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INTERNSHIP REPORT
ON
General Banking
Activities of
Al-Arafah Islami Bank Limited.

(This report is submitted in partial fulfillment of the requirements for degree of
BA (Honors) in English)



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Declaration

I do hereby declare that I have completed my 3 months internship program from **Al-Arafah Islami Bank Ltd.** and made report on “**General Banking Activities of Al-Arafah Islami Bank Ltd**” which has been carried out by me and has not been previously submitted to any other University/ College/ Organization for an academic qualification/certificate/diploma or degree.

The work I have presented does not break any existing copyright and no segment of this report is copied from any work done earlier for degree or otherwise.

Sincerely,

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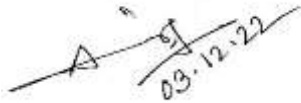
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Certification of The Academic Supervisor

I am glad to certify that the project on “**General Banking Activities of Al-Arafah Islami Bank Ltd**” is completed by Tanvir Rahman Robin, ID:191-10-1942, Department of English under my supervision. To the best of my knowledge and as per his declaration, it is an original work completed during the Fall Semester 2022. I recommend the Project report presented by Tanvir Rahman Robin for further academic support. It has been a great satisfaction to work with him. I wish him every success in life.

A handwritten signature in blue ink, followed by the date '03.12.22' written below it.

Mr. Md. Ariful Islam Laskar

Assistant Professor

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Acknowledgement

Completion of this report has made me grateful to a number of persons. First of all, I would like to acknowledge my supervisor and teacher **Mr. Md. Ariful Islam Laskar** not only for giving the opportunity to prepare the report but also for providing me a lot of support to improve the report. He was always available when I needed his help, suggestions and guidelines. I am very lucky for getting this opportunity to complete my internship report under his guidance and supervision.

A special thanks goes to my Internship Organization Supervisor in Al-Arafah Islami Bank Ltd, Mr. Md. Ali Akbar Mia, Operation Manager of AIBL, Panthapath branch for providing me support and courage throughout my Internship program and helping me to accumulate necessary information. I also like to extend my gratitude to Ms. Sonia Akter Resma, Ms. Manira Sultana and Ms. Ismat Jarin Momo from General banking Department for helping me by giving the valuable information on behalf of their company and give me time to understand banking concept.

Lastly, my heartiest thanks goes to others who were involved and helped directly and indirectly in completion of internship and preparing this report. Without them all these would not have been possible.

Executive Summery

Since I did my internship from general banking my main job was to help general banking officers. Working with them I learned a lot with their help and my work is briefly discussed here-

I learn how to open Mudaraba Term Deposit Account (MTDR). Mudaraba Term Deposit Receipt (MTDR) is a profit bearing account which offers returns by depositing money for fixed period of time based on Mudaraba concept. These deposits are repayable subject to a period of notice and hence known as time deposits or time liabilities meaning thereby that these are withdrawable subject to a period of notice and not on demand. Tk.1000/- and multiple of Tk.100/- for the period of 3 months, 6 months, 12 months, 24 months and 36 months can be deposited. How to fill up the form of Mudaraba Term Deposit Account (MTDR).

How to open Monthly Installment Based Term Deposit Account (ITD). Any person above 18 can open this account. Even an ITD can be opened on behalf of a minor! Duration of this deposit will be 3,5,10 or 12 years.

How to verify someone's identity before opening an account. When one wants to open an account, they must provide their NID card, utility bill, TIN. But we must clear their identification properly so that any missing information does not disturb the bank.

How to file the account that was opened and the bank should collect it very securely so that in future when the customer faces any account related problem the bank can easily find the form and take the information correctly and solve it. All forms stored sequentially in bank box for easy retrieval.

How to find it the file's next time from a huge amount of file which was stored into the box of the bank. All the bank has their own code for their account maintain. 084 is the code of AIBL. Every types of account has their difference code as well such as MTDR account code is 131, ITD account code is 112 in this way all types of account has their own code and finally all account also maintain serial number such 0001,0002,,,,,0099,,,,,0999,,,1000,1568. In this way we have to find the account by searching with code and following serial number.

How to transfer salary to people's bank account. Though this is not our work. Because this is a risky work for bank. This job is for the clearing officer but sometimes the officer faces a very urgent situation with her work with others so I have to handle the job.

Although I work for general banking but when required I have to go to every department of banking and help every officer as they wish and they were really helpful and friendly.

Acronyms

AIBL : Al-Arafah Islami Bank Limited

MD : Managing Director

DMD : Deputy Managing Director

EVP : Executive Vice President

SVP : Senior Vice President

VP : Vice President

AVP : Assistant Vice President

FAVP : First Assistant Vice President

BB : Bangladesh Bank

BCD : Bearer Certificate of Deposit

OB : Online Banking

BBLC : Back to Back Letter of Credit

BL : Bill of Lading

AWCD : Al Wadiah Current Deposit A/C

MTDR : Mudaraba Term Deposit

ITD : Installment Term Deposit

SND : Short Notice Deposit

MSD : Mudaraba Savings Deposit

STD : Short Term Deposit

PTD : Profit Term Deposit

LC : Letter of Credit

PO : Pay Order

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Chapter- 1

Introduction

Al-Arafah Islamic Bank Ltd is an Islamic Sharia based bank of our country. This means that it has a Sharia Board or council of members from all the major schools of Islamic legal thought and is widely recognized as an authority body for their work and decisions on Islamic banking practices. Following the path of Allah and the path shown by His Messenger (PBUH) with objective success and hereafter, Al-Arafah Islami Bank Limited was registered on 18 June 1995 as a private limited company. The Bank is sponsored by eminent Islamic scholars and upright businessmen from the nation. Internal shareholders own the entire paid-up capital. This bank regulated by the sharia law and also this sharia law is approved by the Bangladesh Bank. They also obey the banking rules of the country. The main goal is this bank is to be a pioneer among the Islamic bank in the Bangladesh and also a successful and significant economic contributor in our country. AIBL has good and effective contribution in our economy and also the socio economic. AIBL has a reputation for good management of their customer's money and corporate housing, remittance handling from outside the country and business operations in our country.

This bank is based on Sharia law and their management system is approved by Bangladesh Bank although this bank is also a commercial bank. But even though they are commercial banks, this bank is not like other commercial banks. Their banking methods are quite different from other banks. The bank conducts its business process through Mudaraba, Bai Muazzala and Purchase transactions approved by Bangladesh Bank. Shariah councils which are approved by Bangladesh Bank, not only this Shariah council has many Islamic scholars who are studying Islamic banking but also many renowned lawyers and many other scholars.

Al-Arafah Islami Bank Limited is Remount Bank among other private banks of Bangladesh. Compared to other banks in Bangladesh they have better and faster management system. Not only that they are changing the image of a bank that people usually know. They have the

reputation of providing the best service to their customers. I am doing my work at the beginning place in Al-Arafah Islami Bank of Panthapath branch. I am doing separate kinds of tasks in my internship period. Not all work is the same. Those work gives me different level of experiences. Works like opening a bank account, General banking.

Clearing, remittance, advertisement composition, loans and other parts give me different levels of education. Their cash management and other finance related positions can be exemplary for other banks in Bangladesh. In this report I have tried to show their work how they achieve their success in banking industry.

1.1 Background and Significance of the Project

The principle or main purpose of this project is to build relation with the bank and understand the pragmatic managing and statement activities and correlate them with the speculative learnings received from the bank. Apart from these the special objectives are as follows:

- To understand the general management system and statement activities of AIBL.
- To find out the standard, imperfection managing and account of AIBL.
- To make proposals and necessary suggestions to improve some segment their work.

1.2 Methodology of the Study

1.2.1 Data Collection

Data collection process is very import part of this report. There are two types of data collection method and they are primary and secondary data collection method. The primary data collection method is more important than other one. There are a lot of way of data collection in this process and the process are-

The data follows by the primary method-

- One on one conversation with different particular officers of the bank.
- Several information by the clients.
- A variety of files that's are provide by the accountable officers.
- Casual discussion with clients.

Now come to secondary data collection method. This kind of information can be gathered in a variety of ways, including through the internet, magazines, newspapers, blogs, and other sources. These facts are referred to as the published facts. Also, certain data are gathered using the methods below:

- By following the website which are provide by the internet and some technical diary.
- Gathered information on various aspects of the financial market and the baking sectors from the internet.

1.2.2 Objective of the Study

In this report I attempted to explain and briefly explore about the General Banking initiative in AIBL. Additionally, I made an effort to learn how many programs or products they have. I had to address a variety of topics with the bank representative in order to prepare this report, including their cash management procedures, day-to-day operations, market structure, and background in this industry. I did my best to cover all of AIBL's general banking activity in this report. Not only that, but I also made an effort to arrange and examine the data that the bank officer had collected for the interview

Chapter- 2

2.1 Background Information on Al-Arafah Islami Bank Limited (AIBL)

“Islamic ideals encourage us to succeed here and in the hereafter. To achieve this success we must follow the path indicated by the Holy Qur'an and the path shown by the Prophet (PBUH). With this objective in mind, Al-Arafah Islami Bank Limited was established (registered) as a Public Limited Institution.

Date of Registration	18 June, 1995
Date of Registration	Motijheel Branch, Dhaka
Opening Ceremony	27 September, 1995
Authorized Capital	15,000.00 Million
Paid-up Capital	10, 440.22 Million
Local Partnership of Capital	100%
Equity	22,520.68 Million
Number of Branches	168
Deposit	266,205.48 Million
Investment	261,874.13 Million
Number of Employees	3,682
Number of Shareholders	25,793

The bank conducts its business on Mudaraba, Bai-Muazzal criteria and listed exchange purchases confirmed by Bangladesh Bank. Generally, its mode and operations are significantly different from other regular commercial banks. Banks have a Shariah assembly that maintains constant vigilance to ensure that the bank's practices are being guided by Islamic principles. The Shariah Council is composed of distinguished Ulama, reputed bankers, renowned lawyers and eminent economists.” (AIBL At A Glance, 2020)

2.2 Organization Details

2.2.1 Vision, Mission, Commitments

Vision

- ✦ “To pioneer Islamic banking in Bangladesh and contribute significantly to the growth of the national economy.

Mission

- ✦ To gain the pleasure of Almighty Allah here and hereafter.
- ✦ Spread of Shariah based banking practices.
- ✦ Quality financial services using modern technology.
- ✦ Fast and efficient customer service.
- ✦ Maintaining high standards of business ethics.
- ✦ Balanced growth.
- ✦ Stable and competitive return on shareholders' equity.
- ✦ Innovative banking at competitive prices.
- ✦ attract and retain quality human resources.
- ✦ Extending competitive compensation packages to employees.
- ✦ Strong commitment to growth of national economy.
- ✦ More involvement in micro and SME financing.” (AIBL Profile, 2022)

Value

AIBL Values are based on fundamental principles that define our culture and animate our attitudes and behaviors. It is their values that make us unique and can be seen from five fundamental principles:

- ✦ Excellence: The market in which AIBL operates is becoming increasingly competitive and their customers now have an abundance of choices.
- ✦ Integrity: AIBL success depends on trust. Their customers and society in general expect us to act and adhere to high ethical principles and professional standards.

- ✚ Customer focus: AIBL needs to fully understand the needs of their customers and adapt our products and services to meet them.
- ✚ Meritocracy: AIBL believes in providing opportunities and benefits to its employees based on their merit.
- ✚ Progressiveness: AIBL takes stock of society's achievements by processing creative new items of enlightened work practices and a prowess of big business.

Commitments:

- ✚ Presently focused on Islamic banking and relentless development in both store consolidation and quality investments to maintain our status as a premier Islamic bank in Bangladesh.
- ✚ Providing financial services at the touch of our heart to retail, small and medium enterprises as well as corporate clients through our branches across the country.
- ✚ Business initiatives are designed to match the changing business industry needs of clients.

2.2.2 Corporate Department

Al-Arafah Islami Bank is one of the most organized banks with a unique corporate culture. In this place, we value understanding and mutual respect. AIBL members have a distinctive perspective on events, activities, things, and circumstances. They did not impose their corporate culture; rather, they achieved it via corporate directness. The bank's success is attributable to the capable initiative shown by all levels of management and staff, which is because of an overall corporate culture that is decent and of high quality.

2.2.3 Corporate Division

“The entire corporate division is actually headed by the board of directors. Alhaj Abdus Samad Labu is the Chairman of the Board of Directors and Alhaj Abdus Salam is the Vice Chairman of the Board of Directors. President of the executive committee Hafez Alhaj Md Enayet Ullah. Vice Chairman of Executive Committee Alhaj Selim Rahman. Alhaj Mohammad Imadur Rahman is the Chairman of the Risk Management Committee. JB. Audit Committee Chairman Md. Amir Uddin PPM.

2.2.4 Ex Official Director

Managing Director: Md. Habibur Rahman. Branches are controlled by managing directors. MD provides a guideline how to work and all branches are bound to follow that guideline.” (AIBL-Annual-Report-2021-Final-Edited.pdf, 2021)

2.2.5 Board of Risk Management

The Committee will work with the Board of Directors to oversee and evaluate the risk management department and the relevant senior management in relation to risk management, as well as to supervise and verify the bank's risk management strategy, policies, processes, and internal control mechanisms.

2.2.6 Board of Audit

They did not impose their corporate culture; rather, they achieved it via corporate directness. The bank's success is due to the competent management offered by all levels of management and staff, which is due to a decent and excellent overall corporate culture.

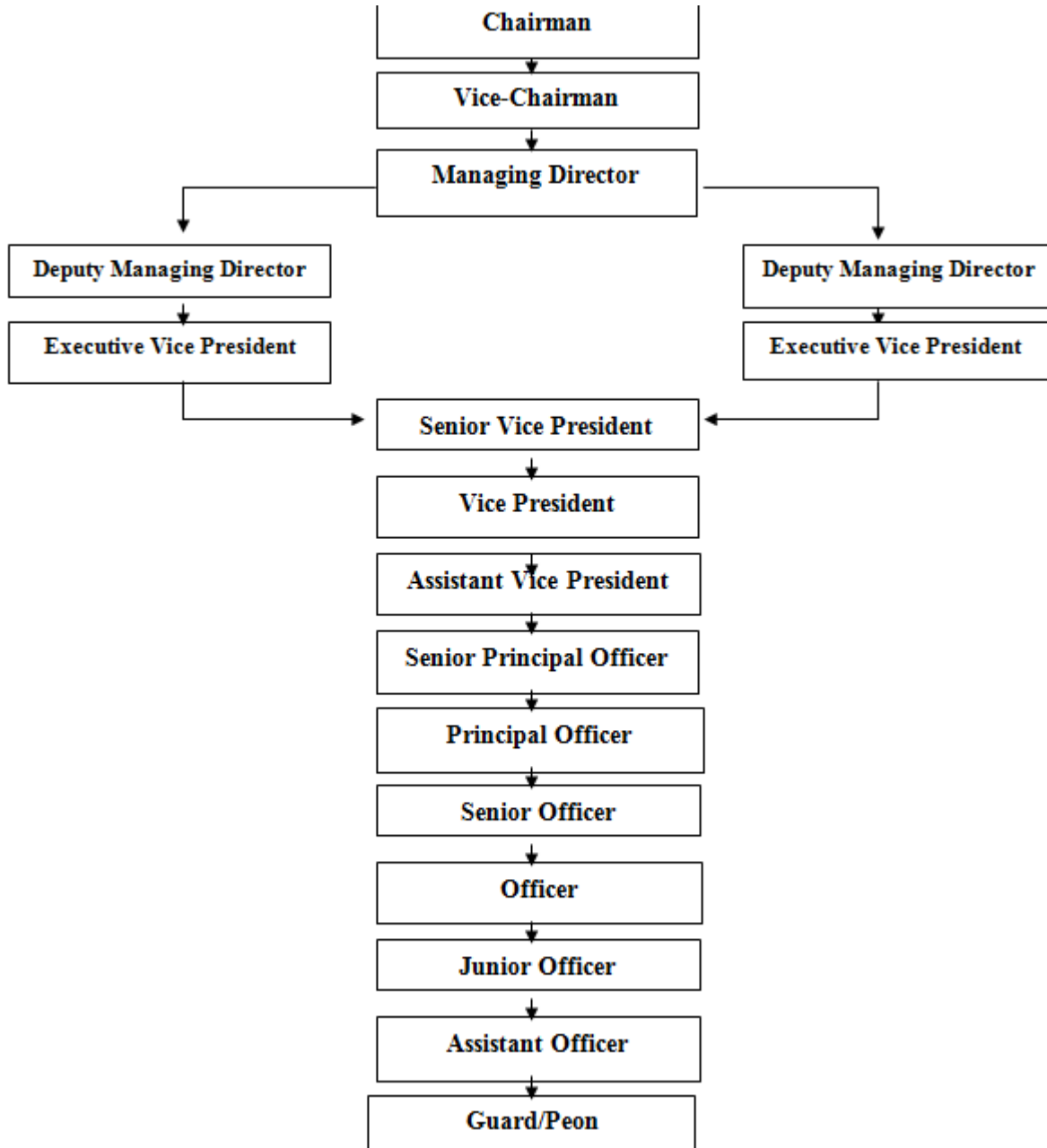
2.2.7 Board of Executive

All Bank activities are coordinated by the Executive Committee. They make sure that bank operations follow their budgets and plans as agreed.

2.2.8 Board of Shariah Supervisory

The Bank's implementation of various Shariah-compliant practices is governed by the Fatwa & Shariah Supervision Board of Committee. It also guarantees that all transactions are carried out in strict accordance with Islamic law, with the option to challenge (fatwa) any practices that are not compliant if appropriate proof is discovered.

2.3 Operational Details



2.4 Sections and Their Functions

The General Banking Division, Investment Division, and Foreign Exchange Division make up the substance of AIBL. These categories are subdivided into smaller divisions or units. The following points include details of significant sections and subsections.

2.4.1 Division of General Banking Division

Three specific divisions collaborate to achieve the organization's goal.

- (a) Customer Service
- (b) Cash Division
- (c) Accounts Division

2.4.1(a) Customer Service

Among the many duties performed by customer service are:

- Creating accounts.
- Proceeding cheque book to clients.
- Online transfer issued.
- Dealing with transfer transactions.
- Clearinghouse operations.
- Carrying out client standing instructions.

2.4.1 (b) Cash Division

Customer service has a variety of roles, including:

- Getting funding from investors.
- Customer payment as desired.
- Examining every area of the store slip to see if it was made clearly or not.
- Confirming the installment check to make sure the customer will receive payment when due.
- Cash officer should keep the cash register.
- Maintaining of cash balance everyday.
- Creation of the month's cash balance.

2.4.1 (c) Accounts Division

The two categories below can be used to generally classify AIBL's accounting:

- I. General Accounting.
- II. Investment Accounting.

I. General Accounting

The three areas of general accounting are fund management, fixed asset accounting, and general and administrative expenses.

Activities are included in the accounting subsection.

- Voucher registry.
- Posting of vouchers to the register.
- Creation of a trial balance without adjustments.
- Making the necessary modifications (acquiring revenue and expenditures).
- Creation of the corrected trial balance.
- Keep accounts in Bangladesh Bank and different banks.

II. Investment Accounting

The management maintains its record works in the light of working strategy for accounting as per accounting standards similar to Bangladesh Bank's significant control system.

- Collection of receipts like rent, profit.
- Control of collection like maintaining check register.
- Reporting of rent collection information such as cash collection statements.
- Acknowledgment to the account holder like - account details.
- Proceedings related to criminal charges such as billing.
- The creation of an overdue statements, specifically one for the BOD.
- Handling of accounts with erratic investments.

2.5 Department of Investment

The investment department performs the following duties:

- Getting the plan ready
- Making the expenditure
- Issuing letter of sanction
- Create and post a voucher.

2.5.1 Foreign Trade Investment

- Industrial sector investments.
- Spending in the agricultural industry.
- Financial support for business.
- Small-scale investments in rural areas.
- Foreign exchange investments.
- Financial Support for Housing and Construction.
- Purchase on credit.
- Investments program for consumers.

2.6 Human Resource Department

The AIBL secret strategy is one of the main duties of the HR department. In a year every workers work has judge two times by this department and every workers file kept in depth.

Chapter-3

3.1 Internship Activity

3.1.1 Main Work Section

In the course of my three-month internship program, I was given a position and various responsibilities at the Panthapath branch of Al-Arafah Islami Bank Limited. My duties and areas of observation were in the general banking department opening dissimilar DPS or FDR (deposit scheme), completing account opening forms, find old forms that belong to clients and take some information from previous accounts to close their account or create a new account. From August 15, 2022 to November 16, 2022, I worked with Ms. Sonia Aktar Resma, Senior Officer of AIBL, Panthapath branch, who oversees the reception counter. I was mostly employed in the front desk division at the time, where I watched how the deposit section operated and how the law and regulations for the deposit scheme were implemented.

3.2 Job Responsibilities

I have a number of duties at the General Banking Department of Al-Arafah Islami Bank Limited (Pnthapath branch). Each day, I started my work at 09:00 am and it ended at 04:00 pm. I completed many different kinds of works during this time, which are listed below.

3.3 Account Open

The most significant event in general banking is account opening. This is the primary stage where clients receive help from the organization. It is crucial to understand the bank's target demographic before opening any accounts. Knowing the client's motivation for opening the file in this branch is also crucial. Uncovering the motivation of the client in opening the records is completely questionable. If the person responsible for opening account is knowledgeable and skilled, they can ask the client without raising too much tension why they are doing it. For its intended audience, Al-Arafah Islami Bank Limited provides dissimilar accounts.

3.4 Account Closing

A customer's account might be closed for a variety of causes. In order to ensure that AIBL will be the first financial institution that comes to mind for the customer the next time they consider opening a bank account, I will cancel the account with the utmost care.

3.5 Pay Order Issue

Customers who wish to make payments by check instead of cash can do so by using pay orders. With that it lessens the danger of carrying cash. To assist the consumers, I filled up the pay order slips.

“Total amount of PO	Commission	Vat
Upto Tk. 10,000.00	Tk. 15.00	Tk3.00
Tk. 10,001. 00-Tk. 1,00,000.00	Tk.25.00	Tk. 4.00
Tk. 1, 00,001. 00-Tk. 5,00,000.00	Tk. 50.00	Tk. 8.00
Tk. 5, 00, 001. 00 and Above	Tk. 100.00	Tk. 15.00” (Rates & Schedule Of Charges, 2022)

3.6 Cheque Requisition Receive

The client sends a demand for a check book with a specific number of pages, requesting the issuance of another checkbook. After receiving the check request for the day, I submitted the breakdown to the corporate office.

3.7 Cheque Book Issue

Before printing the checkbook, the account holder designs and signs the check. For the issuance of a new checkbook, at least five working days must be necessary. When creating a checkbook, several processes are taken.

3.8 Inform Clients

We require one week for delivery for proper reacquisition of our clients. when the check book reached our branch but the customers did not come to take the check book, I informed them over the phone.

3.9 Providing Statements to Clients

Any customer needing their declaration was provided by me. I confirmed that record before giving the explanation. I have additionally coordinated images through the server provided by the clients. I articulated at that point.

3.10 Islamic Wallet

It is a new smartphone application provide by Al-Arafah Islami Bank Limited. It was an online banking system. In the middle of my internship (from 30, September 2022 to 31 October, 2022) Mr. Md. Ali Akbar Mia, Operations Manager, made me the agent of Islamic Wallet of Al-Arafah Islami Bank Limited (Panthapath Branch) and gave me the responsibility to collaborating with customers and creating wallets for them. It was a marketing of Islamic wallet app. Every time I successfully create an account 20 takas are added to my account. At the end of the month I managed to open about 40 Islamic wallets.

3.11 Limitations of the Study

The period of my internship, I ran into a few issues that could be viewed as the study's limitations or flaws, including:

- Short time period
- Data insufficiency.
- Lack of records.
- Incomplete and obscure data.
- Unwillingness of key person.

Chapter-4

4.1 Observations and Findings

Observations

4.1.1 Divisions of General Banking

All banking operations are conducted in the General Banking division which is the busiest and most crucial area of a branch where money is received and cash transactions are carried out. Activities like clearing, remittance, and accounting are also carried out here.

General account management is also known as "retail saving money" because banks are not required to provide the services consistently. The following offices are listed under the general retaining money sector at AIBL Principal Branch:

- ✚ Account Opening Section
- ✚ Deposit Section
- ✚ Cash Section
- ✚ Remittance Section
- ✚ Clearing Section

4.1.2 Account Opening Section

Beside this, creating an account is the first step for customers to start doing business with a bank. One of a branch's most crucial functions is the development of the broker-client connection because by opening files, a bank can set aside funds for speculative purposes. When opening a record, several recommendations and instructions are maintained, and various reports are taken. Through this division, a consumer may open many types of accounts. like as:

- ✚ Al-Wadeeah Current Deposit
- ✚ Mudaraba Savings Account
- ✚ Short Notice Deposit

Al-Wadeeah Current Deposit

“Demand Deposit Account is based entirely on Current Account. There are no restrictions on withdrawing money from the account. This is largely justified when funds are raised and paid at frequent intervals. Some important points are as follows-

- ✚ Minimum opening deposit of TK. 2000/- is required;
- ✚ There is no withdrawal limit.
- ✚ No profit is given upon the deposited money;
- ✚ Minimum Tk.2000 balances must always maintain all the time.” (Deposit, 2021)

Mudaraba Savings Account

Such savings is mainly intended for smaller investors. Therefore, it is forbidden to withdraw funds more than once within a month. Large departures are only permitted with warning or explanation.

Short Notice Deposit

Typically, a number of large businesses, corporations, and government agencies keep money in SND-Accounts. Withdrawals are not encouraged frequently. To receive profit, you must deposit money for at least a week. The revenue paid for SND is calculated based on the daily minimum product less the profit on savings deposits and is paid twice a year.

4.2 Account Opening Procedure

Stage-1	Account container from this bank. Bank authority cannot be lower than Assistant Officer level. It must have been a respected individual in the area who could understand the worried Branch Manager/Operation Manager.
Stage-2	approving the completed application that the bank has recommended and that includes the sort of account that has to be formed.

Stage-3	<ul style="list-style-type: none"> ➤ The candidate fills out the application on their own. ➤ Individuals must provide two copies of their passport-size pictures, one copy of their stamp-size picture, and one copy of their nominee's picture; in the case of businesses, all partners' pictures must be provided. ➤ Applications should provide the necessary paperwork.
Stage-4	That request will be accepted by an authorized representative.
Stage-5	Only credit has been allowed and a budget range must be placed.
Stage-6	Now an account is set up, a checkbook and payment slips book are provide.

Table: Account Opening Procedure

4.2.1 Documentation Needed to Open a Joint or Individual Account

- Introducing of account holder.
- Two photographs of the signatory that the introducer has duly verified.
- Identification (copy of National Identity Card, Passport or birth certificate).
- A photograph of the nominee and copy of birth certificate/national identity card/passport.
- Copy of any utility bill (Electricity/Water/Gas).
- Partnership Declaration Form (sort of a joint account).
- Employment record of the account holder.

4.2.2 Proprietorship Account

- An introducing of records holder.
- Copy of TIN certificate.
- Proof with a current trade license.
- Records have to provide his company sign via rubber stamp.
- Two pictures and their signatures with proper signatories attestation.

4.2.3 Limited Company

- Introducing of account holder.
- Two pictures and the signatures were duly attested by the signatories.

- Identification (copy of National Identity Card, Passport or birth certificate).
- Committee objectives of introducing account fully ensured by the MD.
- Authenticated copy of current trade license.
- All certification of company opening time. (if it is a public restrict company).
- true copy of the company's articles of incorporation that has been duly attested to by the chairman or supervising director.
- Names of heads accompanied with a mandate and an illustration with sign.

4.3 Account Closing

There are some reasons behind closing an account such as,

- When the account holder wants to deactivate their record.
- If the Bank discovers that the record has been inactive for a significant amount of time.
- When a decision for garnishment is issued by the AIBL court.

4.4 Cash Section

The cash division handles all forms of transaction involving cash consideration. Funds usually placed to the account under the company's name, and the division thereafter pays the account holder.

The following description is the duties provide by the cash division,

Pay cash to clients	<ul style="list-style-type: none"> ➤ Money payments are only provided in exchange for cheques. ➤ That's the distinctive capability of a bank, termed as "payment on demand". ➤ It only pays with the printed, legitimate check that it issued.
Receiving cash from clients	<ul style="list-style-type: none"> ➤ It accepts currency installments from investors as payment. ➤ Consequently, this is known as the "Mobilization Unit" of bank system. ➤ It only receives money when the money given with their receipt cheque.

Table: Functions of cash department

4.5 Local Remittance

Domestic remittance is Another important component of GB sector in the banking industry. Banking system receives and swaps a variety of invoices through domestic settlements. Depending on the demand, the bank earns profits.

4.6 Kinds of Remittances

- Among clients of banking and nonbanking.
- Among banks inside the country that is related.
- Among banks and national bank in a same region.
- Among banks' several areas of concentration.
- Among regional banks with various customers.

4.7 Clearing Department

A basic function of a clearing department is to assemble check amounts, pay orders (POs) from different banks on the name of their clients. Through the process of clearing, a bank can obtain funds from another bank via a clearance section.

4.8 Clearance Section

In a clearance section, officials from various banks assemble to collect and deliver cheques from other banks. Bangladesh Bank typically runs clearing houses in Dhaka, Chittagong, Rajshahi, Khulna, and Bogra. This service is run by Sonali Bank in areas outside of Bangladesh Bank branches.

4.9 Online Transaction

Online transactions are entirely powered by computers. Customers of every AIBL branches may take funds from any AIBL branches. Compare to other bank services, this is a better one for the customers of AIBL. Online fees range from taka 50001 to taka 2,00000 is taka 50 and everything less is free. Online commissions and fees will be subject to a 15% VAT charge from customers. For amounts beyond 200,000, the cost is 100 Tk.

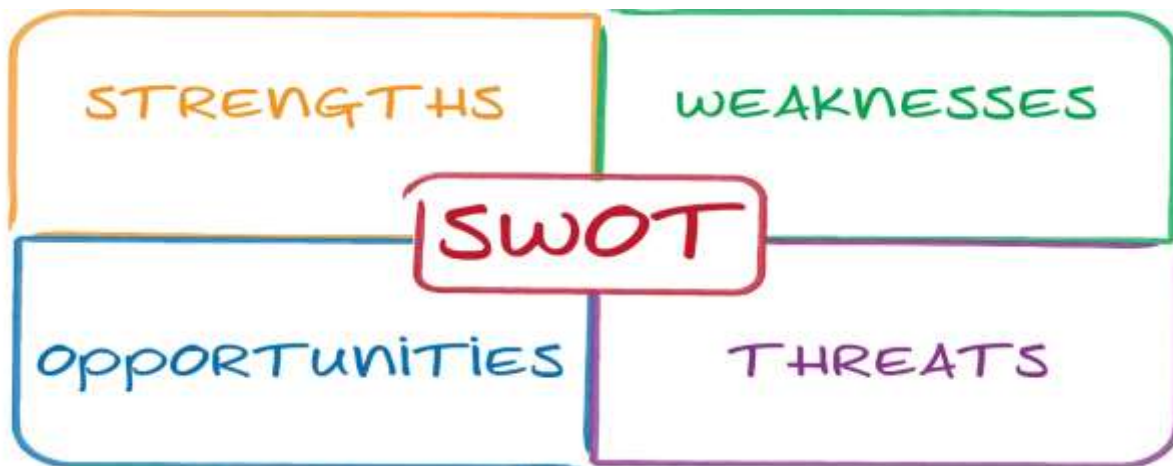
4.10 Findings

The following describes a few of the findings:

- The branch officers are well educated about the banking industry and are well versed in their work. Due to this their work is getting better day by day, but new officials are coming day by day, that's why it gets a little crowded.
- AIBL IT infrastructure is good but it is getting slow day by day. Sometimes it gets stuck as to why officers sometimes struggle to manage their jobs.
- Cash counters are crowded which disrupts daily teller activities and delays work.
- ATM booths are experiencing problems due to poor network.
- AIBL offers training, but the facilities are inadequate, mainly for junior officers.

4.11 SWOT Analysis in AIBL

Throughout the course of its existence, any organization has both internal and external strengths, weaknesses, opportunities and threats.



Strengths:

- Financially strong
- Have some great and knowledgeable employees
- Not to compromise their quality
- Gives an employee excellent workplace
- Ensure their quality and consistency

Weakness:

- Need to improve their IT infrastructure
- Lack of human resources in certain area
- Limited ATM worktime
- Lower level officers need to train more
- Marketing policy is not well setup

Opportunity:

- To keep investing different sector
- More innovative in customer service
- Develop new financial product
- Relationship management with clients

Threats:

- Threats of hacking their systems
- Coming new Islamic banking
- Certain rules and regulation of Bangladesh bank
- Similar types of retail banking products on other branches

Chapter-5

Recommendations

AIBL is one of the best Islamic bank of Bangladesh. It has changed the culture of our Islamic bank. So, people are more interested to go to Islamic banking system. For swot analysis, ratio and talking to the officers. I can say that AIBL is the best Islamic bank in Bangladesh. As well as, I have some suggestion to improve their banking experiences. And capture more market share. They can compete with their rivals with the help of these suggestions, in my opinion.

Some suggestions to improve the situation according to sincere observation:

- ❖ Lack of advertising on popular spots is a suggestion I would like to make.
- ❖ They have to promote Islamic products to the public. Many do not know Islamic products, that can be improved.
- ❖ Propaganda camping in schools and colleges because youth need to know Islamic banking, this generation is growing up without knowing Islamic banking and they need to know the moral value of that Islamic banking.
- ❖ Many commercial banks offer rewards and other benefits to their card holders. AIBL can offer these special rewards to their customers but the way must be Islamic.
- ❖ They need to development interaction on the social media platform to the people and development their system to solve problem of the customer through social media.
- ❖ To recruitment processes to the branch they need to consider skills rather than the academic result in recruitment processes they add to skill test to test their skill to others sector.
- ❖ To give good and fast service to clients they need precise process in cash counter.
- ❖ AIBL is employee friendly place as we all know but can improve more like providing transport facility for officers. This can be very helpful and save a lot of time.
- ❖ Online banking system needs to be updated so that people feel more comfortable with AIBL.

Conclusion

Islamic banking system is the perfect banking system in the Bangladesh. It is growing to famous in the world wide. Islam provides instructions on how to conduct financial transactions. AT the present in our country there are six Islamic bank ruing in our country.

Since I've finished my internship in the Panthpath branch of AIBL. Al Arafah Islamic Bank limited has the leading role in the spread of Islamic banking system in our country. It has created an exemplary image in the Islamic banking sector. This is an incredible stamp on the territory of the private banking sector to hold money at this time. Not only that but also their policy and management.

In the world of private banking, AL Arafah Islami Bank is a very reliable institution for the clearness and maintenance of its finances. This bank collect money form the depositor and invest those money or give those money to the investors. Before they give their money they do proper study on the company. for this reason their loan is safe and sound. And their customer is happy for their commitment. They also provide international trade assistance for their customer and money transfer as well, obtaining and paying utilities and other bills, etc. which are all wholly focused on serving customers.

So, at the end of the report I can say that doing internship in AIBL Pathpath branch is worth it. It gave me many new experiences for myself and I learned a lot from them. And they support an intern a lot. AIBL is very reliable to every people of this country.

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Appendices

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Processed on: 04-Dec-2022 08:18 +06
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Date: 28.08.2022

The Vice President
Al-Arafah Islami Bank Limited
Panthapath Branch
Dhaka

Sub: Internship.

Muhtaram,
Assalamu Alaikum.

With reference to your letter no. AIBL/PPB/2022/1047 dated 03.08.2022 on the captioned subject, we are pleased to inform you that the Management has been pleased to accommodate **Janab Tanvir Rahman Robin** as Internee in AIBL at its **Panthapath Branch, Dhaka** under the following terms & conditions:

1. He will get no financial benefit/allowance from the Bank for the internship.
2. He will maintain all secrecy about the affairs of the Bank.
3. The Internee is to obtain prior permission from the competent authority in connection with any report to be submitted by him in regards to his internship with a copy to the branch authority & the undersigned.

Ma-Assalam.

Yours faithfully,

Sd/-
(Md. Mazharul Islam)
Senior Executive Vice President

Copy for information and necessary action:

1. Dr. Liza Sharmin, Associate professor & Head, Dept. of English, Daffodil International University, Shukrabad, Mirpur Road, Dhaka-1207.
2. Office file.


Senior Executive Vice President



