



**General Banking Activities of EXPORT IMPORT (EXIM)
BANK LTD- A Study on Paltan Branch**

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Date of Submission:

Daffodil International University

**“General Banking Activities Of
EXPORT IMPORT (EXIM) BANK LTD.
- A Study on Paltan Branch”**

Letter of Transmittal

Date: _____

Sayed Farrukh Ahmed

Assistant Professor

Faculty of Business & Economics

Daffodil International University

Subject: Submission of Internship Affiliation Report.

Dear Sir,

With immense pleasure, I am submitting my internship report of “**General Banking Activities of EXIM Bank Ltd. - A Study on Paltan Branch**” which was assigned me as a part of my BBA Program. I have tried my level best to complete this report with the necessary information and suggested proposal that you were provide me as your best as well.

I hope that the report will be completed as your expectations.

Thank you

Sincerely,

.....

Baban Acharjee

ID No: 111-11-1880

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Department of Business Administration

Daffodil International University (DIU)

Declaration

I do hereby solemnly declare that the work presented in this internship report named “**General Banking Activities of EXIM Bank Limited – A Study on Paltan Branch**” has been carried out by me and has not been previously submitted to any university/ college/ organization for an academic qualification/certificate/ degree.

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

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

Baban Acharjee

ID. 111-11-1880

BBA Program 28th Batch

Department of Business Administration

Daffodil International University

Certificate of Approval



I am pleased to certify that the Internship Report on “**The General Banking Activities of EXPORT IMPORT (EXIM) BANK LTD - A Study on Paltan Branch**” prepared by **Baban Acharjee** bearing **ID NO: 111-11-1880** of the **Department of Business Administration (Major in Finance)** is approved for Presentation and Defense. Baban Acharjee worked with “EXPORT IMPORT (EXIM) BANK LTD” as an intern under my supervision. He completed the work during the Summer -2014 semester. I am also pleased to certify that the data and the findings presented in the report seen to be authentic.

Baban Acharjee bears a good moral character and a very pleasing personality. It has indeed been a great pleasure working with him. I wish his all success in life.

Supervisor,

.....

Sayed Farrukh Ahmed

Assistant Professor

Department of Business Administration

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ACKNOWLEDGEMENT

First and foremost, all credit goes to my Almighty. Then I would like to express my gratitude to all the people those were involved both directly and indirectly in the preparation of this report. I apologize to the people whose names that I have not mentioned, and their contribution is highly appreciated by me. At first, I would like to thank and convey my gratitude to honorable Supervisor, Sayed Farrukh Ahmed, Assistant professor, Department of Business Administration (DIU) for guiding me and for giving me the opportunity to initiate this report. More specifically, I would like to thank him for imparting his time and wisdom.

I want to thank all the officials of EXIM Bank Limited that were involved. I would especially like to thank Mohammad Kabirul Islam (SVP) and other officers of Paltan branch for giving an opportunity of 3 month internship program and when any problem rose, they solved that and all time guided and supervised me friendly. I would like to thank them for giving me the required information to commence this report.

EXECUTIVE SUMMARY

The internship is designed to bridge the gulf between the theoretical knowledge and real life experience. It is designed to have a practical experience while passing through the theoretical understanding. The report is the result of 3-month internship program in EXIM Bank Limited-Paltan Branches. Today, necessity of a bank as a financial institution is undeniable. These institutions play a vital role in the field of financial stability of a country. Banking sector is one of the most stable financial institutions of any economy.

In the 1st chapter I have discussed the Introduction.

In Chapter 2 I have discussed about the profile of EXIM Bank Ltd. overview by which we will know history, important vision and mission and objective of EXIM Bank Ltd & also objective of my report. On the next Chapter, I have discussed General Banking Activities. Basically I have discussed my work related activities in EXIM Bank – Paltan Branch. On next, I mentioned SOWT analysis and findings associated with the organization and this report. I have also discussed about what I have learnt during the internship at Paltan.

Lastly I have given recommendations, conclusion and references.

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Chapter -1

Introduction

1.0 Introduction:

In general sense we mean “*Bank*” as a financial institution that deals with money. There are different types of banks like Central bank, Commercial bank, saving bank, Investment bank, Merchant bank, Co operative bank etc. But when we use the term bank it generally means ‘commercial bank’ that collects the deposit from surplus unit of the society and then lends the deposits to the deficit units of the society.

The existence of banking sector is not a new matter, as its existence was long years ago. But the new thing is that how it operates and presenting its activities for the purpose of serving customer requirements to increase their well being in the sense of wealth. Banks also provide many services for clients to make easy their life in a busy environment. In this competitive environment in today’s world, the entire bank increases their facilities in favour of their customers to retain them and capture more share of the market to be leader. Interest is one of the main factors in attracting customers and also one of the significant factors in increasing extra income from providing loans besides other service income. So, it can be said that conventional banking systems are interest-based system.

Bangladesh is one of the largest Muslim countries of the world. The people of this country are deeply committed to Islamic way of Life as it is mentioned in the Quran and Sunnah. But it is not possible for the people to establish and design their economic lives in accordance with Shariah. The very objective of Shariah is to promote the welfare of the people that lies in safeguarding their faith, their life, their posterity and their wealth. In this regard to establish a banking world that run according to Shariah, the concept of Islamic Banking Arise. Its establishment in Bangladesh on 13th March 1983, named Islamic Bank Bangladesh Limited. IBBL was followed by several others including Export Import (EXIM) Bank of Bangladesh Ltd in 1999.

1.1 Rationale of the Study:

Due to the increased competition of the increased number of commercial banks and the growing economy, the expectations of the customers have also increased than ever before. Realizing the present condition, banks, especially the commercial banks are trying to attract more and more people to use bank as their trusted saving way. So banks are coming more reachable to their customers. Presently the most serious difficulty facing the financial sector is the low level of interest rate and high level of inflation rate, due to political anarchy and syndicating of products. So it is the duty of the top management of the commercial banks to deal with the situation.

1.2 Origin of the Report:

The internship program is a mandatory requirement for the students who wish to be a B.B.A graduate. In the internship program, I was attached to host organization name EXPORT IMPORT (EXIM) BANK LTD . This report prepared on my practical experience on the day to day banking activities ,theoretical experience and under close supervision of my internal support as well as my official supervisor.

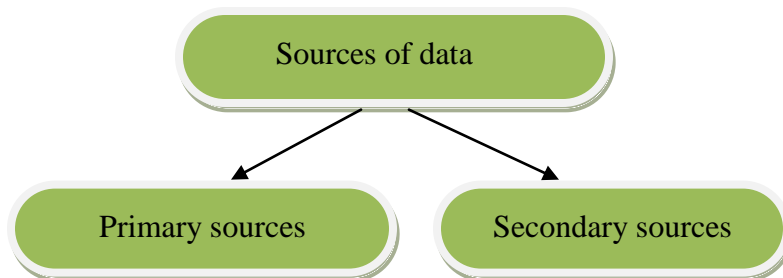
1.3 Objectives of the Report:

The main objective of the report will be to provide an overview of the “General Banking Activities of EXIM Bank Limited - a Study on Paltan Branch with fulfilling the requirement of BBA program. However, the objective behind this study is something broader. Objectives of the report are summarized in the following manner- graduate

- To present an overview of EXIM Bank Limited.
- To identify the general banking activities of EXIM Bank Limited.
- To analyze the general banking activities of EXIM Bank Limited.
- To identify problems related to general banking activities of EXIM Bank Limited.
- To make some recommendations to solve the problems of EXIM Bank Limited.

1.4 Methodology and Sources of Data:

From my educational background I have learned different methodology in research process. So in this study I had the opportunity to implicate May educational knowledge in practical field. I have collected data from many sources:



- **Primary Sources :**

1. Personal interview- face to face conversation and in depth interview with the respective officers of the branch.
2. Personal observation- observing the procedures of banking activities followed by each department.
3. Practical work exposure on different areas of the branch.
4. Informal conversation with the client or customers.
5. Relevant documents related to the study as provided by the officers.

- **Secondary sources:**

1. Annual report of EXIM Bank Ltd.
2. Periodical published by Bangladesh bank.
3. Internet is also used as theoretical sources of information.
4. Website and newsletters are also used as major sources.

1.5 Scope of the Study

This report has been prepared through extensive discussion with bank employees and with the clients. Prospectus provided by the bank also helps to prepare the report. At the time of preparing the report, I had a great opportunity to have an in depth knowledge of all the banking activities practiced by the EXIM Bank Limited.

1.6 Benefits:

- It gives us knowledge about banking system.
- It helps to know about overall general banking activities of EXIM Bank Ltd.
- It provides knowledge about deposit product and services.

1.7 Limitations of the Report:

The officers are very co-operative but they are too busy to give me time to get knowledge about practical activities. Moreover they have to deal in a very competitive environment based on money related activities. I have to prepare this report alone. Every task has some limitations. I faced some usual constraints during the course of my internship. These are as follows:

Short of time:

I had to complete this report writing within a shorter period of time. So the time constraint of the study hindering the course of vast area and time for preparing a report within the mentioned period is really difficult.

Busy working environment:

The officials had some times been unable to provide information because of their huge routine work.

Lack of sufficient well informed officials:

Many officials of the branch are not well informed about different systems of EXIM bank. They know but less. I had to face much difficulty to collect this information.

Insufficient data:

Some desired information could not be collected due to confidentiality of business.

Chapter-2

Overview of the **EXPORT IMPORT (EXIM) BANK LTD.**

2.0 Background of EXIM Bank Bangladesh Ltd:

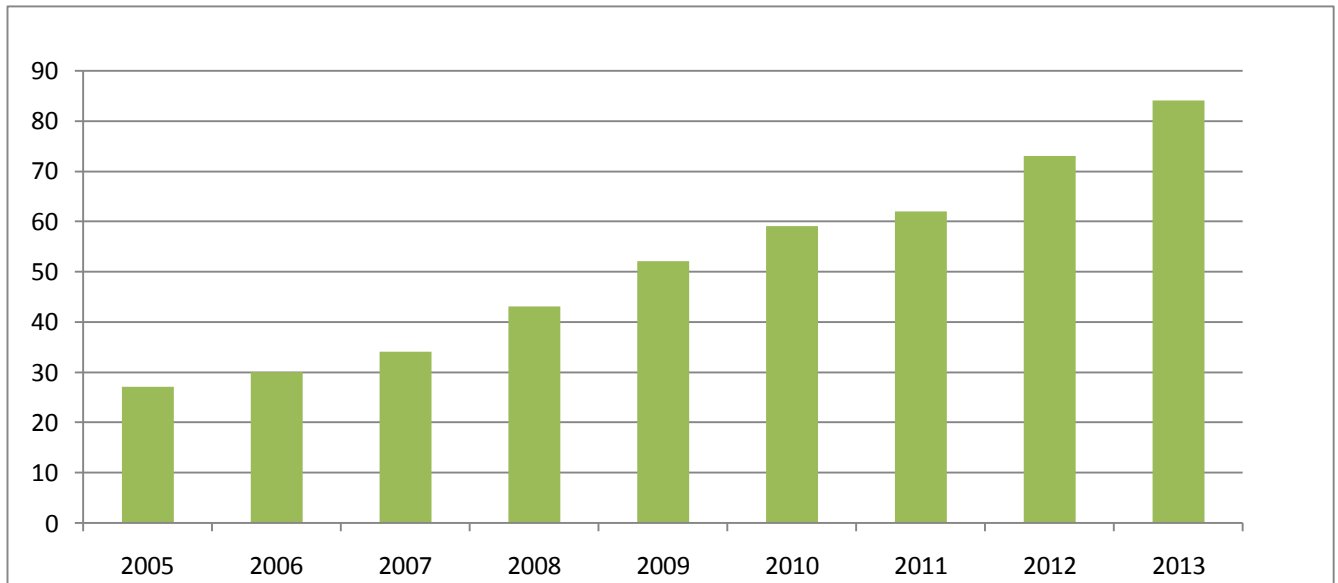
Export Import Bank of Bangladesh Limited was incorporated in Bangladesh on June 2 1999 as a banking company under the companies Act 1994. The Bank converted its banking operation into Islamic Shariah from traditional banking operation on 1st July 2004 after obtaining approval from Bangladesh bank. EXIM bank went for public for issuing shares in the year 2004. Though this bank started its business in 1999 but its growth rate was 40.68 % in 2004 and till 2007 it has grown over 200 % from 2004. The bank has increased its branches to 84 at present and a huge number of customers are getting services from them each day. That indicated that Shariah banking has an effect on the growth of the bank. Within an operative period as short as six years, the bank has arrived at a strong financial and business position by expanding its market share compared to its contemporaries and to some extent to the 2nd even 1st generation banks of private sector.

In addition, the Bank has also made a significant contribution to the national economy under the prudent leadership and untiring support of the member of the Board of Directors, who are leading business personalities and reputed industrialists of the country.

EXIM Bank Ltd had established 4 foreign subsidiaries – EXIM Exchange (UK) Ltd, EXIM Exchange (Canada), EXIM (USA) Inc and EXIM Exchange (Australia) Ptv. Ltd to provide various financial services (including improvement of facilities to remit funds) to Bangladeshi residing in the UK, Canada, USA and Australia respectively.

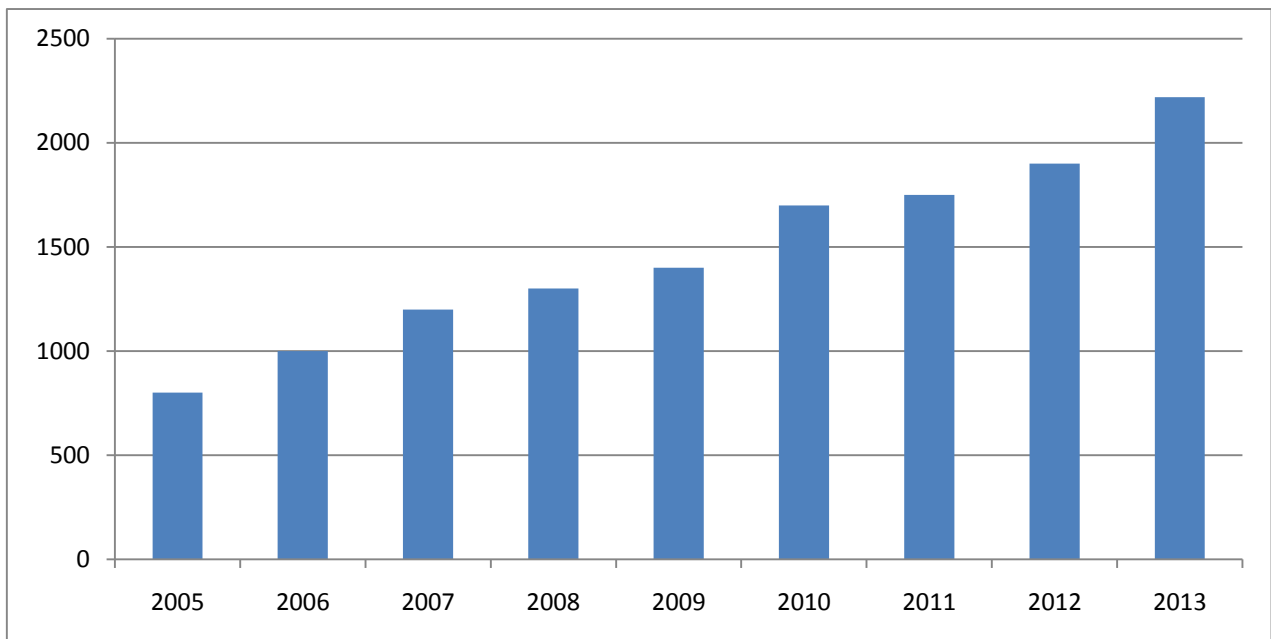
EXIM Islami Investment Ltd was also established to provide merchant banking functions and investment in shares, securities and/or other financial instruments. The bank is providing services through 84 branches (Figure 1) which has been seen a steady increase throughout country with a total manpower of over 2220 (Figure 2).

Figure 1: Number of Branches



(Source: EXIM Bank Ltd annual report)

Figure 2: Number of employees



(Source: EXIM Bank Ltd annual report)

EXIM Bank Ltd seems to have experienced a decline the average number of employees per branch. The average number of employees per branch had risen a little (during 2004 to 2006) after had



Shariah Based Islami Bank

converted from a conventional bank to Shariah based bank, resulting from the initial recruitment of various personal well-versed in rules and regulations regarding Islamic finance and banking.

2.1 Company Profile

| | |
|-----------------------------|---|
| Name of the Company: | Export Import (EXIM) Bank |
| Legal Identity: | A public limited company registered in Bangladesh on 16 th November 1999, under the companies Act 1994 and enlisted in Dhaka Stock Exchange Ltd. & Chittagong Stock Exchange Ltd |
| Nature of Business: | Commercial Banking based on Al-Quran & Sunnah |
| Registered Office: | Head Office "SYMPHONY" Plot # SE (F): 9, Road # 142 Gulshan Avenue, Dhaka- 1212 |
| SWIFT Code: | EXBKBDDH (means Branch Code) |
| E-Mail: | info@eximbankbd.com |
| Webpage: | www.eximbankbd.com |
| Auditors: | ARUN & ANJAN Chartered Accountants House # 18, Road # 16 (old 27) Dhanmondi, Dhaka – 1209 Email: arunrrh@gmail.com |

2.2 Mission & Vision

➤ Mission

The bank has chalked out the following corporate objectives in order to ensure smooth achievement of its goals:

- To be the most caring and customer friendly and service oriented bank
- To create a technology based most efficient banking environment for its customers
- To ensure ethics and transparency at all levels
- To ensure sustainable growth and establish full value to the honorable stakeholders and
- Above all, to add effective contribution to the national economy

Eventually the bank also emphasizes on:

- Provide high quality financial services in export and import trade
- Providing efficient customer service
- Maintaining corporate and business ethics
- Being trusted repository of customers' money and their financial adviser.
- Making its products superior and rewarding to the customers
- Display team spirit and professionalism
- Sound Capital Base
- Enhancement of shareholders' wealth

➤ Vision

The gist of our vision is 'Together Towards Tomorrow'. Export Import Bank of Bangladesh Limited believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be pursuit of excellence at all stages with climate of continuous improvement, because, in EXIM Bank, we believe, the line of excellence is never ending. Bank's strategic plans and networking will strengthen its

competitive edge over others in rapidly changing competitive environment. Its personalized quality services to the customers with trend of constant improvement will be the cornerstone to achieve our operational success.

2.3 Five Years Financial Performance at a Glance

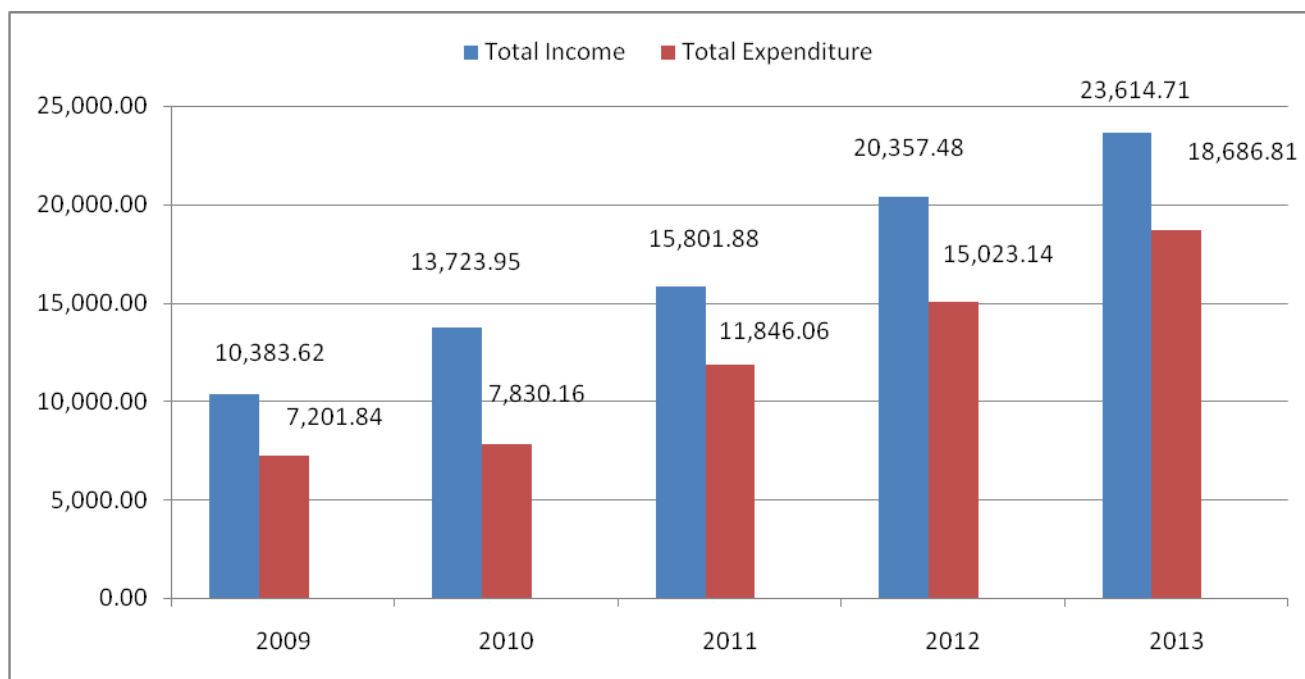
(Amount in million Taka)

Source: Annual report of EXIM Bank Ltd

| Particulars | 2009 | 2010 | 2011 | 2012 | 2013 |
|--|-----------|------------|------------|------------|------------|
| Authorized Capital | 10,000.00 | 10,000.00 | 20,000.00 | 20,000.00 | 20,000.00 |
| Paid- up Capital | 3,373.96 | 6,832.27 | 9,223.56 | 10,514.86 | 11,56.35 |
| Statutory Reserve | 2,092.97 | 3154.76, | 3,849.78 | 4,587.47 | 5,236,93 |
| Shareholder's Equity | 6,717.21 | 12,474.85 | 14,484.22 | 16,641.86 | 20,624.36 |
| Total Deposits | 73,835.46 | 94,949.40 | 107,881.21 | 140,369.66 | 165,733.25 |
| Investment (General) | 68,609.91 | 93,296.65 | 99,699.63 | 118,219.99 | 143,847.38 |
| Investment (Share & Securities excluding Subs) | 2,189.54 | 4,522.04 | 6,734.03 | 10,345.38 | 11,222.20 |
| Total Liabilities | 79,496.16 | 100,596.13 | 115,390.20 | 150,414.77 | 174,828.15 |
| Total Income | 10,383.62 | 13,723.95 | 15,801.88 | 20,357.48 | 23,614.71 |
| Total Expenditure | 7,201.84 | 7,830.16 | 11,846.06 | 15,023.14 | 18,686.81 |
| Profit before Tax | 2,802.12 | 5,308.95 | 3,475.06 | 3,688.45 | 3,247.33 |
| Profit after Tax | 1,694.10 | 3,476.01 | 2,009.37 | 2,57.63 | 1,913.39 |
| Return on Assets (ROA) | 2.9% | 3.54% | 1.65% | 1.45% | 1.06% |
| Total Assets | 86,213.37 | 113,070.98 | 129,874.42 | 167,056.63 | 195,452.52 |
| Fixed Assets | 381.98 | 463.74 | 467.98 | 433.09 | 3,183.44 |
| Earnings per share (EPS) | 50.21 | 3.77 | 2.18 | 2.05 | 1.65 |
| Import Business | 83,911.51 | 129,570.73 | 128,445.77 | 143,314.40 | 135,409.88 |
| Export Business | 76,240.77 | 95,359.45 | 122,217.34 | 120,996.90 | 130,353.32 |
| Dividend Per Share | 35% | 35% | 14% | 10% | 11% |

Figure 3: Total Income & Expenditure 2009 to 2013

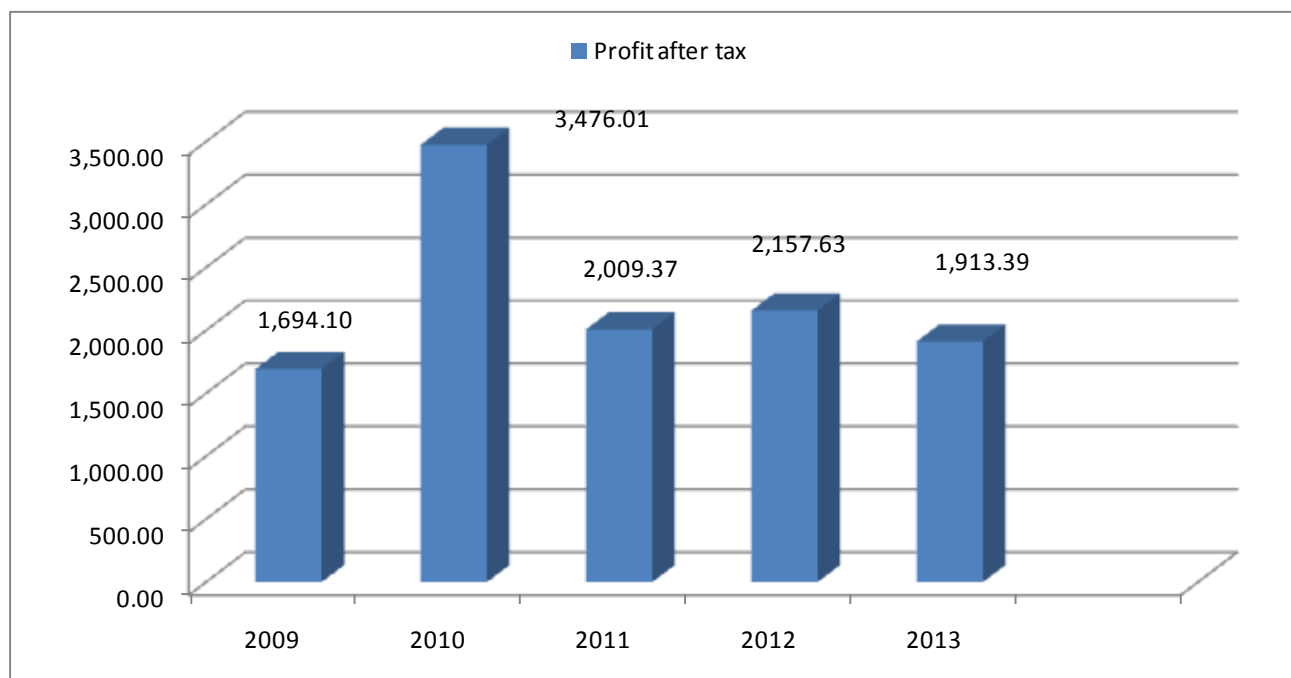
(Amount in million Taka)



(Source: EXIM Bank Ltd annual report)

Figure 4: Total Profit after tax 2009 to 2013

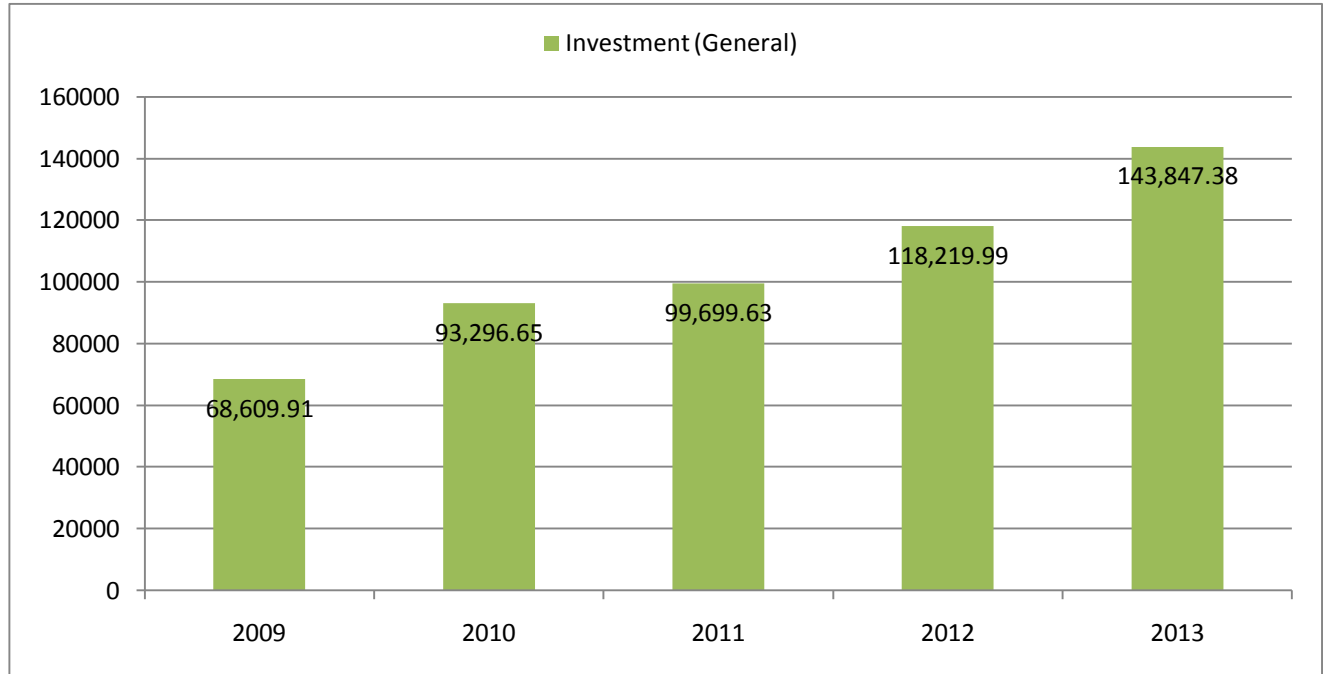
(Amount in million Taka)



(Source: EXIM Bank Ltd annual report)

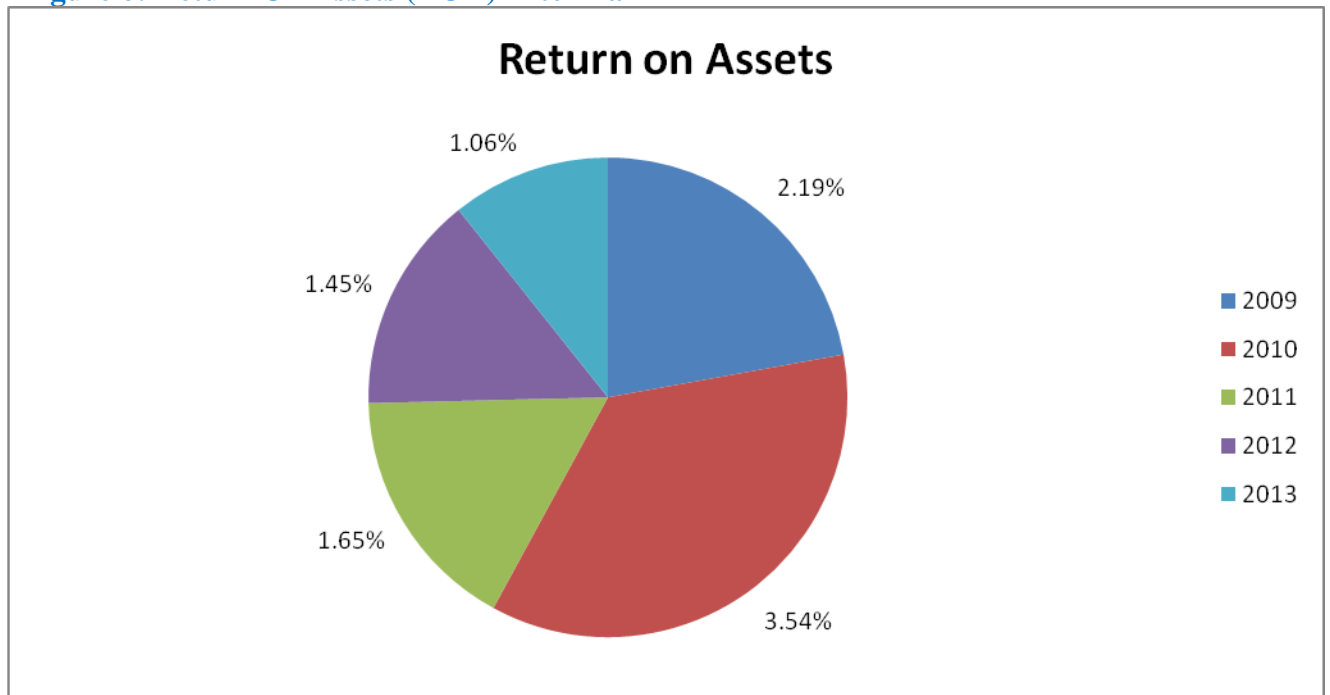
Figure 5: Total Investment (General)

(Amount in million Taka)



(Source: EXIM Bank Ltd annual report)

Figure 6: Return On Assets (ROA) After Tax



(Source: EXIM Bank Ltd annual report)

Chapter-3

General Banking Activities

3.0 General Banking

Some common types of works every bank should do to operate the banking business. Although the mode of performing these works differs from bank to bank but all the banks have to do the task. In the banking perspective these types of works are known as general banking. General Banking is the heart of Banking. Here money collection procedure occurs. Other services, like cheques encashment, account transfer; account closing, bills and remittance are provided here. So general banking section is the life blood in banking service. The activities performed through some procedures such as -Dispatch (inward-outward), Deposit, A/C opening and closing, transfer, Cheque book issue, local remittance (payment order, DD, TT) collections- transfer delivery, IBC, OBC, Cash, Vault, packing and handling and evening Banking.

3.1 Various Types of Deposit Account

EXIM Bank offers following types of deposit account:

1. Savings Account

- Mudaraba Saving Deposit

2. Current Deposits

- AL-Wadia Current Deposit

3. Term Deposits

- Mudaraba Term Deposits
- Mudaraba Education Deposit

4. Deposit Schemes

- Mudaraba Monthly Savings Deposit Scheme
- Mudaraba Su-Grehini Monthly Savings Scheme
- Mudaraba Femina Monthly Savings Scheme
- Mudaraba Senior Monthly Savings Scheme
- Mudaraba Monthly Income Deposit Scheme

- Mudaraba Su-Grehini Monthly Benefit Scheme
- Mudaraba Femina Monthly Benefit Scheme
- Mudaraba Senior Monthly Benefit Scheme
- Mudaraba Multiplus Saving Scheme
- Mudaraba Super Saving Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Denmohor / Marriage Deposit Scheme
- Mudaraba EXIM Student Saver
- Mudaraba Millionaire Deposit Scheme
- Mudaraba Kotipoti Saving Scheme
- EXIM Ruhama- (Three Years' Probable Double Benefit Scheme)
- EXIM Ziadah - (Five Years' Probable Triple Benefit Scheme)



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MUDARABA SAVINGS ACCOUNT:

To encourage savings habit amongst the general public, bank allows depositors to open savings account. As the name indicates, these accounts are opened for the purpose of savings. There are two types of Saving Account. One is “Single Saving Account” and another is “Joint Saving Account”. Minimum amount of Tk. 1000/= is required for opening this type of account and its charges yearly is Tk.250/=. A depositor shall be allowed to withdraw per week up to 25% of the balance of his account. Weightage of this account is .75.

Distribution of profit to Mudaraba Depositors:

The principles of calculation and distribution of profit to Mudaraba depositors are as under: Mudaraba depositors share income derived from investment of fund. Mudaraba depositors do not share any income derived from miscellaneous banking services where the use of fund is not involved, such as commission, service charges, exchange, and other fees realized by the bank. Mudaraba deposits get priority in the matters of investment over bank’s equity and other cost free fund. The gross income derived from investments during the accounting year is, at first, allocated to Mudaraba deposits and equity & cost-free fund according to their proportion in the total investment. The share of gross investment income of Mudaraba deposits as worked out in terms of principle shown against serial no 4 is distributed as under:

- ▶ 20% is retained by the bank as management fee for managing the investment.
- ▶ 15% is transferred to a reserve fund for setting investment loss or with a view to maintaining a general level of return on Mudaraba deposits
- ▶ The remaining 65% is distributed to Mudaraba depositors applying weightages. The growth rate of Mudaraba savings deposits are increasing day by day.

AI-WADIA CURRENT ACCOUNT:

Current account is an account where numerous transactions can be made by the account holder within the funds available in its credits. No profit is paid on those deposits and its yearly charges is Tk.1000/=. Current account is mainly suitable for businessman though nobody is debarred from opening such an account for any purpose. Requirements to open an account are almost same to that of savings account except the initial deposit and the introducer must be the saving or current account holder.

MDARABA TERM DEPOSIT RECEIPT(MTDR):

Any adult person(individually or jointly) having sound mind or any institution/organization can open MTDR account with any branch of the bank by depositing at least Tk10,000/- and above but multiple of Tk. 100/-(one hundred). One or more account can be opened in the same name at the same branch of the bank.

Deposit of MTDR A/c will bear the following weightage:

| Tenure/Period | Weightage |
|---------------------------------|-----------|
| 01(one) Month | 0.83 |
| 03(Three) Months | 0.88 |
| 06(Six) Months | 0.92 |
| 01(One) Year to 03(Three) Years | 0.96 |
| | |

Normally, deposited amount of MTDR is not encashable before maturity. If any depositor intends to encash his/her MTDR Receipt before maturity due to certain unavoidable circumstances, the following terms & condition will come into force:

- A) No of profit shall be allowed for premature encashment within 01 moth.
- B) If the account is encashable after completion of any tenure but before maturity, depositor will be entailed to received full benefit for the immediate completed tenure at the provisional rate of profit prescribed there-against. For remaining period, depositor(s) will receive benefit at the provisional rate of profit prescribed for Mudaraba Savings Account.
- C) The provisional rate of profit of Mudaraba Savings Account will treat the provisional rate of profit, which was prevailed at the time of opening the MTDR Account. In case of death of account holder(s), the nominee(s) may continue the account till maturity. Investment against lien of such receipt may be allowed up to 90% of amount subject to application of normal terms & conditions of investment of the bank.



Shariah Based Islami Bank

MUDARABA SUPER SAVINGS SCHEME(MSSS):

Objectives of the Scheme:

Savings help to build up capital and capital is the principal source of business investment in a country. That is why savings is treated as the very foundation of development. To create more awareness and motivate people to save, EXIM Bank offers super savings scheme.

Terms and Conditions of the Scheme:

Any individual, company, educational institution, government organization, NGO, trust, society etc. may invest their savings under this scheme.

The deposit can be made in multiples of Tk. 5,000/-and its multiple amount.

Any customer can open more than one account in a branch in his/her name or in joint names.

A Deposit Receipt will be issued at the time of opening the account.

The Deposit will approximately be double in 6 (six) years.

Highlights of the Scheme:

Savings will be treated as projected and it will be adjusted after the declaration of profit at the end of the year. The weightage of deposit will be 1.17. Investment against lien of such receipt may be allowed up to 90% of amount subject to application of normal terms & conditions of investment of the bank.

Premature encashment of the scheme:

In case of premature encashment before 1 year no profit shall be paid.

In case of premature encashment after 1 year but before 3 years profit shall be paid at Savings Rate plus 0.75%.

In case of premature encashment after 3 years but before maturity profit shall be paid at Savings Rate plus 1.00%.

In case of any unexpected situation:

In case of death of depositor before the term, the amount will be given to the nominee according to the rules of premature encashment.



Shariah Based Islami Bank

In the absence of nominee, the heirs/ successors will be paid as per succession certificate.

In case of issuing duplicate receipt the rules of issuing a duplicate receipt of Term Deposit will be applicable. The nominee may, at his option continue the scheme for the full term.

Quard facility under the scheme:

A depositor can avail quard up to 90% of the deposit under this scheme.

Additional terms and conditions:

Bank reserves the right to change the weight age of deposit & percentage of distribution of Investment Income. At the time of payment, Income Tax shall be deducted upon profit.

MUDARABA MONTHLY SAVINGS SCHEME (MONEY GROWER):

Objective of the scheme:

A monthly savings scheme. Secure your future with ease. A small savings of today will provide you comfort tomorrow.

Savings Period and Monthly Installment Rate:

The savings period is for 5, 8, 10 or 12 years.

Monthly installment is Tk. 500/-, 1000/-, 2000/-, 5000/-, 10,000/-, 20,000/- 25,000/- or 50,000/-.

Deposit will bear the following weightage:

| Tenure/Period | Weightage |
|-----------------|-----------|
| 05(Five) Years | 1.16 |
| 08(Eight) Years | 1.17 |
| 10(Ten) Years | 1.18 |
| 12(Twelve)Years | 1.19 |

Bank reserves the right to change the weight age of deposit & percentage of distribution of Investment Income.

Monthly Installment Deposit:

- The savings amount is to be deposited within the 10th of every month. In case of holidays the deposit amount is to be made on the following day.



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- The deposits may also be made in advance.
- The depositor can have a separate account in the bank from which a standing instruction can be given to transfer the monthly deposit to the scheme account.
- If the depositor fails to make the monthly installment in time, then 5% on overdue installment amount will be charged. The charged amount to be added with the following month(s) installment and the lowest charge will be Tk. 10/- (Taka Ten).

Withdrawal:

Generally, withdrawal is not advised before a 5 (five)-year term, but if it is withdrawn before the above term, profit will be paid at savings rate. However, no profit will be paid if the deposit is withdrawn within 1 (one) year of opening the account.

In case the depositor wishes to withdraw between the 5, 8, 10 or 12 years period then full profit will be paid for a completed term and savings rate will be applicable for the fractional period.

Quard Advantage:

After 3 (three) years of savings in this scheme the depositor (if adult) is eligible for a quard up to 90% of his/her deposited amount. In that case, profit rates on the quard will be applicable as per prevailing rate at that time.

Reasons for disqualification from this scheme:

- If the depositor fails to pay 3 (three) installments in a row, then he/she will be disqualified from this scheme and profit will be applicable as mentioned in withdrawal clause.
- If a depositor fails to pay 5 (five) installments in a row after completion of any one of these terms, then the Bank reserves the right to close the account and profit will be paid as mentioned in withdrawal clause.
- In case of death of the depositor the scheme will cease to function. The amount will be handed over to the nominee of the deceased depositor. In case of absence of the nominee, the bank will handover the accumulated amount to the successor of the deceased.

Achievement from the scheme:

The accumulated amount may be more or less of following table:

| Term | Monthly Installment | | | | | |
|--------------|---------------------|-----------|-----------|-------------|-------------|--------------|
| | 500/- | 1,000/- | 2,000/- | 5,000/- | 10,000/- | 50,000/- |
| 5 yrs.(11%) | 40,123/- | 80,247/- | 160,494/- | 401,235/- | 802,470/- | 4,012,350/- |
| 8 yrs. (11%) | 78,923/- | 157,854/- | 315,690/- | 789,225/- | 1,578,451/- | 7,892,253/- |
| 10yrs.(11%) | 114,456/- | 228,911/- | 457,823/- | 1,144,556/- | 2,289,113/- | 11,445,565/- |
| 12yrs.(11%) | 161,126/- | 322,252/- | 644,504/- | 1,611,261/- | 3,222,522 | 16,112,609/- |

Rules:

- A form has to be filled at the time of opening the account. Attested photographs are advised.
- The depositor can select any of the installment amounts which cannot be subsequently changed.
- In case of minors, the guardians may open and supervise the account in his favor.
- A single person can open more than one account for saving under several installment amounts.
- The accumulated deposit with profit will be returned within one month of completion of a term.
- The depositor should notify the bank immediately on any change of address.
- The government tax will be deducted from the profit accumulated in this scheme.
- If necessary, at the request of the depositor, the scheme can be transferred to another branch.
- The Bank reserves the right to change the rules and regulations of the scheme as and when deemed necessary.
- Income Tax on profit paid shall be deducted at the time of payment.



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MUDARABA MONTHLY INCOME SCHEME (MIS):

Objectives of the scheme:

- ▶ A monthly scheme that really makes good sense. A sure investment for a steady return. Actually, steady money makes your money work for you.
- ▶ Proper utilization of savings from stipend, wage earning, retirement benefit and so on.
- ▶ Higher monthly income for higher deposit.

Formalities of opening an account:

- ▶ An account is to be opened by filling up a form.
- ▶ The Bank will provide the customer a deposit receipt after opening the account. This receipt is non-transferable.

Highlights of the scheme:

- ▶ Minimum deposit Tk. 50,000/- and its multiple amount.
- ▶ The scheme is for a 3 (three)-year period.
- ▶ The income is estimated which may be more or less at the year end and accordingly the same shall be adjusted. The deposit will bear 1.15 weightage.
- ▶ Not less than 65% of Investment Income shall be distributed among the Mudaraba Deposit holders as per weightage.
- ▶ Bank reserves the right to change the weightage of deposit & percentage of distribution of Investment Income.

Quard facility:

A depositor can enjoy investment facility (excluding Quard) up to 80% of the deposited amount under these scheme complying investment norms of the bank. In this case, profit, will be charged against the investment facility as per Bank's norms. During the tenure of the investment, the Monthly Income will be credited to the investment account until liquidation of the invested amount inclusive of profit.

Disbursement of monthly income:

Monthly income will be credited after one month i.e., on the due date of the next month to the depositor's account.

| Amount of deposit(Tk) | Monthly Expected benefit(provisional) |
|-----------------------|---------------------------------------|
| 50,000/- | 500/- |
| 1,00,000/- | 1,000/- |
| 2,00,000/- | 2,000/- |
| 5,00,000/- | 5,000/- |
| 10,00,000/- | 10,000/- |

Premature encashment of the account:

If the deposit is withdrawn before a 3 (three)-year term, then saving rate plus 0.75% of profit will be applicable and paid to the depositor. However, no profit will be paid if the deposit is withdrawn within 1 (one) year of opening the account and monthly income paid to the customer will be adjusted from the principal amount.

Additional terms and conditions:

Applicant must open/have a Al-wadia CD or Mudaraba SB A/C with the branch in which monthly income will be credited automatically.

MUDARABA MULTIPLUS SAVINGS SCHEME (MMSS):

Objective of the scheme:

To gather public's idle money in exchange of high return within the shortest possible time.

Terms and Conditions of the Scheme:

- ▶ Any individual, company, educational institution, government organization, NGO, trust, society etc. may invest their savings under this scheme.
- ▶ The deposit can be made in multiples of Tk. 5,000/- and its multiple amount.



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- ▶ Any customer can open more than one account in a branch in his/her name or in joint names. A Deposit Receipt will be issued at the time of opening the account.
- ▶ The period of deposit is 10 (ten) years.

In case of premature encashment:

- In case of premature encashment before 1 year no profit shall be paid.
- In case of premature encashment after 1 year but before 3 years profit shall be paid at Savings Rate plus 0.75%.
- In case of premature encashment after 3 years but before 5 years profit shall be paid at Savings Rate plus 1.00%.
- In case of premature encashment after 5 years but before 8 years profit shall be paid at Savings Rate plus 1.50%.
- In case of premature encashment after 8 years but before maturity profit shall be paid at Savings Rate plus 2.00%.

In case of unexpected situation:

- In case of death of depositor before the term, the deposit amount will be given to the nominee according to the rules of premature encashment. In the absence of nominee, the heirs/successors will be paid on production of succession certificate.
- In case of issuing duplicate receipt the rules of issuing a duplicate receipt of Term Deposit will be applicable.
- The nominee may, at his option continue the scheme for the full term.

Quard facility against the scheme:

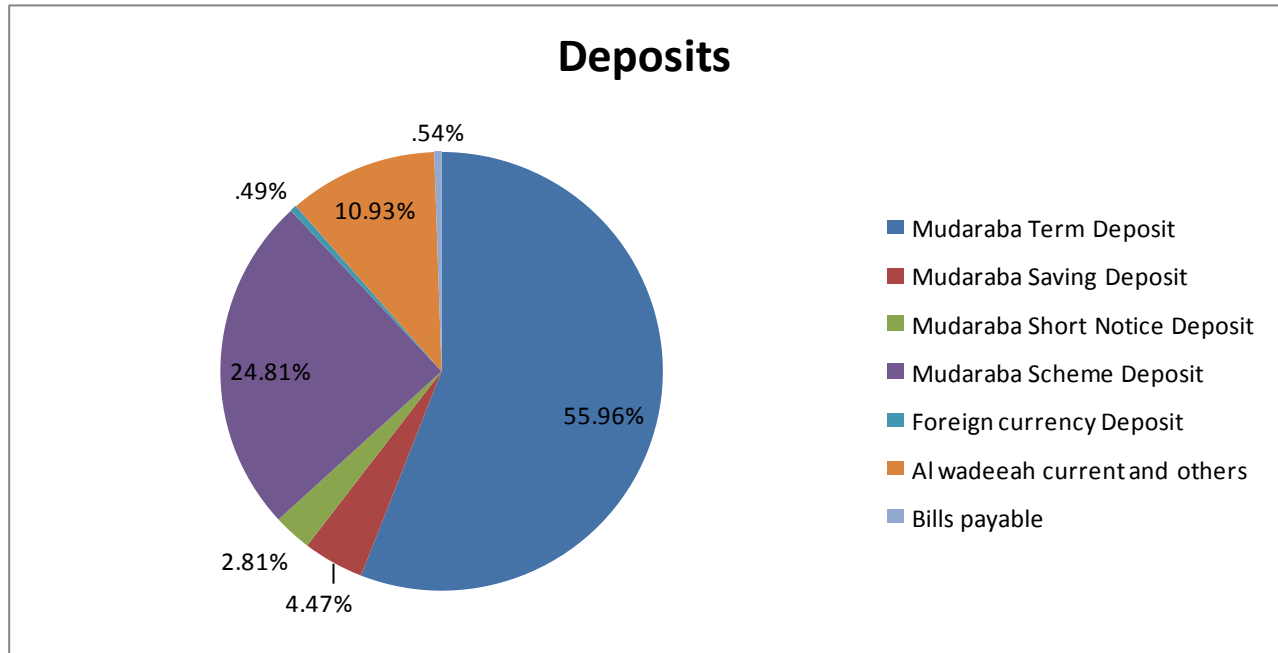
The depositor can enjoy loan up to 80% of the deposit under this scheme.

Additional Terms and Conditions:

- ▶ Bank reserves the right to change the weightage of deposit & the portion of distribution of Investment Income.
- ▶ At the time of payment of deposit Income Tax on profit shall be deducted.

3.2 Annual Performance of Deposits

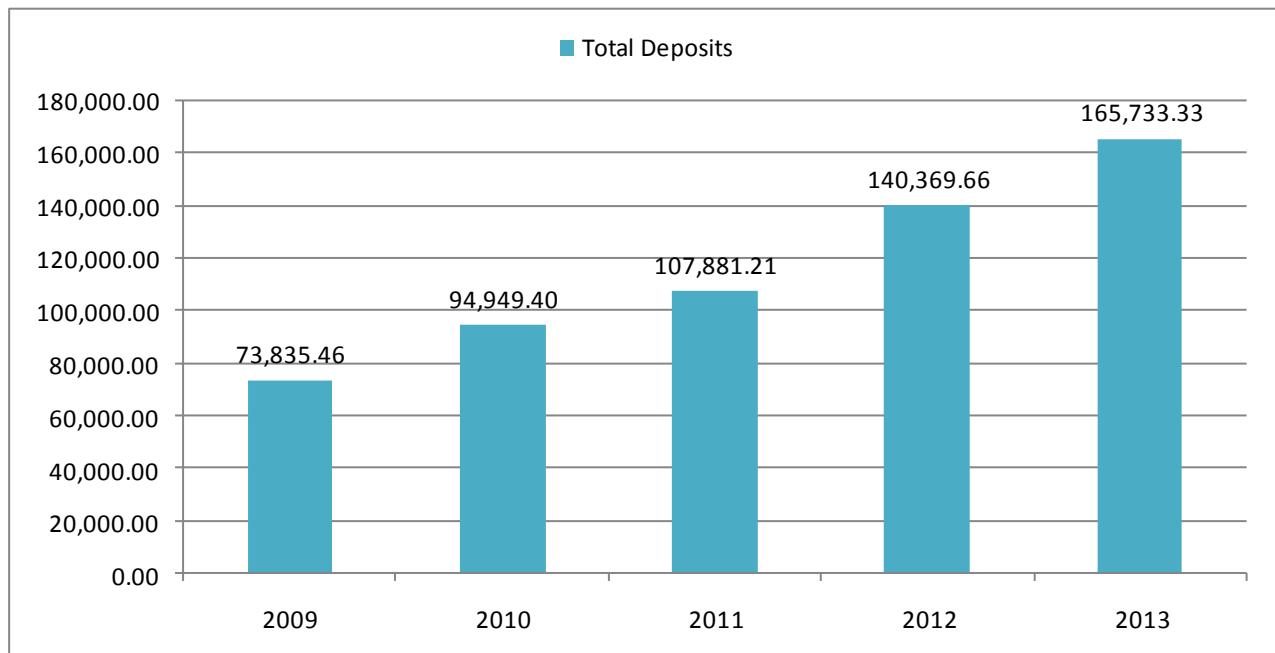
Figure 7: Performance of Deposits in the year:



(Source: EXIM Bank annual report)

Figure 8: Total Deposits from 2009 to 2013

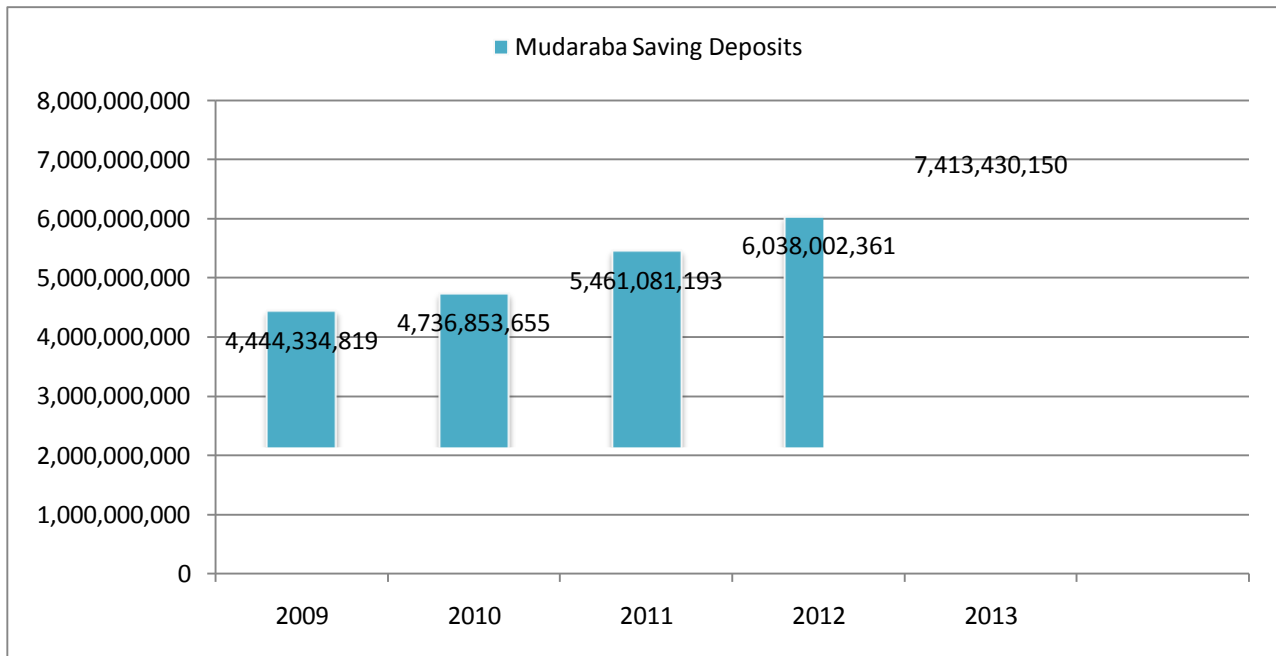
(Amount in million Taka)



(Source: EXIM Bank annual report)

Figure 9: Mudaraba Saving Deposits

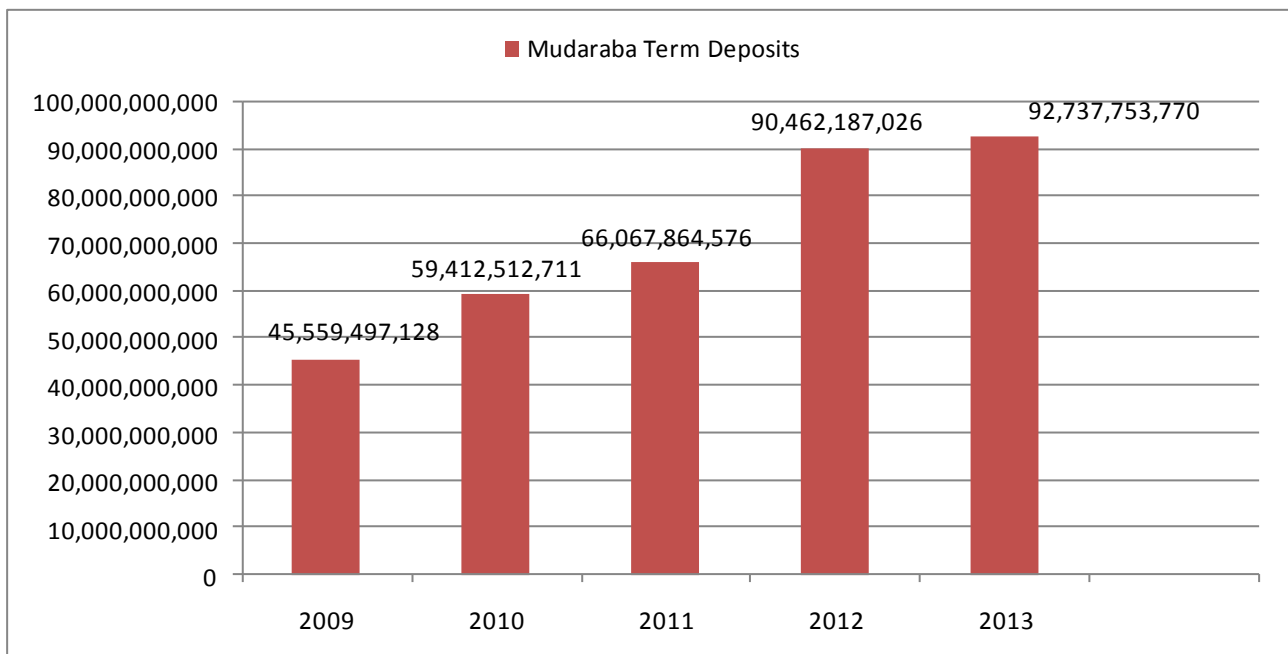
(Amount in million Taka)



(Source: EXIM Bank annual report)

Figure 10: Mudaraba Term Deposits

(Amount in million Taka)



(Source: EXIM Bank annual report)

3.3 Accounts Opening Procedure:

One who want to open an account, he has to fill up an account opening form. This form is a legal contract between the bank and prospective customers such as individual, joint, proprietorship, partnership, private limited company, public limited company, associations, clubs, societies, trusts etc. can open their various types of accounts as their requirements which are mentioned below:

Individual Account (CD/SD):

If individual wants to open an account than introduces must be needed to open current account and savings account, which has a current account or savings account in the bank. The introducer must be signed in the passport size photographs. Individual must be submitted his/her certificate of Word Commissioner or the photocopy of the Passport.

Photograph of the nominee.

Signature of the nominee.

TIN Certificate (if cash transaction exceeds TK. 5.00 lace only.)

Joint Account

This account can be opened by 2 persons or more than 2 persons and each person should fulfil the requirements of individual account. The holders should mention the mode of operation. Here the account holders must declare how they operate their account that means “how many signatures will be needed for a check clearing.

Sole proprietorship Account:

Two copy of color photograph attested by the introducer.

Photocopy of Word Commissioner Certificate or passport.

Up to date trade license & Rubber stamp.

The form of sole proprietorship declaration of EXIM Bank must be tilled up.

Photograph of nominee.

Signature of nominee in the nominee declaration form.

TIN Certificate.



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Partnership Account

Partnership account is as like as joint account it needs-

Introducer

Two copy of color photograph attested by the introducer.

Must be submitted a copy of partnership deed.

Photocopy of Word Commissioner Certificate or passport.

Up to date trade license & Rubber stamp

The partners also fill up the partnership letter of EXIM Bank with their name and signature.

Public/Private Limited Company:

Introducer

Two copy of color photograph attested by the introducer

Board of .

Certificate of Incorporation.

Certificate of Commencement (in case of public limited company).

Certificate copy of memorandum of association & articles of association attested by the Chairman or Managing Director.

Photocopy of Word Commissioner Certificate or passport.

Up to date trade license & Rubber stamp.

List of Directors with designation & signature.

Certificate of registration (in case of insurance companies) obtained from Department of insurance republic of Bangladesh Government.

TIN Certificate.

General procedure of opening account:

Step1: Bank provides account opening form to the prospective customer or applicant.

Step 2: Applicant fills up the form.

Step 3: Application submits the form dully signed by an introducer along with two copies of photograph.

Step 4: The authorized officer scrutinizes the application form.



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Step 5: If they are satisfied, they will open the account.

Step 6: They issue deposit slip and deposit must be made for first time against the new account number.

Step 7: After deposition one check book is issue.

Step 8: Bank preserves the specimen signature card to verify the signature of the client.

Step 9: Account is opened.

3.4 Clearing Section:

As far safety is concerned customers get crossed Cheque for the transaction. As we know crossed Cheque cannot be encased from the counter rather it has though been collected through banking channel i.e. clearing. A client of EXIM Bank received a Cheque of another bank, which is located within the clearing range deposit, the Cheque in account at EXIM Bank New EXIM Bank will not the money until the Cheque is honored.

Transfer Delivery:

Transfer delivery is a cheque collection procedure among internal branches within the Clearing House. When a cheque is of a Branch Office is deposited to another Branch Office, then collecting branch on that date sends that cheque to their, Local Office, sends that cheque to that respective branch and takes necessary action for honoring cheque.

If the cheque is dishonored then authorized branch send the cheque to the local office and Local Office send that cheque to the collecting branch on the collecting date. Here Clearinghouse function is not required because transactions occur among the same branch of same Bank within the Clearing House.

Outward Bills for Collection (OBC):

Customers deposit Cheque draft etc for collection attaching with their deposit sleep. Instrument within the range of clearing arc collected through local clearing house but the other which are outside the clearing range are collected through OBC mechanism. A customer of EXIM bank principal branch local office Dhaka is depositing a Cheque of Sonali bank Cox's-Bazar. New as a collecting bank EXIM Bank principal branch will perform the following task.

1. Received seal on deposit slip.



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2. EXIM Bank local office principal branch crossing indicating them as collecting bank.
3. Endorsement give payees A/C will be credited on realization.
4. Entry on register from where a controlling number is given.

Collecting bank can collect it either by its branches or by the drawer's bank they will forward the bill then to that articulate branch. OBC number will be given on the forwarding letter.

Inward Bills for Collection (IBC):

In this case bank will work as an agent of the collection bank branch receives a forwarding letter and the bill. Next steps are:

1. Entry in the IBC register, IBC number given.
2. Endorsement given- "our branch endorsement confirmed".
3. The instrument is sent to clearing for collection.
4. Miscellaneous creditor A/C.

Now following procedures will take place in case of the following two cases.

Debit Transaction:

When some cheques or any sort of financial instrument of another branch are deposited in a branch and this branch pays those instruments on behalf of authorized branch, issues an IBDA to that branch and these transactions are recorded in the Debit side of IBG A/C.

Responding Branch: When a branch responds against an IBDA or an IBDA that branch is called Responding Branch.

Credit Transaction:

Cheques are deposited for payment in a branch that branch sends those cheques or other financial instrument to Clearing House for clearing. After clearing those cheques or financial instruments collecting branch makes payment against those financial instruments, before paying this branch as Originating Branch sends an IBDA to the Authorized Branch/Responding Branch.

If those financial instruments are dishonored then respective parties are not paid and authorized Branch/Responding Branch again sends an IBDA to the Originating Branch. These returned financial instruments advice are recorded in the Credit side of the IBG A/C.

Outward Clearing Procedure

01. Receipt of instrument with paying in slip.
02. Checking of instrument & paying in slip.
03. Affixing of seal
04. Special Crossing seal.
05. Clearing Seal (Instrument & Paying in slip)
06. Endorsement Seal with signature.
07. Singing of counterfoil and returning it with seal to the depositor.
08. Separation of instrument from paying in slip.
09. Sorting of instrument bank wise and branch wise.
10. Preparation of schedule- branch wise.
11. Preparation Bank wise schedule.
12. Preparation of clearing House sheet.
- 13 Tallying of totals of paying in slips with the totals of Clearing House sheet.
14. Making of entries in Clearing Register (Outward)
15. Preparation of vouchers.
16. Sending of instruments to main branch with schedule.
17. Collection of credit advice from Main Branch.

Inward Clearing Procedure

01. Receipt of instruments with schedule.
02. Checking of instruments.
03. Sending of instruments to different Departments/Sections for posting
04. Preparation of Vouchers and sending of credit advice to main branch.

Clearing Return Procedures

01. Outward clearing Return
02. Preparation of return memo.
03. Making of entry in clearing return Register.
04. Preparation of schedule.
05. Sending of instruments to main branch before second clearing
06. Inward Clearing Return

07. Receipt of instrument with return memo.
08. Preparation of Party debit Voucher.
09. Making of entry in cheque return Register.
10. sending of instrument with return memo and party debit advice to party by post or through peon.

3.5 Cheque:

A cheque is a very important document. Cheque is an instrument in printed form containing an unconditional order, signed by the account holder directing a certain person to pay a certain some of money only to or to the order of a certain person or to the barer of the instrument. A cheque is always supposed to be drawn against the funds in the party's account in the bank. It may be crossed for safety.

Issue of a Cheque Book:

The in charge of the departmental stocks of Cheque books will get to know. And allow entering the DCBIR (Departmental Cheque Books Issued Register). Separate foils in the register are allotted for CD accounts Cheque Books of 25, 50 and 100 leaves and SB account Cheque Books of 10 leaves. At the time of opening of an account, the customer is required to sign a Cheque Book Requisition Slip (No. SF-73). If the account opening form is found complete in all respects, a Cheque Book is issued to the client.

The account number is written in each leaf of the Cheque Book and in its requisition slip. The name and account number of the customer is also entered in the DCBIR against the particular Cheque Book series and it is also recorded in the computer. The requisition slip should be preserved as Vouchers.

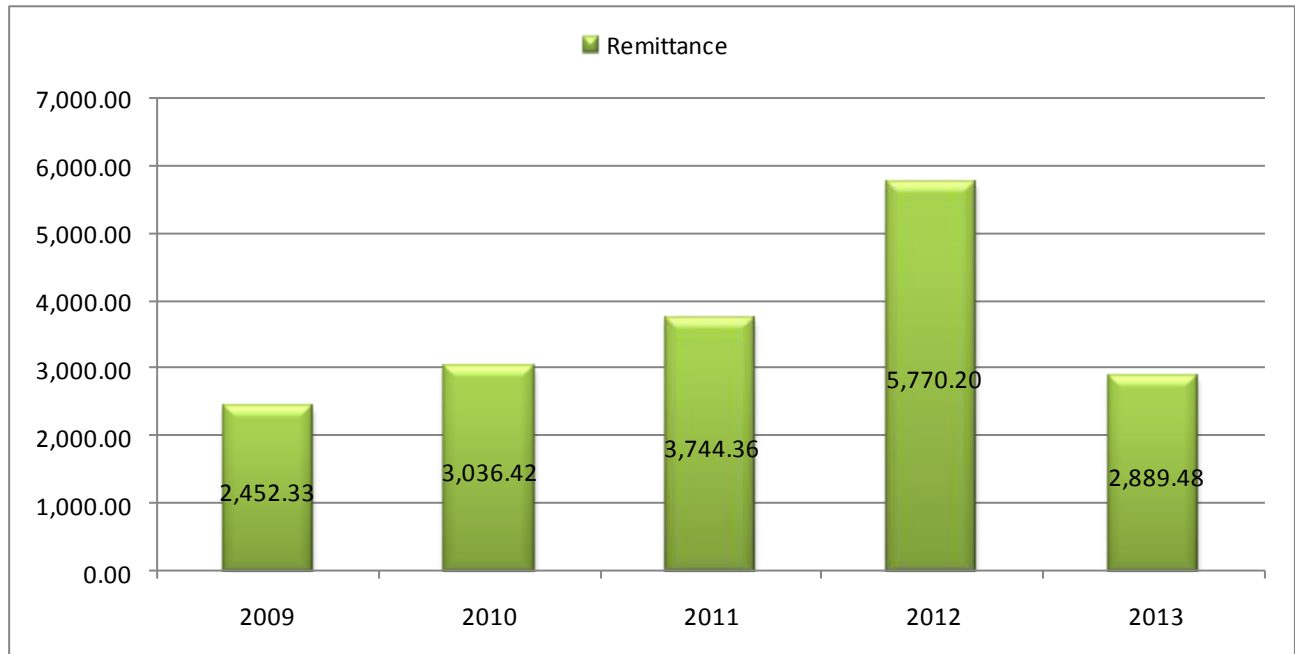
3.6 Remittance:

The word "Remittance" means sending of money from one place to another place through post and telegraph. Commercial Banks expose this facility to its customers by means of receiving money from one branch of the bank and making an easier arrangement for payment to another branch

within the country. EXIM Bank sells and purchases PO, DD and TT to its customers only. It does not offer remittance service frequently to those other than its customer.

Figure 11: Remittance

(Amount in million Taka)



(Source: EXIM Bank annual report)

3.7 Pay order (PO):

This is an instrument issued by the branch of a bank for enabling the customer/ purchaser to pay certain amount of money to the order of a certain person/ firm/ organization/ department/office within the same clearinghouse area of the pay order-issuing branch. Pay order has different characteristics:

The issuing branch and the paying branch are same.

Application for payment within the clearing house area of the issuing branch.

This may be open or can be crossed.

Procedure of P.O. issue

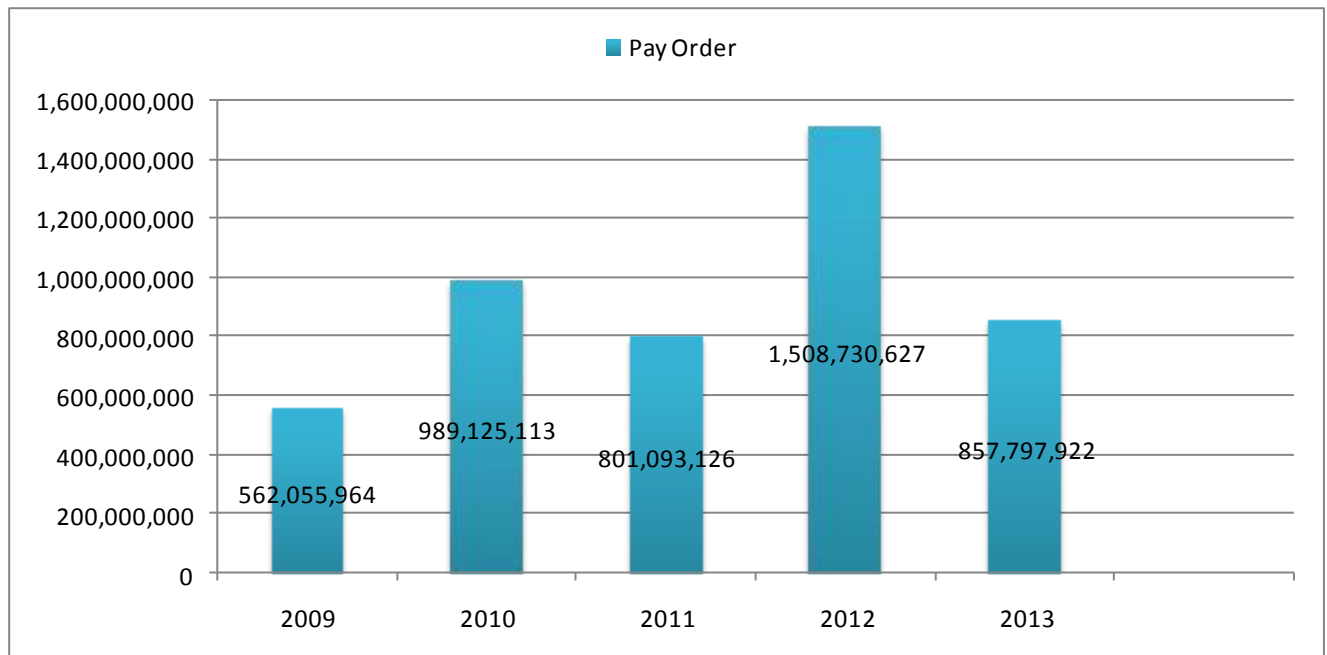
- a) Obtain PO application form duly filled in and signed by the applicant.
- b) Receive the amount in cash/transfer with commission amount.
- c) Issues pay order.
- d) Enter in pay order register

Procedures of pay order payments

- Examine genuinely of the pay order.
- Enter in to pay order register and give contra entry
- Debit if fund ok for payment.

Figure 12: Pay Order

(Amount in million Taka)



(Source: EXIM Bank annual report)

3.8 Demand Draft (DD):

Demand Draft is many popular instruments for remitting money from one corner of country another. The instrument is basically used for transfer and payment. Difference between pay order and demand draft is in terms of place only. PO is used for remittance money within the city where as DD is used for within the country DD too, constitutes current liability on the part of a bank. At EXIM DD is not sold to people other than its customer.

Its may be paid in cash to the payee on proper identification or the amount may be credited to his account. EXIM Bank charges commission for DD is 0.15% of the principal. The VAT is 15% of the total amount.

Issuing procedure of D.D

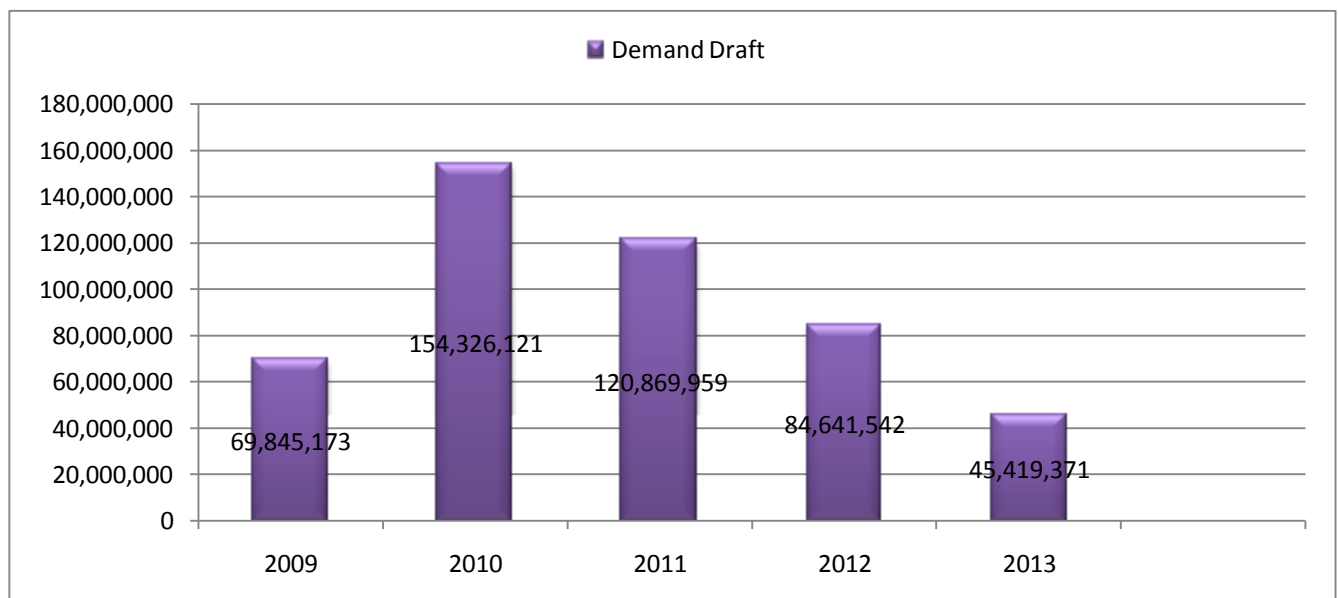
- a) Obtain demand draft application form duly filled in and signed by the purchaser /applicant.
- b) Receive the amount in case/ transfer with prescribed commission and postage amount.
- c) Insert test number.
- d) Enter in the D.D. register.
- e) Issue advice to the payee branch.

Payment procedure of D.D

- a) Examine generally of the D.D. viz. Amount, verify signature, test, series, etc.
- b) Enter in the DD payable register.
- c) Verify with the IBCA (Inter Bank Credit Advice)
- d) Pass necessary vouchers.

Figure 13: Demand Draft

(Amount in million Taka)



(Source: EXIM Bank annual report)

Procedure of cash receipts

While receiving cash the receiving cashier should see that the paying in slip has properly filled in.

The paying in slip does not bear the name of another branch or the customer has not mentioned the name of another branch. The title and number of account have been mentioned on the paying in slip and the counterfoil. The amount in words and figures are the same. The particulars and amount on the pay-in slip and the counterfoil are same. The Cashier should receive money, count it and mention the denomination of notes on the back of the paying in slip and see that the total tallies with the amount of the paying in slip. He should count the notes again and verify the amount from that mentioned on the paying in slip. He should enter the particulars as to the name of the party, account number and amount in the Receipt Register. He should sign on both the parts of the paying in slip i.e. voucher and the counterfoil. He should then hand over the paying in slip and the Receipt Register to the authorized person, Officer in Charge/Head Cashier. Particulars of which are to be noted in the register, sign the vouchers and hand over the same to the authorized person for affixing the “CASH RECEIVED” stamp and obtain counter signature from the officer. After the close of business hours, he should balance the cash receipts from the register, and should keep the cash ready for checking by the authorized person.

Procedure of Cash Payments

For Payment of Cheques

Payment Cashier should see that the cheque is in order i.e. the amount in words and figures are same. The cheque is neither post dated nor state. He should then request the presenter of the cheque to sign on the back of the cheque. The paying cashier sees that the signature of the ledger keeper and in case of big amount cheques, the signature of the officer and the Manager are there on the cheque as a token of having posted and supervised the cheque. He should see that officer/authorized person holding power of Attorney has canceled the cheque.

If the cheque is payable to the order of payee, the payee or the endorsee (if endorsed) has been properly identified.

Then he should take out cash and call out the name of the party and ask him about the amount of the cheque and his token number. If the amount stated by the party differs from the amount of the



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cheque, he should tally the token number, if the token number is the same and the amount differs, he should report the matter to the Officer in charge/ Manager.

He should obtain another signature of the party on the back of the cheque. He should now see that the second signature tallies with the first one already on it.

In case the signatures do not tally, he should not make the payment and report to the Officer in charge

Before making the payment he should obtain the token from the party and see that the amount and token number are the same.

He should, once again, ask the party about the amount of his cheque and count the cash for the second time before making payment. When satisfied in all respects he should make payment.

He should affix the “CASH PAID” stamp bearing the date of payment.

He should put his full signature under the cash paid stamp.

He should enter the particulars of the cash payment in his payment Register.

He should keep the cheques so paid in his safe custody till the Officer in Charge/Manager checks his payment register.

For Cash Payment of other instruments

In case of cash payment of Drafts, Pay Orders and Pay Slips, he should see that the payee has been properly identified, and in case of Pay Slips, the beneficiary has signed on proper revenue stamp.

The Officer/ Officers has/ have signed under the stamp “PAY CASH”

In other respects, so far as applicable, the same procedure is to be followed as in payment of cheques.

For Payment on Cash Debit Vouchers

For payment on cash debit voucher he should see that the voucher has been signed by two persons holding “Power of Attorney”.

The Manager has signed on the cash debit voucher giving his assent.

The proper Account has been charged.

The recipient has signed on the back of the voucher

If the amount is TK. 20/= (twenty) and above the recipient has signed on proper revenue stamp.



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If the payment is being made to a person other than a staff member, the “payee” must have been properly identified.

In other respects so far as applicable, the same procedure is to be followed as in payment of cheques.

After the business hours and at the close of the counter hours, the paying cashier should strike out the total of payment in his register, balance his cash. He should hand over the payment register along with the cheques, vouchers etc. to the Officer in charge or Head Cashier for checking and authentication his work.

Procedure of Cash Handling

The Cashier should know to differentiate defective, Mutilated, Burnt, Torn etc. notes from good notes. As a matter of rule such notes should not be accepted over the counter as deposits or in exchange of good notes. These notes, under special circumstances, may be accepted only on “collection basis”. These notes should immediately be sent to Bangladesh Bank/ Sonali Bank for receiving payment of exchange value. Soiled notes should be sorted out and kept separate from those notes fit for reissue i.e. the cashier should separate ‘no issuable notes’ from ‘issuable notes’. Soiled/non issuable notes should be deposited to Bangladesh Bank/ Sonali Bank and receive the Exchange value as per practice in vogue.

Chapter-4

Learning's



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4.0 Learning's

Staying the internship period of 3 months in EXIM Bank – Paltan Branch as an Internee was extensively experiencing. I have gone through a lot of new situations, experienced a very new environment and learned about professional life.

4.1 Learning's From Organization

In the processing of collecting, gathering, synchronizing several information and preparing this report; I have learned many banking procedures, facts such as Account opening, closing, Profit taking, transferring also dealing with different types of customers & situations.

4.2 Learning's From Internship Program

The learning's for Internship program was a new experience since such event is very new in a student's life. I have learned to study a bank's documents and prepare an affiliation report.

Within the period, I had to deal with different designated employees & stuffs of the branch and several types of clients. I faced several types of situation, some made me happy, some sad, some anger etc. Through these ups and downs, I have come to know what the environment of an office is and how to deal with it. This experience surely made me prepared for my next corporate life.

Chapter-5

SWOT Analysis

5.0 SWOT Analysis:

A SOWT analysis has been conducted for EXIM Bank Ltd. This investigation summarizes the keys issues from the business environment and the strategic capability of EXIM Bank Ltd that are most likely to impact on strategy development.

Strengths

- Earned good reputation among customers and regulators within a very short period.
- Has grown quite rapidly in all spheres of banking services.
- Gives relatively higher return on deposits in saving schemes than other banks.
- Lending rate is relatively competitive.
- Makes it lending decision with utmost prudence and has a very low level of bad an doubtful loans.
- Service charges are comparatively reasonable.

Weaknesses

- Limited advertising and publicity of bank's products and activities.
- Does not provide proper customer care compared to competitor.
- Lacks experienced competent as well as proficient manpower in some departments.

Opportunities

- Growth of global economy and Bangladesh's foreign trade in the coming years can provide huge growth opportunities.
- Small & Medium Enterprise (SME) and retail banking can provide good opportunity for growth.
- Online banking facilities can make the operation of the bank more efficient.
- Expansion of banking services into other different services.

Threats

- The macroeconomic situation of the country can deteriorate.
- Government has been controlling industrial credit.



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- The depreciation of BDT against major currencies (e.g. USD, EUR, JPY etc.) is a great threat to foreign exchange transaction and profitability.
- Intensifications of competition in the industry.

Chapter-6

Findings & Recommendation

6.0 Overall Findings:

- They have not sufficient efficient employees to operate different department in the bank. So they should increase efficient employees in different department.
- Staff meetings and departmental meetings at the branch level does not held or very few which is very essential to develop service quality as well as problem solving. But this practice is very few. So it may create major problem in future.
- A -Z Bank is not modern and comprehensive banking software. It does not provide adequate support on providing the services. It is not user friendly and management should consider replacing the A-Z Bank system by a more comprehensive banking system.
- They never keep anything pending.
- ATM booth service is an online popular service. The bank's online service is very poor. So if they want to survive in competition, they should introduce online service as early as possible.
- Technology that EXIM Bank is using for their banking system is not up to date. There are some international banks in Bangladesh, they are very fast and very up dated. EXIM Bank is losing their clients because of lack of technology.
- There is a gap between the customers and bankers. Customers are unaware about the moral of Banking System. Sometimes they are not familiar with the rules of Banking.
- The EXIM Bank is too much centralized. For each and every work branch office has to get permission from the head office. The head office tightly controls each and every branch office. This dependency on head office causes slow down their activities.
- Advertising and promotion are the weak points of EXIM Bank Limited. EXIM Bank does not have any effective marketing activities. Other banks have better marketing strategy.



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6.1 Recommendations for EXIM Bank Ltd:

EXIM Bank Bangladesh Limited has some problems in General banking, investment and foreign exchange activities. I would like to offer some suggestions and recommendations to overcome the problems relating the aforementioned topic of EXIM Bank and also to improve the performance of EXIM Bank regarding general banking, Investment and foreign exchange activities:

- Branch should develop its smooth function of customer dealings.
- General banking facilities should be improved rather than conventional banking system.
- Increase the volume of supervision by the high officials to the above mentioned program.
- Setup sophisticated technology and formulate appropriate programs to develop the captioned activities.
- The staff and officers should be aware regarding the modern customer service.
- The bank should consider the customer complain when they raise any problem.
- The Bank should provide quick customer service to avoid haphazardness.
- The bank should develop its decoration system in such a way so that the customer can get their information easily.
- Bank should increase their staff according to customer demand.
- The Bank should persuade the government to introduce a separate Islamic Banking law with a view to operating their activities more smoothly.
- To develop awareness about Islamic Banking among the clients more effective efforts, like seminars, symposia and get-togethers along with different motivational programs should be taken and implemented.
- Efforts should be made to increase Bank's investment under Mudaraba & Musharaka modes.
- As soon as possible the bank should launch more branches in Dhaka city as well as in other cities of the country.

Chapter-7

Conclusion



Shariah Based Islami Bank

7.0 CONCLUSION:

In the financial world banking sector is the heart of a developing country. In order to develop a country's economy, a good banking plays a very important role through their modern products and services. Among a large number of services, remittance management is one of the most important factors that directly hit a country's economy. The remittance market is expanded all over the world as an important source of fee revenue for the commercial banking sector. EXIM Bank Limited is one of the leading banks in Bangladesh, which works for customer satisfaction through quality services. EXIM Bank Limited remits a huge amount of money outside of Bangladesh. For this remitted amount they do not claim any service charge and try to provide this service within a very short time, where the international banks claim a higher charge for their services. It can be seen that EXIM Bank Limited is not much different from other commercial banks in Bangladesh. Most of the time it follows the same practice and procedure is followed by its competitors. But with in a very short time the satisfaction level of the customers are much higher than any other local commercial banks in Bangladesh.



Shariah Based Islami Bank

References

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