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Internship Report

On

“General Banking at Mercantile Bank Limited, Donia Branch”, Dhaka.

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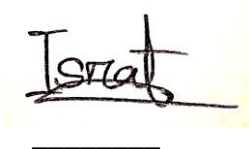
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Date of Submission: December, 2022

Declaration

This is Israt Jahan Mim, and I hereby declare that I am the author of the internship report on the general banking operation of Mercantile Bank Limited. I worked at donia branch and I completed three months of internship at Mercantile Bank Limited. I also hereby declare that this report is prepared for my academic requirement. The work that I have declared does not affect any current copyright, and no part of this report has been copied from any work, it is my original work.



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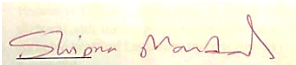
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Certificate Of Approval

This is to confirm that Israt Jahan Mim, an English Department student at Daffodil International University possesses the following identification number: 191-10-1939 successfully completed, under my supervision and direction, the internship report titled **"General banking of Mercantile Bank Limited Donia Branch."**

The final copy of this report that was sent to Daffodil International University has been carefully checked for content and language.

A handwritten signature in red ink on a yellow background, reading "Shipra Mondal".

Shipra Mondal

Senior Lecturer

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Acknowledgement

The dedication and contributions of a number of people, particularly those who put in the time to offer thoughtful guidance and suggestions for enhancing the report, are to be thanked for these reports' successful completion. Some exceptional individuals must be mentioned.

At first, I want to think of Allah, the All-Powerful, without whose help this report couldn't be finished. After that, I'd like to express my sincere gratitude to everyone who gave me the chance to finish this. An extraordinary appreciation I provide for the supervisor, "Shipra Mondal" ma'am who's consistent assistance made a difference a ton with respect to specific parts of this report.

I would also like to thank Muhammad Abdul Kader (First Assistant Vice President & Head Of Branch) , Mesbaul Faruq (Principal Officer & Manager Operation), Muhammad Tareq (Senior Executive Officer) , Panna Akter (Assistant Officer), of Mercantile Bank Limited for sparing their valuable time in giving me the information and the opportunity to work with them. I gathered practical knowledge that was needed in order to make this internship program successful.

Additionally, I would like to express my sincere appreciation to each and every one of the workers at the Mercantile Bank, Donia Branch for their cooperation. I expressed my gratitude to modern technology for making information accessible to us, making our lives easier, and providing as much information as we require.

Abstract

Bank has become an essential part of our lives in today's world. Our wealth is safeguarded by it. There are more banks now than ever before. Because of this, competition is also getting worse each day. In the highly competitive world of today, Mercantile Bank projects its image through its customer service. On June 2, 1999, Mercantile Bank Limited (MBL) began operations. In terms of numbers, it's just another Bangladeshi commercial bank, but the founders are determined to make it a little more unique and special in terms of quality. This bank has a brand-new objective and vision to fulfill. In an effort to realize its dream, it will strive for new heights. Banglar Bank - Mercantile Bank Limited is more than just a slogan. In order to meet the challenges of the 21st century, the bank has employed brilliant and talented employees and is outfitted with the latest technology. As an intern, I held positions at the Mercantile Bank Limited branch in Donia. As a result, the activities, issues, and solutions of this branch are the primary focus of this report. In this report, I first describe MBL as a banking organization before looking at the bank's history and development. The report provides an overview of Mercantile Bank Limited's theoretical aspects of general banking and an idea of the services offered to customers. But I mostly talk about the general banking services that Donia Branch offers. The company's history, the report's goals, the report's methodology, the mission, vision, wings, divisions, and the introduction were all discussed in the first section. A brief overview of MBL's products and services was provided in the second section of the report. A clear understanding of the functions of the General Banking Division, Money Gram, the Work Area, and the SWOT Analysis of MBL at a Glance was provided in the third and fourth parts. Scope, Limitations, Conclusion, and Reference are all well-referenced at the conclusion.

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Chapter - 01

Introduction

1.1 Introduction

My internship journey began on August 1, 2022. I have tried to detail what I learned during my three-month internship at the Donia branch of Mercantile Bank Limited. Mercantile Bank Limited is a private bank and it has 151 branches. [1]

For my graduation, the internship program is very important. The internship period has undoubtedly boosted my knowledge of Bangladesh's banking sector and the different services Mercantile Bank Limited (MBL) offers as the country's top financial institution. This monetary association showed me how to offset with the wide corporate world and speak with a wide range of clients. I made every effort to gather as much information and data as I could to enhance the report while I was preparing it.

1.2 Origin of the report

This internship report was written as a requirement for my internship program at the DIU under the supervision of Senior Lecturer in English Shipra Mondal. The report is based upon Mercantile Bank Limited. To learn more about Mercantile Bank Limited's general banking operations, this study is extremely helpful. Writing a report is a necessary part of my undergraduate program. I am required to submit the Project Paper with Internship (ENG-431) during the Fall 2022 semester. I have been following the supervisor's instructions as I have been writing the report.

1.3 Objectives of The Report

The primary objective of the report is to complete my internship and gain an understanding of the practical banking activities and their relationship to the theoretical knowledge that I gained through the theoretical learning in the university and from various documents of the bank. [2]

Objectives of the study are summarized in the following manner -

- To get a complete picture of MBL.
- To acquire general banking knowledge.
- To analyze Mercantile Bank Limited's financial statements in order to assess the company's financial performance.
- To identify issues with Mercantile Bank Limited's financial performance.
- To provide some suggestions for resolving the issues that have been identified.

- To apply theoretical knowledge in the practical field.
- To study the existing customer-banker relationship.
- To be familiar with the working environment in the bank.
- To prove my competence and reduce my anxiety about working under pressure.

Chapter – 02

Background and significance of the project

2.1 Background of the study

All undergraduate students are required to complete the internship. I joined MBL as an intern in order to complete my internship program. I went to the bank four days a week for the duration of the internship, which lasted three months. I used to be there every day from 9:00 a.m. to 5:00 p.m. Despite the fact that, the bank's official workday ends at 3 p.m. but their upcoming work procedure run till 5p m. I tried to follow the advice of my coworkers and supervisor during my internship. I gathered information about MBL for this report. I was taught to the fullest by the officers, who treated me like a coworker. My instructor taught me and allowed me to work on their official software which others interns were not allowed to do. The officers helped me with the report in every way possible. Even though my colleague also instructed me in "Cleaning Cheque area though I am not in this category. Moreover, I was hired by Manager Sir for an additional two months to continue working as an intern in their branch.

2.2 Significance of the project

The most crucial component of a nation's financial system, the bank is a dynamic player in credit distribution to productive sectors. The bank plays an important role in maintaining the country's economic standards in balance. They include Mercantile Bank Limited. As a privately owned bank, it plays an important role in the growth of business and the economy of the country. Because it will provide information that is applicable to my internship period, this study is significant.

I worked at the Donia branch of Mercantile Bank Limited in the "General Banking" department during my internship. The relationship between an officer and a customer is built on general banking. It is referred to as the center of banking operations. The industry in which I worked necessitates excellent communication skills. I chose the banking industry for my internship because I needed to improve my communication skills as a student in the English department and I wanted to work in a bank. The banking industry adheres to additional standards. Even though it wasn't my intention in my early stage of student life even when I started looking into different job fields. I decided I wanted to work in a field where I could use the skill I learned during my four years of bachelor's degree study. I put in my best effort when I was offered a position in the general banking sector. I have successfully linked my academic knowledge to my practical experience. The best part is that this report will show you how to use English correctly in a job like banking. My internship experience in this industry demonstrates the significance of my four-year bachelor's degree goal and skills. Additionally, this report contains all relevant information regarding this journey.

Chapter 03

Methodology

3.1 Data collection

This report is based mainly on observations that I experienced during the internship period. At the time of my internship period, I tried to collect both primary and secondary data. Some primary data collected by taking interview and the discussion with the manager and officer of MBL. Here primary data are collected after spending three months in MBL during the working hour. Here, I observed the total banking process of Mercantile Bank Limited.

Primary sources of data

- Knowing about various organizational system from Mercantile Bank.
- By communicating relevant personal of MBL of my branch.
- Some practical records and interview with officers.
- Field work with officers and visit some customer of MBL.
- Manuals of Mercantile Bank Limited.
- Face to face conversation with the employees and customers at various fields.

Secondary sources of data

- Relevant data and last some year's s report of Mercantile Bank Limited.
- Some text books that provide banking knowledge.
- Experts or officer's personal opinion and some publisher's journal.
- Information about the organization from their company profile.
- Web sites of Bangladesh Bank, Mercantile Bank Ltd etc.

3.2 Data Analysis

The study pursues exploratory research techniques that use both qualitative and quantitative data. The quantitative data straight forwardly gathered from The Mercantile Bank's annual report of the Year 2017 to 2021. I used Microsoft word and Excel to analyze the performance with the assistance of various outlines.

Chapter – 04

Organization Details

I have researched throughly the MBL website. Later on, I have seen recent annual report 2021 on Google. I have seen many files, documents and manual books while working at the bank such as account opening, closing, cheque books and so on.

4.1 Background of MBL

Mercantile Bank Limited began operations on June 2, 1999, when it was established as a private commercial bank .This bank was established by the famous 30 industrialized country with everyone's consult. The chairman was selected as Mr. Abdul Jalil. Mercantile Bank Limited is a private commercial bank with Head Office at 61, Dilkusha C/A, Dhaka, Bangladesh started operation 2nd June 1999. The bank currently operates 151 branches across the nation and is adding additional branches. The bank has diversified activities that cover all aspects of corporate/commercial, retail/personal, SME banking business, and international trade with assets of taka 359,411,36 Million. [2]

Mercantile Bank Limited continued its expansion program during the year ended as on December 31, 2007. The company's core lending and deposit-taking business have significantly grown. The bank's profitability has also been rising for the past eight years. The MBL is dedicated to providing superior shareholders with value. It is operating in the industry with a team of individuals who are dedicated to excelling in both their own careers and the bank's future with the goal of becoming the "bank of choice." [2]

4.2 Logo Of MBL

MBL has passed 23 years successfully. It has a wonderful logo with the combination of Green & Sky Blue.



4.3 Objectives Of MBL

Two objectives, strategic and financial objectives of Mercantile Bank Limited is given bellow

Strategic objectives-

- To raise the value of shareholders.
- To add value to the economy. To lead the market in product development.
- To rank among Bangladesh's top three financial institutions in terms of efficiency.
- To rank among Bangladesh's top five financial institutions in terms of our market share in all important market segments.

4.4 The Vision

Would make finest corporate citizen. [2]

4.5 The Mission

The most careful will become, with equitable growth forecasts based on a diversified deployment of assets and yet remain healthy and profitable banks. [2]

4.6 Core values

1. Customer delight

All of our activities revolve around satisfying customers. We recognize that customer fulfillment is essential to our success. [2]

2. Innovation

Encouraging new ideas to help our business grow. creation and implementation of change management for the purpose of perfection, and we believe that change never ceases. [2]

3. Ethical Values

We continue to think and act responsibly, ethically, sincerely, and openly. [2]

4. Caring for Human Resources

Realization of employees' hidden potential, respect for individual worth and dignity to facilitate career advancement, and a focus on welfare in HRM policy and practice. [2]

5. Commitment

We always prioritize our commitment to our valued depositors as their dependable custodian and to all other stakeholders in the same spirit. [2]

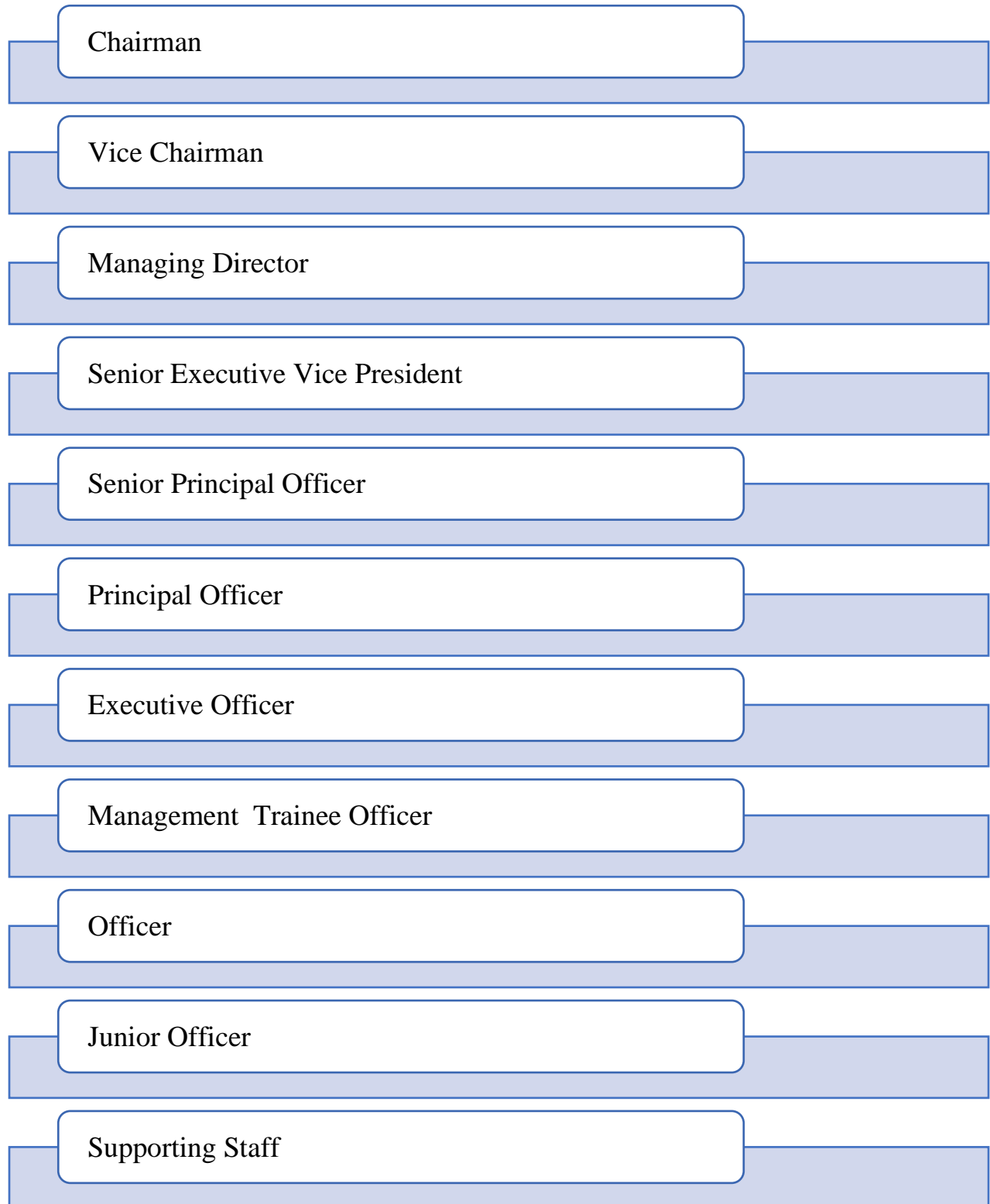
6. Socially Responsible

Constantly make an effort to behave and respond in a way that is socially responsible while keeping in mind both our nation and society to take care of our surroundings. [2]

7. Shareholders Value

Value creation and enhancement for our shareholders. [2]

4.7 Corporate Structure



Chapter - 05

Internship activity

5.1 My internship activity at MBL

MBL has three divisions that is General banking, Credit Segment and Loan area for working, yet I assigned as an internee in general banking division. My cooperative supervisor (Panna Akter, Assistant Officer) and other colleagues taught me a lot about banking activities in this division, which I enjoyed the most. Additionally, it improved my customer service and communication skills. During this internship, I learned how to work under pressure, handle challenging situations, maintain a chain of command, and collaborate with others. Being from a different background made it difficult for me to adjust to the banking industry. Being a student in the English department made it hard for me to deal with the situation. I was terrified about how to handle everything on my first day of internship. I had never worked for a large corporation before this. When I had everything under my control for a week, everything seemed simple.

I had a wonderful time at MBL working there. At MBL, everyone was very kind, friendly, helpful, and caring. The internship period will always be a memorable time in my life, it provided excellent learning and networking opportunities that will help me in the future.

5.2 My Duties at MBL

If banking activities is compared to human body then General Banking is the brain of all banking activities. When I started in August, the operations manager assigned me to the front desk to work with Mrs. Panna and Mr. Abu Saeed. In my opinion, the cash counter is busier than the general banking department. When no one else was there, I occasionally went there to learn about Cash Sector. To learn more about this sector, I talked to "Polly Saha," the cash in - charge. She was very helpful to me and I learned a lot of new things from her.

Some of my responsibilities are listed here -

- To learn more about how to fill out an account book.
- To enter all information about the account holder and nominees into the "Temenos software."
- To putting academic knowledge into practice at work.
- To inquire of senior officers regarding my concern so that I can acquire additional experience.
- To know all items and administrations of MBL.

- To find errors in the opening of the account.
- To check all information and documents for account holders.
- To keep all of the data in a register book and software.

5.3 My Responsibilities at MBL

The officer in charge gave me some tasks to complete during the internship and I tried to do them as well as I could.

Some activities are mentioned below which a i mainly did in bank -

- **Account opening-** The primary function of the bank is to assist customers with their day-to-day financial transactions. The quickest way for a banker to develop a relationship with a customer is to open an account. The customer must pick up the application at the bank in order to open an account here. In general banking, the account opening officer verifies the customer's information and documents. The officer begins opening the account as soon as the customer meets all of the requirements. A customer's maximum transaction amount is set by the bank. The term for this is customer transaction profile called KYC. In three months, I almost opened 100 savings account, 40-50 Fixed Deposit Account, 70 Monthly Deposit Scheme, 10 Aporajita Mashik Munafa Prokolpo (AMMP) and 23 School banking account.

MBL has the following types of accounts -

- Current Account.
 - Savings Account.
 - Fixed Deposit Account.
 - Monthly Saving
 - Scheme (MSP/DPS).
 - School Banking.
 - Aporajita Mashik Munafa Prokolpo (AMMP).
-
- **Provide information:** At the point, when clients needs to know various kinds of data about the administration then I helped them. The majority of customers are unaware of the necessary documents to open an account, such as a photocopy of both the account holder's and the nominee's, a passport-size photo, a photocopy of the NID card (for both the account holder and nominee), income source documents (such as a job ID card or joining letter)

and a photocopy of the water, gas or electricity bills. I also informed them about Debit and Credit Cards, various A/C, RTGS options, and other topics.

- **Form Fill-up:** I would complete all forms, but I would assist those who desired to fill the form for his/her own. Additionally, I wrote Blocks, Debit/Credit voucher forms, Cheque Books, and Cheque requisitions.

- **Attach seal :** In my account opening form, pay order book and other documents, I used please open sill, scan, post, verify, attach, officer's etc. sills.

- **Data Entry :** I entered all of the information into the Temenos software, after finishing the work and I also entered other documents into the general banking file and register.

- **Serial of opening form :** After completing each step of the procedure, I sometimes kept the serial number on the form in a file and kept it in the store.

- **Mobile Banking App :** MBL has launched their mobile banking app called MBL rainbow. Customers can use their smartphones, laptops, and PC here to conduct business, pay, buy, transfer funds, top up mobiles and do other things online. Within a month of using this app, I created more than 20 accounts.

- **Call Services:** Those who open accounts at our branch but do not accept "Debit card" are notified by our head office to contact them if they wish to accept "Debit or Credit Card". I called them and took down their responses.

I also called the A/C holder with the "0 balance" to continue their transaction.

Other relevant task -

- Customer Service.
- Face verify.
- Signature verify.
- Scan documents.
- Giving cheque.
- Giving Debit/Credit Card.
- Block Delivery.
- Helping supervisor
- Others

5.4 My Developed skills

Working in a corporate setting was not at all simple for me as an undergraduate. However, everything seemed so simple to me after two weeks. I learned new things, increased my practical knowledge, and accepted myself under pressure. I hope that what I learned during the internship will be useful in my next job. The following are the abilities I have developed over the past three months.

Improve my skill: Throughout my four years at university, I have learned a lot from books but have not had the opportunity to put it into practice. Through this internship, MBL provides me with the opportunity to enhance my skills. As is well known, communication is everything in General Banking. This opportunity is a treasure for my future career, I can say.

Management of time: According to government guidelines, banks should be open from 9:00 a.m. to 3:30 p.m. but we had to stay until 5:00 p.m. to properly close all activities. Time management is crucial in business. I always arrived at work on time. Being aware of time aided me.

Gain Confidence: Even though I was a student at a university, I was afraid to present myself to anyone. The banking industry requires one to interact with people from all walks of life. I now feel a thousand times more self-assured than I did before.

Enhance Teamwork Skills: Work gets done more quickly when people work together. MBL appointed three members as interns in the Donia branch after two months of internship. We collaborated, supported and inspired one another, and communicated with one another.

Build a Professional Connection: During these three months, I got to know a lot of people from different fields and met hundreds of them. In case of need, they requested me to get in touch with them.

Acquire the ability to accept responsibility: All the work of General Banking is under my responsibility but block writing and entering software information must be done with extreme care. The operational manager gave me a crucial head office task that I carefully completed.

Skills for Quick Learning: I can learn quickly. I observed officers for a few days after joining MBL. I picked up all the fundamentals in a week, and when I put them to use at work, everyone was impressed.

Skills for Adoption: The banking industry is like an ocean. I had a very difficult time working in the industry. Throughout my internship, I faced numerous obstacles and attempted to adapt as best I could. I received everyone's appreciation and learned a lot from MBL in this brief time.

Chapter - 06

Limitations of The Study

6.1 Limitations

Every bank or institution has their own limitations. There are some secret information in the bank which they can not provide intern. In my bank, they could not allow an intern to use PC or their software, an intern cannot enter in the cash. The General Banking sector does not have as much privacy as like cash or investment sector. Though my work i try to win everyone's heart in few days. I worked every sector in my bank. While I prepared my report my supervisor helped me a lot. In my internship period I faced some limitations which I mentioned below:

- Preparing this report was most difficult for me due to time constraints.
- An internship of three months is not sufficient to comprehend banking procedures.

Chapter-07

Observations and Findings of The Study

7.1 Observations

Despite the fact that the main focus of this report is on the general banking activities of the MBL, Donia branch. I have discussed the restrictions that apply to the banking sector as a whole, and I want to discuss the information and skills I acquired during my three months as an intern. MBL's business has grown quickly, but there are some restrictions. MBL has the potential to expand if they can overcome this restriction. During my time on the internet, I discovered the following limitations -

- **Lack of skilled employees:** The junior branch of MBL has sufficient staff to provide customers with high-quality services. However, as per the functioning strain or obligation numerous workers in this branch are not very skilled. They sometimes give customers incorrect information, which causes customers to become irritated because they take a long time to complete tasks like closing accounts and giving out cheque books. The majority of these issues occurred in general banking.
- **Technological Issue:** The bank utilizes both programming PC Bank and Temeonos in their branches and on the off chance that a client is having an assistance which requires PC Bank to finish, then the person needs to sit tight for quite a while as PC Bank isn't utilized without any problem. This is time-consuming and problematic for customers at the same time.
- **Analog Cash Department:** In the technologically advanced era of today, MBL uses an outdated deposit system. There will always be three or four cashiers in the cash department, but other banks, like Dutch Bangla Bank and BRAC Bank, have the withdraw cash department from their branches.
- **Strict Rules and Guidelines:** When a customer wants to open a savings account, they must provide a copy of their current or water bill, and in order to open a MSS account, they must keep a savings account in the bank. As a result, customers go to another bank, where they can easily follow the rules.

- **Interest Rate:** Customers place a significant value on the interest rate. Customers will naturally go to the bank if they can get more interest. However, the interest rate on various plans, including MBL, is gradually going down. I was able to observe changes in the scheme rate of MSS and FDR even during my three months of internship. It fluctuates between increasing and decreasing at different times. Customers are not interested in opening accounts at this bank as a result.

- **MBL Card Support:** The MBL card department does not work very well. Despite the fact that they have introduced a number of cards, their service is not up to par. Usually, a card is activated in 24 hours, but sometimes it takes longer than 48. Additionally, they take a long time to activate the card.

- **Lack of ATM Booths:** The limited MBL of ATM booths presents a significant challenge for many potential customers. The safety of our money is now a priority. Because of this, no one wants to carry a lot of money because doing so could be very risky for us. Nearly everywhere in the country, customers look for ATM booths. However, MBL only has ATMs in their branches. In addition, there were few booths among the branches.

- **Service for Mobile Banking:** The MBL "My Cash" mobile banking service is its name. This is a terrible service. This service does not meet the expectations of customers. It was unable to handle "BKASH" Because the bank doesn't really explain the service, the majority of customers have trouble using the mobile banking section.

7.2 Findings

Positive Findings of The Study -

- Although it is a newly established bank with a brief history of operation, it has established brand value among customers.
- It has a lot of customers who are very loyal to the officers. In addition, the way the employees treat the customers is excellent.
- This bank charges a much lower service fee than government banks because it offers more services.
- In comparison to other banks, our cash department processes transactions quickly. The atmosphere of the bank is also very friendly, and supervisors cooperate with subordinates.

- Each customer is served very quickly. In just three months, nearly 90 million taka have been sent back.

Negative Findings of The Study -

- Employee relationships fall short of expectations.
- Online banking isn't available in all branches; it costs 125 taka per year, but we told customers it's free.
- Employees are dissatisfied with their salaries, and even some of them lack the drive to complete routine tasks.
- Job rotation is not completed on time as requested by officers.
- Absence of appropriate ads of items. The marketing system used by Donia Branch to sell products like loans is very poor. There are not very many plans are presented by MBL.
- The General Banking section lacks employees. There is only one computer in this section for account opening and inquiry, which is insufficient.
- Because messengers are not available during work hours, officers must travel to obtain a signature from their superiors and a printer copy. Serving customers takes a long time and wastes valuable time.
- The majority of the time, there is no ATM available. Another issue is the requirement that each account comes with an ATM card. Customers may misbehave with officers when they are aware of it but are sometimes not informed of it.

Chapter - 08

Recommendation and Conclusion

8.1 Recommendations

Finding a solution to these issues within three months is difficult. However, I believe that the recommendations I make will contribute to MBL's increased efficiency.

- In order for employees to provide better customer service, the authority ought to provide behavioral and long-term training. The authority that guarantees this facility will ensure the Bank's efficiency by providing excellent customer service.
- Instead of using a traditional banking system, the authority should use modern banking procedures in the General Banking department.
- Bank ought to offer more office to the client, for example, Mastercard, Visa Card, ATM machine and so on and bank ought to open more ATM stall in all around the country.
- The client dislikes the introducing system, so the rule for opening an account should be changed if at all possible. Because arranging an introducer when opening an account can be awkward for many people.
- The world is moving very quickly these days. The majority of banks now offer online customer service. Therefore, they ought to implement an online customer service system in order to compete on the global market.
- Promotion is one of the business strategies. How a company can effectively market its products or services to customers is critical to its success. In this regard, the bank ought to introduce more promotional progress in order to improve the business's standing.
- The bank's recruitment procedure is extremely time-consuming and costly. By reorganizing the lengthy process, the bank should cut costs and select the employee.

- An internship program is available through the Mercantile Bank Limited, but it is poorly run. The authority ought to be more structured, despite the fact that the officers are extremely cautious and cooperative with the interns. By reorganizing the entire procedure, the bank uses the internship program to their advantage.

8.2 Conclusions

The time I spent working as an intern at Mercantile Bank Limited was pretty good. I think I learned a lot about the banking industry throughout my internship at MBL. I earnestly value the authority of MBL, the Doniya Branch chief, manager and every other person for their consolation and confidence in me.

I have made a few suggestions to enhance MBL service, all of which are beneficial. This is something for which I can pray. I sincerely hope and anticipate that MBL will soon turn the obstacles it faces into an opportunity so that it can keep providing high-quality services to its devoted clients. MBL will soon raise the level of its app service to help those who live far away and are unable to visit the bank due to age or inability to move.

In the end, all I can say is that I tried to follow the guidelines when writing this internship report. I did my hardest to complete the report composing errands by using just perception and examination all through my entry level position insight. It taught me a lot, and I'm confident that it will eventually help me make better decisions about my professional life.

Chapter – 09

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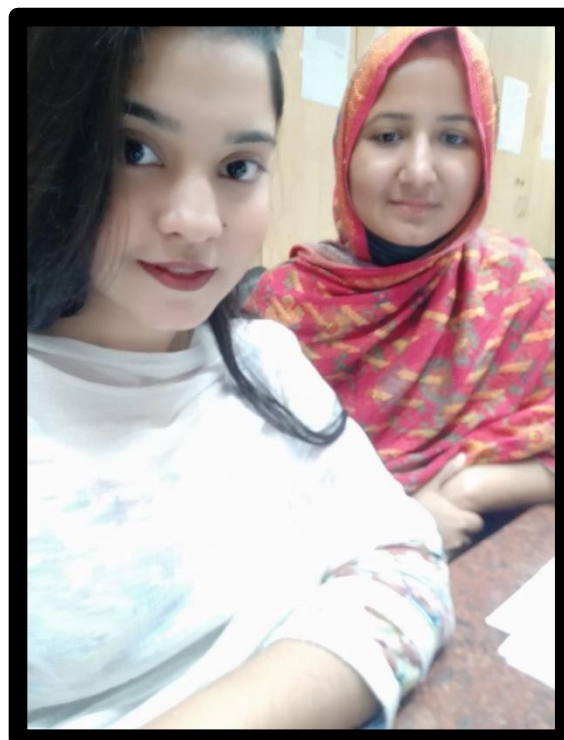
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Chapter – 10

Appendices



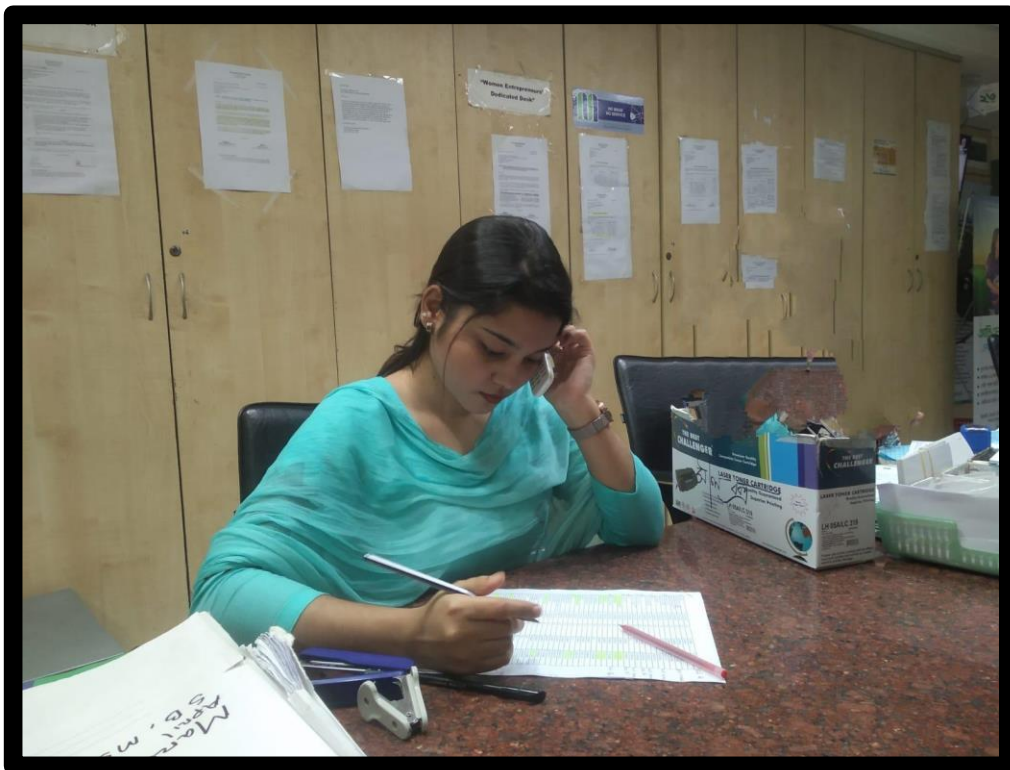
Appendix- 01: Receiving Frist payment



Appendix-02: With respected Supervisor



Appendix-03: Opening Account



Appendix-04: Calling Clients for Debit card



Appendix-05: Deals with Client



Appendix-06: Cheque Requisition



.....Branch
Donia

MBL/Donia/Admin/2022/2349

November 13, 2022

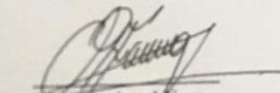
TO WHOM IT MAY CONCERN

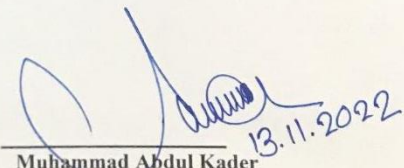
This is to certify that **Ms. Israt Jahan Mim** student of Department of English of Daffodil International University has completed her Internship program at our branch.

She was routed through some of operational sections/Departments of the Branch. During her tenure of internship program, we found her as an energetic, eligible and cooperative person. We did not find any negative attitude in conducting the assigned duties. We found her punctual, honest and devoted to the job assigned to her. We are satisfied for her attention to work, attitude and norm.

We hope the knowledge and experiences that she gathered during her internship period will help future professional and social life. We wish her every success in life.

We wish her a bright career.


Md. Mesbaul Faruq
Principal Officer &
GB In Charge


Muhammad Abdul Kader
Assistant Vice President &
Head of Branch
13.11.2022

44, Kobarajba Donia Road Ward no 61 Jatabari Dhaka 1236 (Purba Dolaiper Bazar) Dhaka-1236,
IP Phone 09612142305. Web: www.mblbd.com, SWIFT: MBLBDDH

Appendix-07: Certificate of Internship

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Internship Report On "General Banking at Mercantile Bank Limited, Donia Branch", Dhaka. Prepared By: Israt Jahan Mim ID:- 191-10-1939 Batch: 46-A Course Title: Project paper with internship Course Code: ENG-431; Semester: Fall-22 Supervised by: Shipra Mondal Senior Lecturer [Department of English Daffodil International University Date of Submission: November, 2022](#) | [©Daffodil International University Declaration](#) This is Israt Jahan Mim, and I hereby declare that I am the author of [the internship report on the general banking operation of Mercantile Bank Limited](#). I worked at donia branch and I completed three months of internship at Mercantile Bank Limited. I also hereby declare that this report is prepared for my academic requirement. [The work that I have declared does not affect any current copyright, and no part of this report has been copied from any work, it is my original work.](#) _____ Israt Jahan Mim ID : 191-10-1939 [Department Of English Daffodil International University ii](#) [©Daffodil International University Certificate Of Approval This is to confirm that](#) Israt Jahan Mim, an English Department student at Daffodil International University possesses the following identification number: 191-10-1939 successfully completed, under my supervision and direction, the internship report titled "General banking of Mercantile Bank Limited Donia Branch." The final copy of this report that was sent to Daffodil International University has been carefully checked for content and language. _____ [Shipra Mondal Senior Lecturer Department Of English Daffodil International University iii](#) [©Daffodil International University Acknowledgement](#) The dedication and contributions [of a number of people](#), particularly [those who](#) put in [the time to](#) offer thoughtful guidance [and suggestions](#) for enhancing [the report](#),

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are to be thanked for these reports' successful completion. Some exceptional individuals must be mentioned. At first, I want to think of Allah, the All-Powerful, without whose help this report couldn't be finished. After that, I'd like to express my sincere gratitude to everyone who gave me the chance to finish this. An extraordinary appreciation I provide for the supervisor, "Shipra Mondal" ma'am who's consistent assistance made a difference a ton with respect to specific parts of this report. I would also like to thank Muhammad Abdul Kader (First Assistant Vice President & Head Of Branch), Mesbaul Faruq (Principal Officer & Manager Operation), Muhammad Tareq (Senior Executive Officer), Panna Akter (Assistant Officer), of Mercantile Bank Limited for sparing their valuable time in giving me the information and the opportunity to work with them. I gathered practical knowledge that was needed in order to make this internship program successful. Additionally, I would like to express my sincere appreciation to each and every one of the workers at the Mercantile Bank, Donia Branch for their cooperation. I expressed my gratitude to modern technology for making information accessible to us, making our lives easier, and providing as much information as we require. iv ©Daffodil International University Abstract Bank has become an essential part of our lives in today's world. Our wealth is safeguarded by it. There are more banks now than ever before. Because of this, competition is also getting worse each day. In the highly competitive world of today, Mercantile Bank projects its image through its customer service. On June 2, 1999, Mercantile Bank Limited (MBL) began operations. In terms of numbers, it's just another Bangladeshi commercial bank, but the founders are determined to make it a little more unique and special in terms of quality. This bank has a brand-new objective and vision to fulfill. In an effort to realize its dream, it will strive for new heights. Banglar Bank - Mercantile Bank Limited is more than just a slogan. In order to meet the challenges of the 21st century, the bank has employed brilliant and talented employees and is outfitted with the latest technology. As an intern, I held positions at the Mercantile Bank Limited branch in Donia. As a result, the activities, issues, and solutions of this branch are the primary focus of this report. In this report, I first describe MBL as a banking organization before looking at the bank's history and development. The report provides an overview of Mercantile Bank Limited's theoretical aspects of general banking and an idea of the services offered to customers. But I mostly talk about the general banking services that Donia Branch offers. The company's history, the report's goals, the report's methodology, the mission, vision, wings, divisions, and the introduction were all discussed in the first section. A brief overview of MBL's products and services was provided in the second section of the report. A clear understanding of the functions of the General Banking Division, Money Gram, the Work Area, and the SWOT Analysis of MBL at a Glance was provided in the third and fourth parts. Scope, Limitations, Conclusion, and Reference are all well-referenced at the conclusion. v ©Daffodil International University TABLE OF CONTENTS CONTENTS PAGE NO Title of Page i Declaration ii Certificate of Approval iii Acknowledgement iv Abstract v Table of contents vi-vii Chapter: One Introduction 1-2 1.1 Introduction 1 1.2 Origin of the report 1 1.3 Objectives of the report 1 Chapter: Two Background and Significance of The Study 3 2.1 Background of The Study 3 2.2 Significance of The Study 3 Chapter: Three Methodology 4 3.1 Data Collection 4 3.2 Data Analysis 4 Chapter: Four Organization Details 5-8 4.1 Background of MBL 5 vi ©Daffodil International University 4.2 Logo of MBL 5 4.3 Objectives of MBL 6 4.4 The vision 6 4.5 The Mission 6 4.6 Core Values 6-7 4.7 Corporate Structure 8 Chapter: Five Internship Activity 9-13 5.1 My Internship Activity at MBL 9 5.2 My Duties at MBL 9 5.3 My Responsibilities at MBL 10-12 5.4 My Developed Skill 12-13 Chapter: Six Limitations of The Study 14 6.1 Limitations 14 Chapter: Seven Observations and Findings of The Study 15-17 7.1 Observations 15 7.2 Findings 16-17 Chapter: Eight Recommendation and Conclusion 18-19 8.1 Recommendations 18 8.2 Conclusions 19 Chapter: Nine References 20 Chapter: Ten Appendices 21-24 vii ©Daffodil International University Introduction My internship journey began on August 1, 2022. I have tried to detail what I learned during my three-month internship at the Donia branch of Mercantile Bank Limited. Mercantile Bank Limited is a private bank and it has 151 branches. [1] For my graduation, the internship program is very important. The internship period has undoubtedly boosted my knowledge of Bangladesh's banking sector and the different services Mercantile Bank Limited (MBL) offers as the country's top financial institution. This monetary association showed me how to offset with the wide corporate world and speak with a wide range of clients. I made every effort to gather as much information and data as I could to enhance the report while I was preparing it. 1.2 Origin of the report This internship report was written as a requirement for my internship program at the DIU under the supervision of Senior Lecturer in English Shipra Mondal. The report is based upon Mercantile Bank Limited. To learn more about Mercantile Bank Limited's general banking operations, this study is extremely helpful. Writing a report is a necessary part of my undergraduate program. I am required to submit the Project Paper with Internship (ENG-431) during the Fall 2022 semester. I have been following the supervisor's instructions as I have been writing the report. 1.3 Objectives of The Report The primary objective of the report is to complete my internship and gain an understanding of the practical banking activities and their relationship to the theoretical knowledge that I gained through the theoretical learning in the university and from various documents of the bank. [2] Objectives of the study are

[summarized in the following manner](#) - • To get a complete picture of MBL. • To acquire general banking knowledge. • To analyze Mercantile Bank Limited's financial statements in order to assess the company's financial performance. • To identify issues with Mercantile Bank Limited's financial performance. • To provide some suggestions for resolving the issues that have been identified. • [To apply theoretical knowledge in the practical field.](#) • To study [the existing customer-banker relationship.](#) • To be [familiar with the working environment in the bank.](#) • To prove my competence and reduce my anxiety about working under pressure. Background and significance of the project

2.1 Background of the study

All undergraduate students are required to complete the internship. I joined MBL as an intern in order to complete my internship program. I went to the bank four days a week for the duration of the internship, which lasted three months. I used to be there every day [from 9:00 a.m. to 5:00 p.m.](#) [Despite the fact that](#), the bank's official workday ends at 3 p.m. but their upcoming work procedure run till 5p m. I tried to follow the advice of my coworkers and supervisor during my internship. I gathered information about MBL for this report. I was taught to the fullest by the officers, who treated me like a coworker. My instructor taught me and allowed me to work on their official software which others interns were not allowed to do. The officers helped me with the report in every way possible. Even though my colleague also instructed me in "Cleaning Cheque area though I am not in this category. Moreover, I was hired by Manager Sir for an additional two months to continue working as an intern in their branch.

2.2 Significance of the project

The most crucial component of a nation's financial system, the bank is a dynamic player in credit distribution to productive sectors. The bank plays an important role in maintaining the country's economic standards in balance. They include Mercantile Bank Limited. As a privately owned bank, [it plays an important role in the growth of business and the economy of the country.](#) Because it will provide information that is applicable to my internship period, this study is significant. I worked at the Donia branch [of Mercantile Bank Limited](#) in [the "General Banking" department](#) during my internship. [The relationship between an officer and a customer is built on general banking.](#) It is referred to as the center of banking operations. The industry in which I worked necessitates excellent communication skills. I chose the banking industry for my internship because I needed to improve my communication skills as a student in the English department and I wanted to work in a bank. The banking industry adheres to additional standards. Even though it wasn't my intention in my early stage of student life even when I started looking into different job fields. I decided I wanted to work in a field where I could use the skill I learned during my four years of bachelor's degree study. I put in my best effort when I was offered a position in the general banking sector. I have successfully linked my academic knowledge to my practical experience. The best part is that this report will show you how to use English correctly in a job like banking. My internship experience in this industry demonstrates the significance of my four-year bachelor's degree goal and skills. Additionally, this report contains all relevant information regarding this journey.

Methodology

3.1 Data collection

[This report is based mainly on observations that I experienced during the internship period.](#) [At the time of my internship period, I tried to collect both primary and secondary data.](#) [Some primary data collected by taking interview and the discussion with the manager and officer of MBL.](#) [Here primary data are collected after spending three months in MBL during the working hour.](#) [Here, I observed the total banking process of Mercantile Bank Limited.](#) [Primary sources of data](#) • [Knowing about various organizational system from Mercantile Bank.](#) • [By communicating relevant personal of MBL of my branch.](#) • [Some practical records and interview with officers.](#) • [Field work with officers and visit some customer of MBL.](#) • [Manuals of Mercantile Bank Limited.](#) • [Face to face conversation with the employees and customers at various fields.](#) [Secondary sources of data](#) • [Relevant data and last some year's s report of Mercantile Bank Limited.](#) • [Some text books that provide banking knowledge.](#) • [Experts or officer's personal opinion and some publisher's journal.](#) • [Information about the organization from their company profile.](#) • [Web sites of Bangladesh Bank, Mercantile Bank Ltd etc.](#)

3.2 Data Analysis

[The study pursues exploratory research techniques that use both qualitative and quantitative data.](#) [The quantitative data](#) straight forwardly [gathered from The Mercantile Bank's annual report of the Year 2017 to 2021.](#) [I used Microsoft word and Excel to analyze the performance with the assistance of various outlines.](#) Organization Details I have researched throughly the MBL website. Later on, I have seen recent annual report 2021 on Google. I have seen many files, documents and manual books while working at the bank such as account opening, closing, cheque books and so on.

4.1 Background of MBL Mercantile Bank Limited

began operations on [June 2, 1999](#), when it was established as a private commercial bank .This bank was established by the famous 30 industrialized country with everyone's consult. The chairman was selected as Mr. Abdul Jalil. [Mercantile Bank Limited is a private commercial bank with Head Office at 61, Dilkusha C/A, Dhaka, Bangladesh started operation 2nd June 1999.](#) [The bank currently operates 151 branches across the nation and](#) is adding additional [branches.](#) [The bank has diversified activities that cover all aspects of corporate/commercial, retail/personal, SME banking business, and international trade](#) with assets of taka 359,411,36 Million. [2] [Mercantile Bank Limited continued its expansion program during the year ended as on December 31, 2007.](#) The company's [core landing and deposit-taking business have significantly](#) grown. [The bank's profitability](#) has also been rising

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for the past eight years. The MBL is dedicated to providing superior shareholders with value. [It is operating in the industry with a team of individuals who are dedicated to excelling in both their own careers and the bank's future](#) with the goal of becoming the "bank of choice." [2]

4.2 Logo Of MBL MBL has passed 23 years successfully. It has a wonderful logo with the combination of Green & Sky Blue. 4.3 [Objectives Of MBL Two objectives, strategic and financial objectives of Mercantile Bank Limited is given below Strategic objectives-](#) • To raise the value of shareholders. • To add value to the economy. [To lead the market in product](#) development. • To rank [among Bangladesh's top three](#) financial institutions in terms of efficiency. • To rank among [Bangladesh's top five financial institutions in terms of](#) our [market share in all](#) important [market segments](#). 4.4 The [Vision Would make finest corporate citizen.](#) [2] 4.5 The [Mission](#) The most careful [will become](#), with [equitable growth](#) forecasts [based on a diversified deployment of assets](#) and yet [remain healthy and profitable](#) banks. [2] 4.6 Core values 1. Customer delight All of our activities revolve around satisfying customers. We recognize that customer fulfillment is essential to our success. [2] 2. Innovation Encouraging new ideas to help our business grow. creation and implementation [of change management for](#) the purpose [of perfection, and we believe](#) that [change](#) never ceases. [2] 3. Ethical Values We continue to think and act responsibly, ethically, sincerely, and openly. [2] ©Daffodil International University 4. [Caring for Human Resources Realization of employees' hidden potential, respect for individual worth and dignity to](#) facilitate [career](#) advancement, and a focus on [welfare in](#) HRM policy and practice. [2] 5. Commitment We always prioritize our commitment to our valued depositors as their dependable custodian and to all other stakeholders in the same spirit. [2] 6. [Socially Responsible](#) Constantly [make an effort to](#) behave [and respond in a](#) way that is [socially responsible while keeping](#) in mind both [our](#) nation and society [to](#) take care of our surroundings. [2] 7. [Shareholders Value](#) Value [creation and](#) enhancement [for our shareholders](#) . [2] 4.7 Corporate Structure Chairman Vice Chairman Managing Director Senior Executive Vice President Senior Principal Officer Principal Officer Executive Officer Management Trainee Officer Officer Junior Officer Supporting Staff Internship activity 5.1 My internship activity at MBL MBL has three divisions that is General banking, Credit Segment and Loan area for working, yet I assigned as an internee in general banking division. My cooperative supervisor (Panna Akter, Assistant Officer) and other colleagues taught me a lot about banking activities in this division, which I enjoyed the most. Additionally, it improved my customer service and communication skills. During this internship, I learned how to work under pressure, handle challenging situations, maintain a chain of command, and collaborate with others. Being from a different background made it difficult for me to adjust to the banking industry. Being a student in the English department made it hard for me to deal with the situation. I was terrified about how to handle everything on my first day of internship. I had never worked for a large corporation before this. When I had everything under my control for a week, everything seemed simple. I had a wonderful time at MBL working there. At MBL, everyone was very kind, friendly, helpful, and caring. The internship period will always be a memorable time in my life, it provided excellent learning and networking opportunities that will help me in the future. 5.2 My Duties at MBL If banking activities is compared to human body then General Banking is the brain of all banking activities. When I started in August, the operations manager assigned me to the front desk to work with Mrs. Panna and Mr. Abu Saeed. In my opinion, the cash counter is busier than the general banking department. When no one else was there, I occasionally went there to learn about Cash Sector. To learn more about this sector, I talked to "Polly Saha," the cash in - charge. She was very helpful to me and I learned a lot of new things from her. Some of my responsibilities are listed here - • • To learn more about how to fill out an account book. To enter all information about the account holder and nominees into the "Temenos software." • • To putting academic knowledge into practice at work. To inquire of senior officers regarding my concern so that I can acquire additional experience. • To know all items and administrations of MBL. • To find errors in the opening of the account. • To check all information and documents for account holders. • To keep all of the data in a register book and software. 5.3 My Responsibilities at MBL The officer in charge gave me some tasks to complete during the internship and I tried to do them as well as I could. Some activities are mentioned below which a i mainly did in bank - • Account opening- The primary function of the bank is to assist customers with their day- to-day financial transactions. The quickest way for a banker to develop a relationship with a customer is to open an account. The customer must pick up the application at the bank in order to open an account here. In general banking, the account opening officer verifies the customer's information and documents. The officer begins opening the account as soon as the customer meets all of the requirements. A customer's maximum transaction amount is set by the bank. The term for this is customer transaction profile called KYC. In three months, I almost opened 100 savings account, 40-50 Fixed Deposit Account, 70 Monthly Deposit Scheme, 10 Aporajita Mashik Munafa Prokolpo (AMMP) and 23 School banking account. [MBL has the following types of accounts - • Current Account. • Savings Account. • Fixed Deposit Account.](#) • Monthly Saving • Scheme (MSP/DPS). • School Banking. • Aporajita Mashik Munafa Prokolpo (AMMP). • Provide information: At the point, when clients needs to know various kinds of data about the administration then I helped them. The majority of customers are unaware of the necessary documents to open an account, such as a photocopy

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of both the account holder's and the nominee's, a passport-size photo, a photocopy of the NID card (for both the account holder and nominee), income source documents (such as a job ID card or joining letter) and a photocopy of the water, gas or electricity bills. I also informed them about Debit and Credit Cards, various A/C, RTGS options, and other topics. • Form Fill-up: I would complete all forms, but I would assist those who desired to fill the form for his/her own. Additionally, I wrote Blocks, Debit/Credit voucher forms, Cheque Books, and Cheque requisitions. • Attach seal : In my account opening form, pay order book and other documents, I used please open sill, scan, post, verify, attach, officer's etc. sills. • Data Entry : I entered all of the information into the Temenos software, after finishing the work and I also entered other documents into the general banking file and register. • Serial of opening form : After completing each step of the procedure, I sometimes kept the serial number on the form in a file and kept it in the store. • Mobile Banking App : MBL has launched their mobile banking app called MBL rainbow. Customers can use their smartphones, laptops, and PC here to conduct business, pay, buy, transfer funds, top up mobiles and do other things online. Within a month of using this app, I created more than 20 accounts. • Call Services: Those who open accounts at our branch but do not accept "Debit card" are notified by our head office to contact them if they wish to accept "Debit or Credit Card". I called them and took down their responses. I also called the A/C holder with the "0 balance" to continue their transaction. Other relevant task - • Customer Service. • Face verify. • Signature verify. • Scan documents. • Giving cheque. • Giving Debit/Credit Card. • Block Delivery. • Helping supervisor • Others 5.4 My Developed skills Working in a corporate setting was not at all simple for me as an undergraduate. However, everything seemed so simple to me after two weeks. I learned new things, increased my practical knowledge, and accepted myself under pressure. I hope that what I learned during the internship will be useful in my next job. The following are the abilities I have developed over the past three months. Improve my skill: Throughout my four years at university, I have learned a lot from books but have not had the opportunity to put it into practice. Through this internship, MBL provides me with the opportunity to enhance my skills. As is well known, communication is everything in General Banking. This opportunity is a treasure for my future career, I can say. Management of time: According to government guidelines, banks should be open from 9:00 a.m. to 3:30 p.m. but we had to stay until 5:00 p.m. to properly close all activities. Time management is crucial in business. I always arrived at work on time. Being aware of time aided me. Gain Confidence: Even though I was a student at a university, I was afraid to present myself to anyone. The banking industry requires one to interact with people from all walks of life. I now feel a thousand times more self-assured than I did before. Enhance Teamwork Skills: Work gets done more quickly when people work together. MBL appointed three members as interns in the Donia branch after two months of internship. We collaborated, supported and inspired one another, and communicated with one another. Build a Professional Connection: During these three months, I got to know a lot of people from different fields and met hundreds of them. In case of need, they requested me to get in touch with them. Acquire the ability to accept responsibility: All the work of General Banking is under my responsibility but block writing and entering software information must be done with extreme care. The operational manager gave me a crucial head office task that I carefully completed. Skills for Quick Learning: I can learn quickly. I observed officers for a few days after joining MBL. I picked up all the fundamentals in a week, and when I put them to use at work, everyone was impressed. Skills for Adoption: The banking industry is like an ocean. I had a very difficult time working in the industry. Throughout my internship, I faced numerous obstacles and attempted to adapt as best I could. I received everyone's appreciation and learned a lot from MBL in this brief time. Chapter - 06 Limitations of The Study 6.1 Limitations Every bank or institution has their own limitations. There are some secret information in the bank which they can not provide intern. In my bank, they could not allow an intern to use PC or their software, an intern cannot enter in the cash. The General Banking sector does not have as much privacy as like cash or investment sector. Though my work i try to win everyone's heart in few days. I worked every sector in my bank. While I prepared my report my supervisor helped me a lot. In my internship period I faced some limitations which I mentioned below: • Preparing this report was most difficult for me due to time constraints. • An internship of three months is not sufficient to comprehend banking procedures. Chapter-07 Observations and Findings of The Study 7.1 Observations Despite the fact that the main focus of this report is on the general banking activities of the MBL, Donia branch. I have discussed the restrictions that apply to the banking sector as a whole, and I want to discuss the information and skills I acquired during my three months as an intern. MBL's business has grown quickly, but there are some restrictions. MBL has the potential to expand if they can overcome this restriction. During my time on the internet, I discovered the following limitations - • Lack of skilled employees: The junior branch of MBL has sufficient staff to provide customers with high-quality services. However, as per the functioning strain or obligation numerous workers in this branch are not very skilled. They sometimes give customers incorrect information, which causes customers to become irritated because they take a long time to complete tasks like closing accounts and giving out cheque books. The majority of these issues occurred in general banking. • Technological Issue: The bank utilizes both programming PC Bank and Temenos in their

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branches and on the off chance that a client is having an assistance which requires PC Bank to finish, then the person needs to sit tight for quite a while as PC Bank isn't utilized without any problem. This is time-consuming and problematic for customers at the same time. • Analog Cash Department: In the technologically advanced era of today, MBL uses an outdated deposit system. There will always be three or four cashiers in the cash department, but other banks, like Dutch Bangla Bank and BRAC Bank, have the withdraw cash department from their branches. • Strict Rules and Guidelines: When a customer wants to open a savings account, they must provide a copy of their current or water bill, and in order to open a MSS account, they must keep a savings account in the bank. As a result, customers go to another bank, where they can easily follow the rules. • Interest Rate: Customers place a significant value on the interest rate. Customers will naturally go to the bank if they can get more interest. However, the interest rate on various plans, including MBL, is gradually going down. I was able to observe changes in the scheme rate of MSS and FDR even during my three months of internship. It fluctuates between increasing and decreasing at different times. Customers are not interested in opening accounts at this bank as a result. • MBL Card Support: The MBL card department does not work very well. Despite the fact that they have introduced a number of cards, their service is not up to par. Usually, a card is activated in 24 hours, but sometimes it takes longer than 48. Additionally, they take a long time to activate the card. • Lack of ATM Booths: The limited MBL of ATM booths presents a significant challenge for many potential customers. The safety of our money is now a priority. Because of this, no one wants to carry a lot of money because doing so could be very risky for us. Nearly everywhere in the country, customers look for ATM booths. However, MBL only has ATMs in their branches. In addition, there were few booths among the branches. • Service for Mobile Banking: The MBL "My Cash" mobile banking service is its name. This is a terrible service. This service does not meet the expectations of customers. It was unable to handle "BKASH" Because the bank doesn't really explain the service, the majority of customers have trouble using the mobile banking section.

7.2 Findings Positive Findings of The Study - • Although it is a newly established bank with a brief history of operation, it has established brand value among customers. • It has a lot of customers who are very loyal to the officers. In addition, the way the employees treat the customers is excellent. • This bank charges a much lower service fee than government banks because it offers more services. • In comparison to other banks, our cash department processes transactions quickly. The atmosphere of the bank is also very friendly, and supervisors cooperate with subordinates. • Each customer is served very quickly. In just three months, nearly 90 million taka have been sent back. Negative Findings of The Study - • • Employee relationships fall short of expectations. Online banking isn't available in all branches; it costs 125 taka per year, but we told customers it's free. • Employees are dissatisfied with their salaries, and even some of them lack the drive to complete routine tasks. • • Job rotation is not completed on time as requested by officers. Absence of appropriate ads of items. The marketing system used by Donia Branch to sell products like loans is very poor. There are not very many plans are presented by MBL. • The General Banking section lacks employees. There is only one computer in this section for account opening and inquiry, which is insufficient. • Because messengers are not available during work hours, officers must travel to obtain a signature from their superiors and a printer copy. Serving customers takes a long time and wastes valuable time. • The majority of the time, there is no ATM available. Another issue is the requirement that each account comes with an ATM card. Customers may misbehave with officers when they are aware of it but are sometimes not informed of it. Recommendation and Conclusion 8.1 Recommendations Finding a solution to these issues within three months is difficult. However, I believe that the recommendations I make will contribute to MBL's increased efficiency. • In order for employees to provide better customer service, the authority ought to provide behavioral and long-term training. The authority that guarantees this facility will ensure the Bank's efficiency by providing excellent customer service. • Instead of using a traditional banking system, the authority should use modern banking procedures in the General Banking department. • Bank ought to offer more office to the client, for example, Mastercard, Visa Card, ATM machine and so on and bank ought to open more ATM stall in all around the country. • The client dislikes the introducing system, so the rule for opening an account should be changed if at all possible. Because arranging an introducer when opening an account can be awkward for many people. • The world is moving very quickly these days. The majority of banks now offer online customer service. Therefore, they ought to implement an online customer service system in order to compete on the global market. • Promotion is one of the business strategies. How a company can effectively market its products or services to customers is critical to its success. In this regard, the bank ought to introduce more promotional progress in order to improve the business's standing. • The bank's recruitment procedure is extremely time-consuming and costly. By reorganizing the lengthy process, the bank should cut costs and select the employee. • An internship program is available through the Mercantile Bank Limited, but it is poorly run. The authority ought to be more structured, despite the fact that the officers are extremely cautious and cooperative with the interns. By reorganizing the entire procedure, the bank uses the internship program to their advantage.

8.2 Conclusions The time I spent working as an intern at Mercantile Bank Limited was pretty

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