

An Analysis of Deposit Schemes of Uttara Bank Limited
A Study on Karwan Bazar Branch

Submitted To

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To

Professor Dr. Zakir Hossain.

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Subject: Submission of Internship Report.

Dear Sir,

I am glad to submit you the Internship Report covering the topic “**An Analysis of Deposit Schemes of Uttara Bank Limited: A Study on Karwan Bazar Branch**”. This report is an integral part of the completion of the BBA program .For preparing this report I tried my level best to accumulate relevant and up-to-date information from all available sources.

In completing the report I have tried my best in imparting every available details of the Bank avoiding unnecessary amplification of the report. I hope that this report will meet the standards of your judgments.

Faithfully Yours,

Salina Akter

Student of BBA

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STUDENT'S DECLARATION

I am Salina Akter student of Business Administration, Daffodil International University, do hereby that the Internship Report entitled "**An Analysis of Deposit Schemes of Uttara Bank Limited**". Presented to the department of Business Administration, Daffodil International University is the outcome of the Dissertation report performed by me under the supervision of **Professor Dr. Zakir Hossain**. Professor, Department of Business Administration, Faculty of Business & Economics Daffodil International University. I also declare that no part of this report has been or is being submitted elsewhere for the award of any degree, diploma or recognition.

Salina Akter

Student of BBA

Major in Finance.

ID No: 082-11-255

CERTIFICATE

This is to certify that the internship report on **An Analysis of Deposit Schemes of Uttara Bank Limited** for partial fulfillment of the degree of Bachelor of Business Administration (BBA), major in Finance from the Daffodil International University carried out by Salina Akter ID NO- 082-11-255 under my supervision. Under my guidance and supervision this report is being carried out successfully. No part of the internship report has so far submitted for any degree of diploma, title, or recognition before.

I wish her every success in life.

professor Dr. Zakir Hossain.

Professor, Department of Business Administration,

Faculty of Business & Economics

Daffodil International University

TO WHOM IT MAY CONCERN

This is to certify that, Salina Akter; a student of Bachelor of Business Administration (BBA) program, Major in Finance, Department of Business Administration, Daffodil International University Dhaka has completed the internship successfully at Uttara Bank Limited, Kawran Bazar Branch, Dhaka.

I wish every success in his life.

.....

Md. Ibrahim Uddin

Assistant General Manager

Uttara Bank Limited,

Kawran Bazar Branch, Dhaka-1215

Acknowledgement

First of all, I would like to convey my sincere appreciation to the almighty Allah for giving me the strength and the ability to finish the task within the planned time.

I am also grateful to **Md. Ibrahim Uddin** (Manager) and **K.M. Syful Islam** (Principal Officer) I would like to give special thanks to my supervisor, **Md. Zahidul Islam** (Senior Officer) and also grateful to other officer of the Uttara Bank Ltd. Kawran Bazar Branch who helped me in preparing the study report by giving their suggestions, assistance and information, which is valuable to me. They helped and supported me to complete my report successfully.

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I want to express my deep gratitude to my all university friends who have helped me various ways throughout the time required to prepare this report.

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Abstract

This report has been prepared to design and **An Analysis of Deposit Schemes of Uttara Bank Limited**, Kawran Bazar Branch. This report is prepared based on internship experience and opinion of the customers of Uttara Bank Ltd. Kawran Bazar Branch.

The main objective of this study is an analyze of deposit activities of Uttara Bank Ltd. Kawran Bazar Branch. Data were collected from primary sources and secondary sources through face to face conversation, direct observation and work experience at Kawran Bazar Branch as an intern. The primary sources were executives of the bank and the customers. The secondary sources were website, Brochures and yearly book.

The major finding of the study is an analyze of deposit activities of UBL. In this report, it has found that UBL provide moderate service to the customers on deposit activities. The reason of provide moderate customer service are unskilled man power, lack of capability for providing best and quick service, incapable for providing service as per their promises, Employee dissatisfaction, inconsistency customer service, in experience employee and insufficient technological equipments. In this research, some recommendation has given to UBL for solving problem related with different deposit activities of UBL.

TABLE OF CONTENTS

S. No	Topics	Page No
1	Chapter: 01 Introduction	9
	1.1 Background of the study	9
	1.2 Objectives of the Study	10
	1.3 Methodology of the study	10
	1.4 Scope of the work	11
	1.5 Limitation of study	11
2	Chapter: 02 Company Overview	12
	2.1 Origin of Uttara bank ltd	13
	2.2 An overview of Uttara bank ltd	13
	2.3 Vision	14
	2.4 Mission	14
	2.5 Goal of the Organization	15
	2.6 Objectives of the Organization	15
	2.7 Hierarchy of UBI	16
	2.8 Number of Branches	17
	2.9 Section of general banking at Karwan Bazar branch	17
	2.10 Account opening section	18
	2.11 Remittance Section:	18
	2.12 Cash section	23
	2.13 Clearing & Bills Section:	25

3	Chapter: 03 Project Part	34
	3.1 Bank Deposit Account	34
	3.2 Who can open Deposit Account	35
	3.3 Different of Deposit Account	35
	3.4 Functions of General Banking:	35
	3.5 Saving Deposit (CD) Account:	36
	3.6 Current Deposit (CD) Account:	37
	3.7 Fixed Deposit Receipt (FDR) Account:	38
	3.8 Deposit Schemes & Products	39
	3.9 UBL special Notice Deposit	40
	3.10 Monthly Deposit Scheme	40
	3.11 UBL Monthly Profit Scheme	41
	3.12 UBL Double Benefit Deposit Scheme (DB+)	42
	3.13 Uttaran Marriage Deposit Scheme	42
	3.14 Urraran Swapnapuran Deposit Scheme	43
	3.15 Uttaran Education Deposit Scheme	44
	3.16 Loan Products Offered by the UBL:	40
4	Chapter 04 – Problems & Findings	
	4.1 Problems	48
	4.2 Findings	49
	4.3 Recommendations	51

	4.4 Conclusion	52
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Chapter 01- Introduction

1.1 Background of the Study

Any academic course of the study has a great value when it has practical application in the real life. Only a lot of theoretical knowledge will be of little importance unless it is applicable in the practical life. So we need proper application of our knowledge to get some benefit from our theoretical knowledge in our practical life. Building a strong base of practical knowledge is possible through thesis. When theoretical knowledge is obtained from a course of study, it is only the half way of the subject matter. Thesis implies the full application of the methods and procedures through rich acquired knowledge of the subject matter can be fruitfully applied in our daily life, such a procedure of practical application is known as thesis. The case study is titled "**An analysis of deposit activities of Uttara Bank Limited**" As a student of BBA, this study will be more significant in my practical life, I have worked at Karwan Bazar Branch of Uttara Bank Limited to complete the internship program as an academic requirement.

1.3 Objectives of the Study

This study is aimed at providing me invaluable practical knowledge about banking operation system of Uttara Bank Ltd Karwan Bazar Branch, Dhaka especially its deposit schemes. It will also help me to develop my concept of banking system and its operations.

Specific objectives:

1. To evaluate various deposit schemes of Uttara Bank Ltd Karwan Bazar Branch.
2. To identify the problems of deposit schemes of that branch.
3. To make some recommendations to overcome those problems.

1.4 Methodology of the Study

This is an exploratory type of research. Information collected to furnish this report is both from primary and secondary sources. The overall process of methodology has been given below:

Primary Sources of Data:

- Officers of Uttara Bank Ltd.
- Deposit clients of Uttara Bank Ltd.

Secondary Sources of Data:

- Documents and materials of deposit schemes of Uttara Bank Ltd.
- Annual report of Uttara Bank Ltd.
- Website of UBL

Method of data collection:

- Face to face interview method

Target population:

- Officers of Uttara Bank Ltd.
- Deposit clients of Uttara Bank Ltd.

1.4 Scope of the work

Although I have completed the internship study on Karwan Bazar branch of Uttara Bank Ltd. I have prepared the internship report on the overall performance of Uttara Bank Ltd.

1.5 Limitations of study

To prepare this report I have faced the following problems, which may be termed as the limitations of the study. The major limitations of this study are given as follows:

1. There were some restrictions to have access to the information confidential by concern authority.
2. Due to some legal obligation and business secrecy bank was reluctant to provide data. For this reason, the study limits only on the available published data and certain degree of formal and informal interview.
3. The bankers are very busy with their jobs, which lead a little time to consult with them.
4. I worked only on Karwan Bazar branch of Uttara Bank Ltd, so I gather knowledge about activities of Head Office only by reading/hearing not in practical way.
5. Sufficient records, publications regarding customer service were not available as per requirement.



Chapter 2

Company Overview

2.1 The origin of Uttara Bank Ltd.

Banks are important financial institutions, which play a vital role in the economy of a country. It deals with credit i.e., accepts deposit from the public and advances various loans. The system of banking is very ancient. It was prevalent in India, Greece and Rome. It arose out of the logical fact that people who possessed surplus money deposited them for safe keeping to whom they have confidence, payable after a period of time when the need would arise. The holders of this surplus money soon found out that it was profitable to lend out the money, the provided loans were repaid before the date when the money would be demanded. The bankers or the holders of the money give sign papers to their depositors as evidence of the deposit money. As people had confidence in the integrity and the solvency of the banker their signed papers would pass from hand to hand in the settlement of transaction. These papers were the origin of notes as people had confidence in the credit of the bankers only, as small proportion of notes/signed papers would be presented for encashment during a period. The later were able to lend out the major portion of their deposits with safety, thus earning a decent profit with other people's money. As the business landing money became more and profitable, money holders began to offer interest on the money deposited with then at a rate lower than that obtained on loans. In course of time cheque were adopted and this imparted elasticity to the system. Thus came into existence the system of commercial banking. A bank can be best by its functions, it collects the savings of the public, it gives loans and advances and it creates media of exchanges through cheque. A commercial bank is a dealer in short term credit. In addition to the above, bank performs various other functions:

- a) Financing of foreign trade b) agency services, c) general utility services. A bank is a big substations center for liquidity, which takes the deposits from the public and supplies liquidity to the economic system.

2.2 An Overview of Uttara Bank Ltd.

UTTARA BANK LTD. had been a nationalized bank in the name of Uttara bank under the Bangladesh Bank (Nationalization) order 1972, formally known as the Eastern Banking Corporation Limited which was started functioning on and from 28.1.1965. Consequent upon the amendment of Bangladesh Bank (Nationalization) order 1972, The Uttara Bank was converted into Uttara Bank Limited as a public limited company in the year 1983. The Uttara Bank Limited was incorporated as a banking company on 29.6.1983 and obtained business commencement certificate on 21.8.1983. The Bank floated its shares in the year 1984. It has 215 branches all over the Bangladesh through which it carries out all its banking activities. The Bank is listed in the Dhaka Stock Exchange Ltd. and Chittagong Stock Exchange Ltd. as a publicly quoted company for trading of its shares. The bank performs all traditional commercial banking functions. The bank has correspondent relationships with 300 foreign banks/bank offices and exchange houses in 72 countries. With the objective of attracting the Bangladeshi wage earners abroad and the non-resident foreigners to invest in Bangladesh, the bank offered them the opportunity to open non-resident foreign currency deposit accounts and foreign currency current deposit accounts with it. By sides the bank consists of major divisions named 1) Corporate banking, 2) Retail banking, 3) Treasury, 4) Small & Medium Enterprise (SME). At present the bank operating its business by 211 branches. Uttara Bank Limited is the first local commercial bank that providing online banking services to its customers from the very beginning of its starts.

2.3 Vision

To be the best private commercial bank in Bangladesh in terms of efficiency, assets competence asset quality, sound management and profitability having strong liquidity.

Uttara Bank will be a unique organization in Bangladesh. It will be a knowledge-based organization where the Uttara Bank professionals will learn continuously from their customers and colleagues worldwide to add value.

They will work as a team, stretch themselves, innovate and break barriers to serve customers and create customer loyalty through a value chain of responsive and professional service delivery. Uttara Bank Ltd. will serve its customers with respect and will work very hard to inspire a strong customer service culture throughout the bank. It will treat its

employees with dignity and will build a company of highly qualified professionals who have integrity and believe in the Bank's vision and who are committed to its success.

2.4 Mission

The bank has some mission to achieve the organizational goals. Some of them are as follows:-

The bank looks forward with excitement and a commitment to bring greater benefits to customers

Uttara Bank Limited provides high quality financial services to strengthen the well-being and success of individual, industries and business communities.

Its aim is to ensure their competitive advantages by upgrading banking technology and information system.

UBL intends to play more important role in the economic development of Bangladesh and its financial relations with the west of the world by interlinking both modernistic and international operations.

The bank intends to meet the needs of their clients and enhance their profitability by creating corporate market.

The Bank has remained dynamic in its continued efforts to improve & increase core competence & service efficiency by constantly upgrading product quality, service standards, protocol and their effective participation making use of state of the art technology.

The bank creates wealth for the shareholders

.

2.5 Goal of the Organization

Uttara Bank will be the absolute market leader in the number of loans given to small and medium sized enterprises through out Bangladesh. It will be a world-class organization in terms of service quality and establishing relationships that help its customers to develop and grow successfully. It

will be the Bank of choice both for its employees and its customers, the model bank in this part of the world.

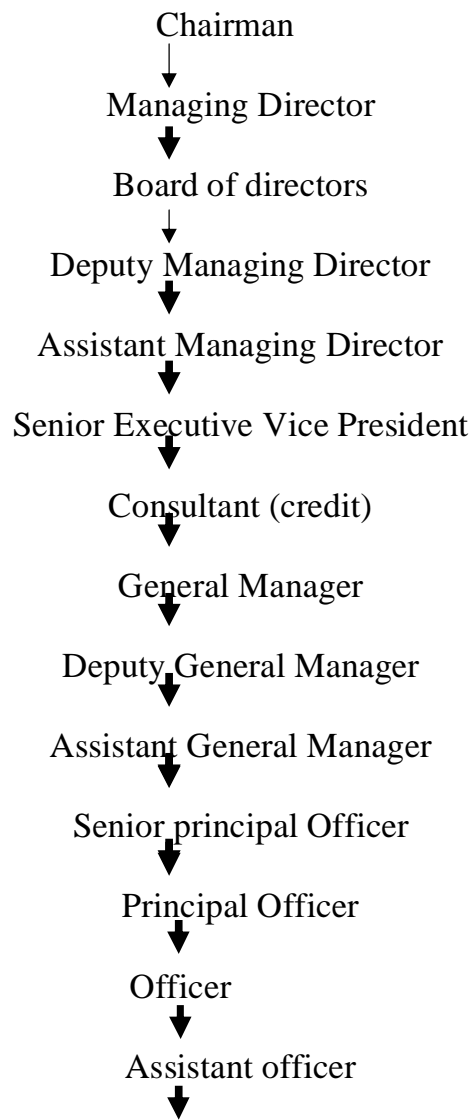
2.6 Objectives of the Organization

The objectives of Uttara Bank Limited are specific and targeted to its vision and to position itself in the mindset of the people as a bank with difference. The objectives of Uttara Bank:

Limited areas follow:

- Building a strong customer focus and relationship based on integrity, superior service.
- To creating an honest, open and enabling environment
- To value and respect people and make decisions based on merit
- To strive for profit & sound growth
- To work as a team to serve the best interest of our owners
- To relentless in pursuit of business innovation and improvement
- To base recognition and reward on performance
- To responsible, trustworthy and law-abiding in all that we do
- To mobilize the savings and channeling it out as loan or advance as the company appro
- To finance the international trade both in import and export.

2.7. Hierarchy of Position Structure of UBL:



Junior officer
↓
Assistant Trainee officer

2.8 Number of Branches: 215

Uttara Bank Limited (UBL) is a private commercial Bank in Bangladesh. Uttara Bank Ltd. is one of the largest and oldest private sector commercial bank in Bangladesh, with years of experiences. It has 215 branches all over the Bangladesh through which it carries out all its banking activities

2.9 Sections of General Banking at Karwan Bazar Branch:

During my practical orientation in Uttara Bank Ltd. **Karwan Bazar**, it came to the observation that general banking section is divided with four areas. These are:

- Account opening section
- Remittance section
- Bills and clearing section
- Cash section
- Mail receive and dispatch section

2.10 Account opening section

Documents to be obtained for different types of account:

When anyone comes to open an account he has to submit some documents to the banker. Different types of documents need for different customer. Some common documents require for all types of account are:

- Introduction recommendation.
- Specimen signature card.
- Account opening agreement form.
- Two copies of Photograph of account holder and two copies of nominee (if any).
- Deposit slips book.
- Cheque-book requisition slip
- Letter of mandate authorizing another person to operate the account on behalf of the account holder.

2.11 Remittance Section:

The major function of commercial Banks is mobilization of fund. Other than this, banks provide supplementary services to its clients. Clients need to remit money from one place to another for their business or other purposes. Banks fulfill this need of customers by means of remittance service. Money can be remitted domestically or internationally, which known as local remittance and foreign remittance.

There are three ways of transferring fund domestically. The modes of transferring funds are:

- Pay-Order (PO).
- Demand Draft (DD).
- Telegraphic Transfer (TT).
- Mail Transfer (MT).

Payment Order / Pay Order (P.O)

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/office within the same clearing house area of the pay order-issuing branch.

Characteristics of P.O:

- The issuing branch and 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 Issuing Payment Order:

- Obtain P.O, application from duly filled in and signed by the Purchaser/application.
- Receive the amount in cash/transfer with commission amount.
- Issue Pay Order.
- Enter in Pay Order register.

Demand Draft (D.D)

This is an instrument through which customer's money is remitted to another person/firm/organization in outside the clearinghouse area from a branch of one bank to an outstation branch of the same bank or to a branch of another bank (with prior arrangement between that bank with the issuing branch): This is an order instrument in which the issuing branch gives instruction to the payee/drawer branch to pay certain amount of money to the order of certain person/firm/organization. Commission, vat and postage are charged for issuing DD.

Example: - To transfer money from Chittagong to Dhaka

Procedure for issuing D.D.:

- Obtain D.D. application from duly filled in and signed by the purchaser/application.
- Receive the amount in cash/transfer with prescribed commission & postage amount
- Issue the D.D. duly in and signed by the authorized officer.
- Insert test number (where applicable)
- Enter in the D.D. issue register.
- Issue advices to the payee branch.

Procedure for payment of D.D.:

- Examine the D.D. by verifying the signature, test number, serial number etc.
- Enter the D.D. payable register.
- Verify with the IBCA number. Pass necessary vouchers.

Charge for Demand Draft:

- Minimum amount for a DD is TK. 25.
- Commission is the 0.10% of the DD amount.
- Vat is TK. 15% on the commission amount.

Telegraphic/ Telephonic Transfer (T.T)

This is a mode of transfer of customer's money from a branch of one bank to another branch of the same bank through telegraphic/telephonic message.

Characteristics of T.T

- Issued by one branch to other branch and message is tele-communicated.
- Remittance/ transfer of money are done through tested tele-messages.
- Remittance is effected on the basis of tested message.
- Test key apparatus is required.

Procedure for issuing T.T.:

- Obtain T.T. application form duly filled in and signed by the purchaser/application with full A/C particulars of the beneficiary.
- Receive the amount in cash/transfer with prescribed commission, telephone/telex and postage amount.
- Prepare T.T. message inserting the test no.
- Enter in T.T. issue register

Charge for T.T.:

- Minimum amount for a TT is TK. 25.
- Telephone Charge is TK. 35
- Commission is the 0.10% of the TT amount.

- Vat is TK. 15% of the commission amount.

Mail Transfer(M.T): This instrument is available in UBL.

Charge for M.T.:

- Minimum amount for a M.T is TK. 25.
- Telephone Charge is TK. 35
- Vat is TK. 15% of the commission amount.

2.12 Cash Section:

Cash section is an important section where cash transactions are made. Cash sections demonstrate liquidity strength of a bank. It is also sensitive as it deals with liquid money. Maximum concentration is given while working on this section. Tense situation prevails if there is any imbalance in the cash account. There are various systems maintain by cash officer that is under:

- Cash Payment
- Cash Receive

Cash Receipt

When clients deposit cash in the bank, the bank officer should follow the following common precaution:

- Check and count the received cash.

- Make sure that the amount in word and number in the deposit slip is same.
- Check the account title and the number.
- Both the deposit slip is in order.
- Depositor's signature is in the slip.
- Receive seal in the slip is a must.
- Write the domination of the currency at the back of the pay in slip or the credit voucher and affix stamp in the slip/voucher,
- Enter particulars of in slip/credit voucher in the receiving cash officer book.
- At least, send the pay in slip/voucher to the deposit department or to the respective department. . . .
- Deposit slip must be signed by the respective officer.
- Carbon copy of the deposit slip must be handover to the client with proper seal and signature.

Cash Payment

Cheque , demand drafts, pay orders, pay slips and debit cash vouchers etc. are received from various departments for payment of cash to customers/payees. Prior payment of, cash it is the officer's duty to make sure that the cheque/or the instrument has been genuinely passed. The following common precaution is thoroughly practiced before honoring a cheque:

- The branch name in the cheque.
- The date in the cheque is very crucial. Cheque are normally valid for six months and pre-dated cheques are asked to present after the date given.
- Tk in words and figure of the cheque is same.

- Balance in the account is available.
- The specimen card signature and signature in the cheque should match.
- Signature of recipient is obtained on the reverse of cheque.
- In case, where a prior arrangement has been made with the bank, a client may overdraw against a cheque.

Books maintained by cash department

Vault Register: This is the book where amount of cash available in the branch is maintained. That is, the amount in the vault register book.

Cash Receive Register: This register keeps record of all incoming cash.

Cash Payment Register: Similar to the cash register book, this books keeps tracks of all outgoing cash, that is all payments.

Cash Position Register: This is the book where cash balance is recorded by counting the notes and coins that are physically available. The balance in this book is compare with the vault register, which should be the same. In case there is an error, then the figures would not match but if no discrepancy is found then anything is to be worried about.

Other Registers:

- Money Remittance Register
- Prize Bond Register
- Stamp in hand Register

2.13 Clearing & Bills Section:

Clearing and bills section is an important section of General Banking. This is the section through which branch has to clear its inter branch and inter bank transaction. Customers do pay and receive the collecting branch the system is known as IBCA.

Types of Clearing:

1. **Outward Clearing:** Outward clearing means when a particular branch receives instrument drawn on the other bank within the clearing zone and those instruments for collection through the clearing arrangement is considered as outward clearing for that particular branch.
2. **Inward Clearing:** When a particular branch receives instruments which on them and sent by other member bank for collections are treated as inward clearing.

Clearing house

Clearing House is a place in the Central Bank where different banks come to settle their interrelated liabilities.

Clearing House System

The mechanism of working at a Clearing House in general is as follows:

- Every Rank of the locality, which is a member of (he clearinghouse, prepares Bank-wish list of cheque after receive from customers and drawn on different Banks of the locality.
- An officer, in charge of clearinghouse, goes to the clearinghouse in the morning with the cheques and their list. He delivers the cheques to the officials of the respective banks. Similarly, he also receives the cheques drawn on his Bank from the officials of the other banks.
- The official of each bank computerizes the final balance, payable or receivable by his Bank alter taking into account the various amount of receipt and payment.
- The official return of their respective Dank to meet again in the afternoon to return any dishonored instruments to the officials of the respective Banks.
- The final settlement is effective by the supervisor of the clearinghouse by debiting or crediting, as the case may be, the accounts of the respective Banks as maintained with the clearinghouse

Mail Receive & Dispatch Section:

Banking is the business of correspondence. Lot of mail comes to the bank and dispatch from the branch daily. Lot of my document causes much loss for bank. That is why bank has to record all Mail received and dispatched through the bank.

Mail receiving:

All mail comes to the bank recorded in this desk. For this reason a register book maintained called inward mail register. A number is given on receiving mail and records particulars of document in the register book.

Mail Dispatching:

Before dispatching mail from the bank must record in outward mail register. A number is given on the mail. Destinations, date of dispatch are recorded in that register book.



CHAPTER: 03

PROJECT PART

Deposit instrument

3.1 Bank Deposit Account

Bank Deposit Account is an arrangement with a bank that allows the customer to pay

Take out money. The bank keeps a record of all the payment and deposits (transaction) in the customer's name. It binds the banker and the customer into a contractual relationship. Using an account, a customer may deposits and withdrawals of money from his/her account. It is also called the primary and fiduciary relationship between bank and customer. Opening Deposit Account with a bank is the way of creating banker relationship.

3.2 Who can open Deposit Account?

Every person who is minimum 18 years old and competent to contract can open an account with a bank provided that bank is satisfied regarding his willing to enter into necessary business relations with him.

3.3 Different of Deposit Account

Deposit account is one of the important sources of bank's funds. In order to attract customers the banks offer attractive facilities to different types of deposit accounts holders. Some Deposit Account is as follows:

3.4 Functions of General Banking:

The functions of general banking department of **UBL**. are as follows:

- Maintenance of different types Deposit A/C:
- Saving Accounts
- Current Accounts
- Fixed Deposits
- Short Term Deposits
- Other Saving Schemes

- Receipts & payment of cash.
- Handling transfer transactions.
- Operations of clearinghouse.
- Maintenance of accounts with Bangladesh Bank & other banks.
- Collection of Cheques & Bills.
- Issue and payment of Demand Drafts, Telegraphic Transfers and Payment Orders.
- Maintenance of Safe Deposit Lockers.
- Maintenance of Internal Accounts of the banks.
- Reporting to the Head Office about daily position of the bank.
- Saving record of all transactions in computer.
- Closing and transfer of different types of accounts.
- Keeping good relation with valued customer.
- Providing necessary support to the customers.

Various types of account offered by **UBL**:

UBL offers various types of account to its different types of customer .These are as follows:

- Current deposit (CD) account
- Savings bank (SB) account
- Short term deposit(STD)
- Fixed deposit (FOR)

Opening Amount/ Initial Deposit	Tk. 2,000/-
• Service Charge (yearly)	Nil
• Minimum Balance Requirement	Tk,-2,000/-

Current a/c may be individual or joint or partnership or can be formed on any name. It provides the following facilities:

- Overdraft facility,
- Other facilities like collection of checks transfer of money, rendering

Agency and general utility services

3.7 Fixed Deposit Receipt (FDR) Account:

In this category are included the deposit with the bank for a fixed period which is specified at the time of making the deposit. Such deposits are therefore called fixed deposits or term deposits. A fixed deposit is repayable on the expiry of a specified period, chosen by the depositor to suit his purpose and to enable him to get back money us and when he needs it. The fixed deposit may be made for 3 months,6 months, 1 year, 2 year or 3 year . As the date of repayment of fixed deposit is determined in advance, the banker needs not keep more cash reserves against it and can utilize such amount more profitably. The banker therefore offers higher rate of interest on such deposits. Fixed deposit has grown in importance and popularity in our country during recent years. When a matured FDR is withdrawn, the principle amount along with the interest amount (deducting 10% tax from the total) is paid to the client.

The rate of interest and the terms of the Fixed Deposit receipt are given below

Term	3 months	6months	1 vear & above
Interest rate	12.50%	12.50%	12.50%

Short Term Deposit (STD):

It is a deposit account open by customer where customer deposited money for short period. Customer can draw money after giving short notice; this account holder enjoys the same facilities of CD account including receiving interest on his deposited money. Interest rate of STD is less than the interest rate of SB account. STD account has the following properties:

- Opening Amount/ Initial Deposit Tk. 2000
- Service Charge (yearly) Nil
- Minimum Balance Requirement Tk. 2000
- Interest rate 3.75 %

Various types of product offered by **UBL** Bank

3.8 Deposit Schemes

Schemes:

- **UBL Special Notice Deposit**
- **Monthly Deposit Scheme**
- **UBL Monthly Profit Scheme**

- **UBL Double Benefit Deposit Scheme (DB+)**
- **Uttaran Marriage Deposit Scheme**
- **Uttaran Swapnapuran Deposit Scheme**
- **Uttaran Education Deposit Scheme**

3.9 UBL Special Notice Deposit

- **Govt., Semi-Govt., Autonomous organization and an individual may open SND Account with UBL.**
- **7 days notice required to withdraw.**

Deposit Amount	Below 1 crore	Equal and above 1 crore and below 25 crore	Equal and above 25 crore and below 50 crore	Equal and above 50 crore and below 100 crore	Equal and above 100 crore
Annual Interest Rate	4.50%	5.00%	9.00%	9.25%	9.50%

3.10 Monthly Deposit Scheme

- Any adult Bangladeshi National will be eligible to open this account.
- The period of the scheme will be 5 (five) years and 10 (ten) years term.
- Monthly installment will be Tk.500/-, 1000/-, 2000/-, 3000/-, 5000/- & 10000/-
- Monthly installment to be deposited within 10th day of the month.
After due date a penalty of Tk.50/- will be realized from the A/C holder.
If the A/C holder fails to deposit 3(three) consecutive monthly installments, the account will be automatically closed.
- No cheque book will be issued against the account.

- f) Deposit may be encashed before maturity. But no interest will be paid if encashed before 1(one) year of deposit.
- f) Advance will be allowed up to 80% of the deposit after completion of one year
- g) Interest will be paid at Savings rate if encashed after 1(one) year of deposit.
- h) Advance will be allowed up to 80% of the deposit after completion of one year.
- i) Full amount including interest will be paid on maturity.
- j) Govt. tax, Surcharge, Source Tax, Levy, Govt. Excise duty will be recovered from the depositor's A/C.
- k) Account holder can appoint a nominee against the account.

Monthly Installment, Tenure and Maturity Value will be as per following Schedule:-

Amount of Monthly deposit (Taka)	Period of Deposit	Amount to be paid at the end of period	Period of Deposit	Amount to be paid at the end of period
500	5 years	36736	10 years	90791
1000	5 years	73471	10 years	181582
2000	5 years	146943	10 years	363163
3000	5 years	220414	10 years	544745
5000	5 years	367357	10 years	907909

10000	5 years	734715	10 years	1815817
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3.11 UBL Monthly Profit Scheme

1. UBL Regular Income Program is an income program, which helps you to earn a monthly fixed amount on your deposits at UBL for period of 1 years.
2. Minimum Deposit money is 100000/-, Monthly Profit : 1000/-, Rate of profit: 12%

3.12 UBL Double Benefit Deposit Scheme (DB+)

- a) Any adult Bangladeshi National will be eligible to open this account.
- b) Minimum Tk.1,00,000/- (Taka One Lac only) and multiples thereof will be accepted as deposit under this scheme.
- c) The period shall be of 6 (six) years term.
- d) Deposit may be encashed before its maturity and no interest will be paid
If encashed before 1(one) year of deposit.
- e) Interest will be paid at Savings rate if encashed after 1(one) year.
- f) Advance will be allowed up to 80% of the deposit after completion of one year
- g) Full amount including interest will be paid on maturity.
- h) Govt. tax, Surcharge, Source Tax, Levy, Govt. Excise duty will be recovered from the depositor's A/C.
- i) Account holder can appoint a nominee against the account.
- j) Bank reserves the right to close the account at any time and make amendment / alteration of the terms & conditions of the scheme without assigning any reason.

3.13 Uttaran Marriage Deposit Scheme

1. Any body By single or by Couple can open this scheme by Deposited Tk.500, 1000, 2000, 5000, 10000 only per Month.
2. The tenure of the scheme is fixed that is selected by depositor.
3. Rate of profit is: 10.89 %
4. If failure to pay monthly installment on due dates he/she will pay penalty of Tk. 50/-(twenty) on next subsequent installment.
5. If 3 (three) consecutive monthly installment unpaid the account will be closed automatically.

Monthly Installment	Tenure	Amount to be paid after Maturity	Tenure	Amount to be paid after Maturity
500	3 Years	21367	5 Years	40000
1000	3 Years	42735	5 Years	80000
2000	3 Years	85469	5 Years	160000
5000	3 Years	213673	5 Years	400000
10000	3 Years	427347	5 Years	800000

3.14 Uttaran Swapnapuran Deposit Scheme

1. Any body by single or by Couple can open this scheme by Deposited Tk.500, 1000, 2000, 5000, 10000 only per Month.

2. The tenure of the scheme is fixed that is selected by depositor.
3. Rate of profit is: 10.89 %
4. If failure to pay monthly installment on due dates (10th of Month) he/she will pay penalty of Tk. 50/-(twenty) on next subsequent installment.
5. If 3 (three) consecutive monthly installment unpaid the account will be closed automatically.
6. The Account can be changed at any Branch of **UBL**.

Monthly Installment	Tenure	Amount to be paid after Maturity	Tenure	Amount to be paid after Maturity
500	3 Years	21367	5 Years	40000
1000	3 Years	42735	5 Years	80000
2000	3 Years	85469	5 Years	160000
5000	3 Years	213673	5 Years	400000
10000	3 Years	427347	5 Years	800000

3.15 Uttaran Education Deposit Scheme

1. Anybody by single or by Couple can open this scheme by Deposited Tk.500, 1000, 2000, 5000, 10000 only per Month.
2. The tenure of the scheme is fixed that is selected by depositor.
3. Rate of profit is: 10.89 %
4. If failure to pay monthly installment on due dates (10th of Month) he/she will pay penalty of Tk. 50/-(twenty) on next subsequent installment.
5. If 3 (three) consecutive monthly installment unpaid the account will be closed automatically.
6. The Account can be changed at any Branch of **UBL**.

Monthly Installment	Tenure	Amount to be paid after Maturity	Tenure	Amount to be paid after Maturity
500	3 Years	21367	5 Years	40000
1000	3 Years	42735	5 Years	80000
2000	3 Years	85469	5 Years	160000
5000	3 Years	213673	5 Years	400000
10000	3 Years	427347	5 Years	800000

3.16 Loan Products Offered by the UBL:

Generally the clients of **UBL** enjoy two types of Loan / Credit facilities.

These are:

Funded facility includes:

1) Uttaran Consumer-Credit Scheme :

UBL started Uttaran Consumers Credit Scheme from 1996. UBL offers opportunity of Financial assistance for -

- Motor cycle/car- New or re-conditioned.
- Refrigerator/ Deep Freeze.
- Television/ VCR /VCP/VCD
- Radio/ Two-in-one/ Three – in – one
- Air-Conditioner/ Water Cooler/ Water Pump
- Washing Machine.
- Personal Computer/ UPS/ Printer/ Type writer
- Sewing Machine.
- House hold furniture- Wooden & Steel.
- Cellular Telephone.
- Fax
- Photocopier.
- Electric Fan- Ceiling/ Pedestal/ Table.
- Bi-Cycle
- Dish Antenna.
- Baby Taxi, Tempo/Microbus (For self employed persons)
- Kitchen articles such as Oven, Micro-oven, Toaster, Blender, Pressure Cooker etc.

2) Personal Term Loan:

Personal Loan Scheme for Salaried Officers-

- Emergency expenses for own marriage of a service- holder or his dependents.
- Emergency expenses of urgent surgical operation/ medical treatment.
- Emergency educational expenses of the children for admission/purchase of books, examination fees etc.

Special Features :

- Any permanent salaried employee aged between 20 to 55 years is eligible to get loan.
- No collateral security is required.
- Maximum Amount of loan Tk. 1,00,000.
- Maximum period of loan up to 3 years.

3) SME:

A) UBL Women Entrepreneur's Loan Scheme 'Nari Swanirbor Rin Prakaipo'

B) Uttaran Small Business Loan (USBL)

C) Loan for Service Concern

D) Loan for Trading and other Concern

E) Loan for Manufacturing Concern

Non-funded facility includes:

1) Export L/C

2) Import L/C

3) Back to Back L/C

4) Bank Guarantee

Deposits are invested in Trade, Commerce & Industries in term basis i.e., short, medium & long term.

Deposits come from business, housewives, institutions & small income group etc. who has excess or available money. It may be said that though banks are performing social responsibilities by securing both small & large depositors money & also helping industrial, social & economical development, but like others, prime objective of the institute is maximization its profit by optimization of resources.



CHAPTER: 04

Chapter 04 – Problems & Findings

4.1 Problems

As the general banking activities mainly deal with the mass people, it is very difficult to ensure compliance and pure banking environment. But Uttara bank limited is in the level high for providing the best customer service as it aspires to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company offering in array of product and services in the search for excellence and to cater an impressive economic value. Nevertheless, it is facing some problems in performing general banking activities, some of which are listed below:

a) Terms and conditions

In case of account opening, terms and conditions are printed on the back of the account opening form. If it is so, applicants open their account being fully unaware of the same.

b) Problems of deposit money for the people

There is a provision of depositing a minimum amount of money at the time of opening account and also maintain a minimum balance all the time. But it is not possible to follow strictly, particularly for financially handicapped customers.

c) Problem for requiring documents

All types of accounts require some documents Sometimes proper documentation cannot be performed due to customer expectation and personal relatio

d) Problems in personal relationship

Letter of thanks is to be sent to the account holder to confirm the authenticity of address of account holder. But it is not followed all the time due to personal relations or to manage the customer any way.

e) Concentrated service

Service is concentrated in few alternatives. No efforts are seen to diversify the offerin

4.2 Findings

Findings

After analyzing the information and data, the findings of the study are as follows:

1. ATM Service is available in Dhaka City only but still unavailable in out side of Dhaka. So, customers find it difficult to deposit money sometimes coming to the branch.
2. Deposit Account opening is so difficult because of the requirements of two references for the illiterate persons.
3. Account closing charge is so high for any types of deposit account where minimum charge is Tk. 200/- &for current A/C minimum charge is 300 tk ,which other banks like Dutch Bangla Bank's closing charge is Tk.13

ATM:

This is the fastest growing modern banking concept. Since UBL is a local bank, they can form an alliance with other up to date banks in launching the ATM, if they take this opportunity UBL will be a fastest bank in the country. UBL take this opportunity very easily because this bank has lot of branches. ATM Service is available in Dhaka City only but still unavailable in outside of Dhaka. So, customers find it difficult to deposit money sometimes coming to the branch. UBL is planning to introduce the ATM service across the country.

4.3 Recommendations

Based on the above problems, some recommendations were made to overcome the problems

1. Karwan Bazar branch of **UBL** is giving equal focus on all schemes; so they should try to update all types of deposit schemes.
2. It is necessary to increase the rate of interest of deposit.
3. Account opening process should be easier for illiterate customers.
4. The Bank should offer better training programs to their employees about **UBL Double Benefit Deposit Scheme (DB+)**. Because this is a special scheme of **UBL**
5. The Bank should increase their loan facility on deposit schemes.
6. The Bank should update their software systems to satisfy their customers by providing quick service.

4.4 Conclusion

Uttara Bank Limited is bank of new generation. Though I tried to include in my study about customer service and bank marketing, I followed their rules and regulation and tried to use them in my study to prepare this study with my best effort.

Though all departments and sections are covered in the internship program, it is not possible to go to depth of each activities of branch because of time limitation. Bank is an institution, which acts as a financial intermediary. Since bank collect deposit from various source by paying interest to them and grant loan to some other parties at high rate to interest then the interest paid to the depositor, the differences between the two interests is termed as the profit.

Uttara Bank Limited has started their journey in the year of 1964, named as Eastern Bank Corporation. They already have passed 49 years in banking. They had to struggle a lot against the different economic, social, climatic and political unpleasant environments. So they have huge experiences about the overall environment of Bangladesh .For this reason, they are comfortably doing their banking activities.

Uttara Bank Limited plays a significant role in various fields of the economy, such as industry, trade and commerce, transportation, and deposit mobilization etc. They have a great contribution to the agricultural development of our country which is the most important for us. The bank also plays a crucial role in human resources development and creating new employment opportunities. It also

under takes various social welfare activities for the betterment of the society and in this context; the bank has established the Uttara Bank Foundation. It has managed the employment for a large number of people in our country. It is another great contribution to the country.

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Three months working experience in Uttara Bank Ltd.

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