthly, half-yearly, annual reports.
- Arrangement of charge mechanism for all types of specified works.
- Preparing and sending all types of statements to the head office of the bank and Bangladesh Bank.

3.6. Fixed Deposit Receipt:

Tenure-wise Interest Rate:

*Interest rate is subject to change from time to time:

Tenure	Currency	SLAB wise Rate	Effective Date
01 Month	BDT	3.50%	Aug 03,2021
03 month	BDT	6.75%	Nov 16,2022
06 Month	BDT	6.75%	Nov 16,2022
12 Month	BDT	7.00%	Nov 16,2022
24 Month	BDT	7.00%	Nov 16,2022

- **Basic Double Deposit Fixed Scheme:**

FIXED DEPOSITS				
DURATION	01 MONTH	03 MONTH	06 MONTH	12 MONTHS
INRETEST RATE	3.50%	5.50%/5.60%	5.75%	6.00%

- **Basic Century Deposit Fixed Scheme:**

FIXED DEPOSITS			
AMOUNT/DURATION	100 DAYS	200 DAYS	300 DAYS
Amount starting from Rs.25000	6.25%	6.50%	6.75%

Chapter 4

Internship Activities

4.1 Internship Experience:

I joined Basic Bank Limited, Mirpur-11 Branch on 12 September 2022 as an intern. I was a bit apprehensive on the first day of joining, as it was my first step toward corporate life. I was lucky enough to meet some people who were really helpful throughout my internship program. Such warm welcome, help, and motivation boosted my confidence to such a level that I became very friendly with almost everyone in the general banking department within a very short time. They explained each task to me with such care that I did not have any difficulty in doing any task. Rather my interest in work has increased. I found the General Banking section easy. In my opinion, the most important job is, the general banking department often has to handle different types of customers or clients, that too directly. And this department can be said to start the bank's activities. This department taught me very essential work which is very important in this modern banking age. I learned how to open a bank account, fill out account formalities, how enter customer information numbers, write pay orders, how clear checks, national ID and AML verification, how issue account statements etc.

The above activities would not have been possible for me to learn without the strong guidance, good behavior, and cooperation of my bank employees. They were ready to help me whenever I needed them. Many times, I had trouble understanding some of the work, but they never bothered to explain the work to me. Basically, the environment or people of this branch is very generous, it also taught me to always stay close to the ground and some employees got my site a little rude behavior. But the number of those people was so few that I felt no need to remember it.

Just three months is not enough to learn everything in the banking world, but still, I tried my heart and soul to combine my theoretical knowledge with practical knowledge. I believe that the experiences I have gathered after working in this field will definitely help me in building a better career in the future. Finally, I would like to say that I am very lucky that during this internship I have met some wonderful people who will be the best memories of my life.

4.2. Activities in general Banking Department:

- Internal Maintenance of Deposit A/Cs/ Saving accounts/ Current accounts/cash credit deposits/Fixed deposits/short-term deposits/margin deposits/Bond deposits/F.C. Bond deposits.
- Receipts & payment of cash.
- Handling transfer transactions.
- Operations of clearing house.
- Maintenance of accounts with Bangladesh Bank & other banks.
- Collection of Cheques & Bills.

- Issue and payment of Demand Drafts, Telegraphic Transfers, and Payment Orders.
- Executing customers standing Instructions.
- Maintenance of safe Deposit Lockers.
- Maintenance of Accounts of the banks.
- Reporting to head office about the daily position.
- Saving all transaction records in the computer.
- Closing and transfer of different types of accounts.
- Keeping good relations with valued customers.
- Providing necessary support to the customers.

4.3. General Banking Department at a glance:

- Account opening Sections
- Local Remittance Section
- Collection and Clearing
- Cash Section
- Accounts Section

4.4. Responsibilities:

I did my three months internship program at Basic Bank Limited; Mirpur-11 branch. During this time, I learned a lot about the environment, operations, and job responsibilities of the bank. I think it will make me very important in my future corporate life. Below are the responsibilities I performed during the internship-

1. Basic Bank Internship does not impose any specific duties on the students. That is why I mostly did account opening under general banking.
2. My job was to fill out the account opening form and verify the necessary documents.
3. I have filled out the form with information from the documents required to complete the account opening process.
4. I was always there to help the local remittance section, collection, and clearing, cash section, and accounts section staff as I had no work to do other than opening accounts.
5. The bank manager told me that when a customer opens an account in the bank, extra care should be taken in selecting the client for contractual considerations. That is why I have taken care of this matter. There are some basic requirements to open an account - Photo, Nominee, National Identity Card Number, Teen Certificate, Identity Card, etc. I have verified these.
6. Personal information like date of birth, name of spouse, father, and mother I have verified that all these documents are correct or not.
7. During the account opening an authorized person gives some random number and I write it on the back of each check page. Then, the authorized person checks that the security numbers are correct and completes the account opening by signing.

Chapter 5

Internship Learning

I completed my internship in the Mirpur-11 branch of Bangladesh Small Industries and Commerce Bank Limited, one of the popular banks in Bangladesh. It has been a worthwhile experience and learning to undertake such a report work to get exposure to the real life of a banking organization. Undoubtedly ahead doubt, it improves my understanding, helps me gain knowledge, and builds up my learning skill.

5.1. Soft Skill:

Through this internship, I got to know how the environment of corporate life never realized before how much responsibility is required from every office work, which I realized during this internship. I learned everything from the official schedule to what activities to do while in the office. The responsibility we have to bear during the office and this responsibility I have has made me more active. The biggest thing I learned at the internship was adaptability. Like everything in the office was new and difficult for me but later I had to learn all the tasks easily. It was also a big learning curve when opening a bank account and how to complete the task of talking to a customer. Bank environment is completely different and it took me some time to adapt myself to this completely different environment but later I was able to complete it. I learned a lot during these three months Internship.

5.2. Hard Skill:

Here's what I learned at Hard Skills in a three-month internship-

New and improved skills and how to apply them, Professional communication, networking importance, taking constructive criticism, working hard no matter what you are doing, Independence, Understanding the workplace environment and Making connections.

Basic Bank Limited, a state-owned bank, a service, and customer-centric business organization, always focuses on customer satisfaction. That is why I was able to learn this customer satisfaction part very well. General banking is the starting line of all banking operations in all work and also performs the vast functions of the bank. That is why I have selected this section for my internship. I felt that I would learn a lot by doing an internship on this subject and I would be able to use that learning later in life. And what I thought was right, I learned a lot here.

Chapter 6

Conclusion and Recommendation

6.1. Recommendations:

Here are some of my suggestions and recommendations so that Basic Bank can better sustain its position in the future:

1. To increase customer satisfaction, BASIC Bank should have a separate customer support department in each branch.
2. Basic Bank's recovery section and loan management branch are weak they need to strengthen this branch so that their NPLs are reduced.
3. Basic Bank may have a clear written guideline for CMR, especially a landing guideline that should include loan amount limit for company or individual.
4. Basic Bank should appoint well-trained employees of the risk management department.
5. Introduction of ATM booth system at every commercial place.

6.2. Conclusion:

BASIC Bank Limited, though a state-owned bank, operates like a private bank. Basic Bank's name itself has a meaning that works for small-scale industries in Bangladesh. Basic Bank is not only limited to the development of the industrial sector, it is also doing a great job in the economy of our country by spreading its activities in green banking and various CSR activities. It is very sad to say that the Bank has been in a very bad condition lately, despite its good performance. But through precautionary measures, the bank will be able to recover its previous form already. Working in the general banking department helped me learn a lot and my internship program was completed very well. I learned how a bank works, how to handle clients, how to calmly control a situation, and much more. In conclusion, I would like to say that Basic Bank will definitely come out of its recent situation if it tries to be more careful in its loan disbursement. Management must think of revolutionary initiatives to bring back its strong existence so that it does not face these difficulties in the future.

6.3. Reference:

[1] <https://www.basicbanklimited.com/en#gsc.tab=0>

[2] <https://www.basicbanklimited.com/en#gsc.tab=0>

[3] <https://s.imoim.net/wjTxB?ISCI=011102>

[4] <https://www.basicbanklimited.com/en/page-details/deposit-products#gsc.tab=0>

[5] **Mohammad Tariqul Islam**

**Assistant General Manager & Branch In charge (Mirpur Branch)
Basic Bank Limited.**

Chapter 7 Appendices

I have taken some pictures of my work with permission from the bank officials:

