

General Banking Operation: A Study of Agrani Bank Limited, Shawrapara Branch, Dhaka

MARUFA SIDDIQUA



**MASTER OF BUSINESS ADMINISTRATION IN AGRIBUSINESS
FACULTY OF AGRIBUSINESS MANAGEMENT
SHER-E-BANGLA AGRICULTURAL UNIVERSITY**

July-December 2015

Internship report
On
**General Banking Operation: A Study of Agrani Bank Limited,
Shawrapara Branch, Dhaka**



Supervised by
Hasan Mahammad Sammy
Assistant Professor
Dept. of Agricultural Statistics
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University

Submitted By
Marufa Siddiqua
Reg. No.10-03959
MBA (Agribusiness)
Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University
Internship Report
on

**General Banking Operation: A Study of Agrani Bank Limited,
Shawrapara Branch, Dhaka**

By
Marufa Siddiqua
Registration No: 10-03959

An Internship Report
Submitted to the Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University,
Dhaka, in partial fulfillment of the requirement
for the degree of
MBA IN AGRIBUSINESS SEMESTER: JANUARY-JULY, 2016

APPROVED BY

(Assistant Professor Hasan Mahammad Sammy)
Supervisor
Dept. of Agricultural Statistics
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University
Dhaka-1207

(Md. Abdul Latif)
Assoc. Prof. & Chairman
Department of Agricultural Statistics
Sher-e-Bangla Agricultural University

LETTER OF TRANSMITTAL

14.05.2017

Hasan Mahammad Sammy
Assistant Professor
Dept. of Agricultural Statistics
Sher-e-Bangla Agricultural University
Dhaka-1207

Subject: Submission of Internship Report

Dear Sir,

I am submitting my internship report as the part of my internship (MBA in Agribusiness) and would like to take the opportunity to thank you for your guidance and supervision in its completion. I completed my internship at Agrani Bank Limited from the January to April. My Internship report is based on General Banking operation at Agrani Bank Ltd.

I hope you will assess my report considering the limitation of the study. Your kind advice will Encourage me to do further research in future.

Sincerely yours,

Marufa Siddiqua
ID-10-03959
MBA in Agribusiness
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University, Dhaka

SUPERVISOR'S CERTIFICATE

This is to certify that the internship report entitled“ **General Banking Operation: A Study of Agrani Bank Limited, Shawrapara Branch,**” submitted to the faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka, in partial fulfillment of the requirements for the degree of **MASTERS OF BUSINESS ADMINISTRATION (MBA) IN AGRIBUSINESS**, embodies the results of the piece of bona fide internship carried out by **MARUFA SIDDIQUA**, Registration No. 10-03959 under my supervision and guidance. No part of this report has been submitted for any other degree or diploma.

I further certify that such help or source of information as has been availed of during the course of this investigation has duly been acknowledged.

Dated: 14.05.2017
Dhaka, Bangladesh

(Assistant Professor Hasan Mahammad Sammy)

Supervisor

Dept. of Agricultural Statistics
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University
Dhaka-1207

STUDENT DECLARATION

I hereby declare that the internship report entitled “**General Banking Operation: A Study of Agrani Bank Limited, Shawrapara Branch**” has been prepared by me under the supervisor of **Hasan Mahammad Sammy, Assistant professor**, Dept. of Agricultural Statistics, Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University.

I also declare that the matter embodied in this report is original and neither this report nor any part of this report has been submitted elsewhere for the award of any other degree or any other purpose.

.....

Marufa Siddiqua
ID-10-03959
MBA in Agribusiness
Faculty of Agribusiness Management
Sher-e-Bangla Agricultural University, Dhaka

ACKNOWLEDGEMENT

First of all, I would like to pay my gratitude to the Almighty Allah for helping me in preparing this internship report successfully. In the preparation and finish this internship report, acknowledge the encouragement and assistance given by a number of people and institution. I am most grateful to the Agrani Bank management to give me the opportunity to complete my Internship in their organization.

I would like to express my gratitude to my supervisor Hasan Mahammad Sammy for providing me detailed feedback and advice on this report. He always gave me his suggestions in making this study as flawless as possible.

I also want to render my special thanks to the manager of Shawra para Branch, Agrani Bank Limited for providing all the support in the organization. Furthermore, I want to convey my heartiest thanks to my classmates and friends without their help this report could not be fulfill.

Finally Special thanks go to the respondents, who spared their time generously, and helped me to complete my study.

Table of Content

LIST OF TABLES
LIST OF FIGURES
ABSTRACT

Chapter No	Chapter Name	Page No
CHAPTER ONE	INTRODUCTION	
	1.1 Introduction	2
	1.2 Objective of the study	2
	1.3 Scope of the study	2-3
	1.4 Methodology of the study	3-4
	1.5 Limitation of the study	4
CHAPTER TWO	ORGANIZATIONAL PROFILE	
	2.1 Historical background	6
	2.2 Objectives of ABL	6
	2.3 Functions of ABL	7
	2.4 Organogram of ABL	8
	2.5 ABL at a glance	9
	2.6 Corporate social responsibility	10-11
	2.7 Sectors facilitated against CSR	11-15
CHAPTER THREE	GENERAL BANKING ACTIVITIES	
	3.1 Opening account	17-22
	3.2 General banking functions of cash department	24-26
	3.3 Clearing and Transferring	27-29
	3.4 Remittance	29-31
	3.5 Account section	32-35
CHAPTER FOUR	ANALYSIS OF WORK	
	4.1 Scheme analysis	37-39
	4.2 Measuring client perception	40-49
CHAPTER FIVE	CONCLUDING REMARKS	
	5.1 Findings	51
	5.2 Recommendations	52
	5.3 Conclusion	53
	REFERENCES	54
	APPENDIX	55-58

Tables	List of Tables	Page no
3.1	Fixed deposit account	23
3.2	Interest rate of deposit scheme	23
3.3	Staff loan house building	33
3.4	Staff loan transport	34
3.5	Staff loan computer	34
3.6	Staff loan sewing machine	34
3.7	Loan against FDR	35
3.8	Loan against ABS	35
4.1	Trend of current deposit	37
4.2	Trend of fixed deposit number and amount	39
4.3	Banking record has positive effect	40
4.4	Client perception towards interest rate	40
4.5	Customer perception towards credit system	41
4.6	Adequacy of liquidity	41
4.7	Take time to process remittance	42
4.8	Delay service in cash section	42
4.9	Suitable deposit interest rate	43
4.10	Own ATM booth required	43
4.11	Offer competitive service charges	44
4.12	Prefer online banking in the branch	44
4.13	Branch is well decorated	45
4.14	Overall service of the bank is well	45
4.15	Customer satisfaction towards ABL employees	46
4.16	Employees behavior	46
4.17	Image on loan transaction	47
4.18	Image towards opening an account	48
4.19	Image towards saving scheme	48

List of Figures

Figure No	Name of Figures	Page No
2.4	Organogram of ABL	8
3.1	Function of cash department	24
3.2	Cash receipt system	25
3.3	Customer service of ABL	32
4.1	Growth of saving deposit account number	38
4.2	Growth of saving deposit amount	38
4.3	Growth of short term deposit account number	41
4.4	Growth of short deposit amount	41
4.5	Customer satisfaction towards ABL employees	46
4.6	Employees behavior	47
4.7	Image on loan transaction	47
4.8	Image towards opening an account	48
4.9	Image towards saving scheme	49

List of Appendix

Appendices		Page no
A	Questionnaire to identify Clients Perception	55-58

ABSTRACT

The internship report is based on my observation from general banking of Agrani Bank, Shawra para Branch, Dhaka. I have tried my level best to make this report at the basis of my working experience despite of various limitations especially time limitations.

This report discloses all things during my internship period. I have completed my internship report based on general banking department at Agrani Bank Limited. For completing my report, I have collected data from primary sources and secondary sources. The primary sources of data are more reliable because it is done my personal experience.

The report is divided on several chapters. I have tried to discuss my experience and activities of Agrani bank in chapter wise. Agrani Bank run its operation very carefully and always tries to give better service to his customers. All important work related to the banking activities like- accept deposit, pay interest, transferring fund, cheque issues are done by this department. The entire department should be well informed regarding their goal and objectives. They should provide online services more than before because the number of customers of Agrani Bank is increasing day by day. After completing the report I can say that the Importance of banking system in a country is increasing day by day. It is quite impossible for any country to develop in industrial and commercial sector without sound banking system in modern economic era.

Chapter: One

Introduction

1.1 Introduction

For the economic development of a country, banking sector is one of the vital sectors and it plays many important roles. Agrani Bank Limited is one of them, which is involved to develop the economy of our country. Agrani Bank Limited is undertaking various programs to disburse credit and provide customer services. Considering the contribution and affiliation of Agrani Bank Limited with the daily life of the mass people of Bangladesh and its ever-present impact over our micro and macro level growth the analysis of General Banking Activities of Agrani Bank Limited bears a great deal of importance. In view of this background the report on “General Banking Activities: A Study on Agrani Bank Limited Shawra para Branch Dhaka bring forth the perception of clients and findings of the different scheme analysis of Agrani Bank Limited Shawra para Branch, Dhaka which undoubtedly will benefit all stakeholders of Agrani Bank Limited.

1.2 Objective of the study:

The objectives of the study are to fulfill the requirement of MBA program as well as to gain practical exposures about General Banking of Agrani Bank Limited, Shawra para Branch Dhaka. In line with the broad objective, the detailed objectives of the study may be spelled out as follows:

- To learn about banking activities, culture and environment of my particular organization.
- To observe the condition of different types of deposit scheme of the branch.
- To analyzed client perception on general banking activities about my respective branch.
- To find out the problems of the bank and suggest some ways for solving the problems.

1.3 Scope of the study:

Banks perform a significant role to serve the needs of the society in different sectors, such as capital formation, large scale of production, industrialization, growth of trade of commerce etc.

and banks are contributing a lot of aspect. For this reason choose the banking sector for completing my internship. As work started in the Agrani Bank Limited at Shawra para Branch, Dhaka and the opportunity to learn different parts of banking system. Bank has follow three operations like General banking, Credit division and Foreign exchange division. Especially this report focuses on activities of general banking department of Agrani Bank Limited Shawra para Branch, Dhaka.

1.4 Methodology of the study:

The methodology of the report is given below-

Data collection:

The basic source of data collection is based on both the primary and secondary sources which is given below-

Primary Sources:

Direct observation: In my internship period I observe directly different type of activities of the bank. I use that knowledge to prepare this report.

Discussion with bank office: Discussion with bank staff is an important source to know different bank related term and pint. This method helps me to collect banking information.

Questionnaire: A set of question serve to the client to get information about their perception on general banking activities on Agrani Bank Limited Shawra para Branch, Dhaka.The questionnaire here is furnished with 15 questions. Dichotomous questions are used mainly to develop the questionnaire. My sample size was 50 peoples who have account in this bank.

Secondary Sources:

Internal Source:

- Annual reports of Agrani Bank Limited.

- Statement of affairs of Agrani Bank Limited, Shawra para Branch, Dhaka..

External Sources:

- Official website of Agrani Bank Limited.

Data analysis:

The collected data was thoroughly processed, analyzed, summarized, organized, and finally revised. The processed data were interpreted to achieve the report objective and to develop this literature.

This report has analyzed two different aspect of Agrani Bank Limited one is analyzing the perception of the respondent towards various aspects of Agrani Bank Limited and another one is analyzing different schemes of Agrani Bank Limited . The analysis is mainly the percentage calculation of the answers of the questionnaire given by the respondent.

Since the study represents a small scope of study, the results are more subjective in nature as opposed to being based on statistical analysis.

1.5 Limitation of the study:

Agrani Bank Limited is playing an importance role for developing various sectors of Dhaka area such as agricultural, business, industry, foreign exchange etc. The activities of this Agrani Bank Limited Shawra para Branch are so wide. But there was only four month for my internship program. This time is not sufficient to acquire necessary knowledge about banking function and evaluated it. Besides some problem have been faced by me in collecting both primary and secondary data, because they cannot supply the relevant data in a short time. The main limitation of this study is lack of combination between theoretical knowledge and practical knowledge. For this the study becomes difficult to me.

Chapter: Two

Organizational Profile

2.1 Historical background: Agrani Bank emerged as a nationalized commercial bank in 1972

Agrani Bank Limited, a leading commercial bank with 903 outlets strategically located in almost all the commercial areas throughout Bangladesh, overseas Exchange Houses and hundreds of overseas Correspondents, came into being as a Public Limited Company on May 17, 2007 with a view to take over the business, assets, liabilities, rights and obligations of the Agrani Bank which emerged as a nationalized commercial bank in 1972 immediately after the emergence of Bangladesh as an independent state. Agrani Bank Limited started functioning as a going concern basis through a Vendors Agreement signed between the ministry of finance, Government of the People's Republic of Bangladesh on behalf of the former Agrani Bank and the Board of Directors of Agrani Bank Limited on November 15, 2007 with retrospective effect from 01 July, 2007.

Agrani Bank Limited is governed by a Board of Directors consisting of 13 (thirteen) members headed by a Chairman. The Bank is headed by the Managing Director & Chief Executive Officer; Managing Director is assisted by Deputy Managing Directors and General Managers. The bank has 11 Circle offices, 29 Divisions in head office, 62 zonal offices and 903 branches including 27 corporate and 40 AD (authorized dealer) branches.

2.2 Objectives of Agrani Bank:

The objectives of Agrani Bank are as follows,

- To earn profit.
- To inspire saving
- To secure deposit

- Expansion of trade and commerce
- To develop industry
- To develop agriculture sector
- To handling money market
- To serve the customer
- To create capital
- To suggest of government.
- To inspire expert and import business
- To help exporter and importer.

2.3 Function of Agrani Bank:

The major functions of Agrani Bank are as follows,

- The bank receives public money on deposit.
- Conduction cash transaction of customer who has current accounts with it.
- Attending bills of exchange and draft of customer
- Granting loans.
- A handling foreign exchange
- Providing customer's services.

(a) Transfer of money

(b) Collection of pay

(c) Collecting interest, dividend rent etc.

(d) Sales and purchase of share, bond and debenture.

.4 Organogram of Agrani Bank Limited:

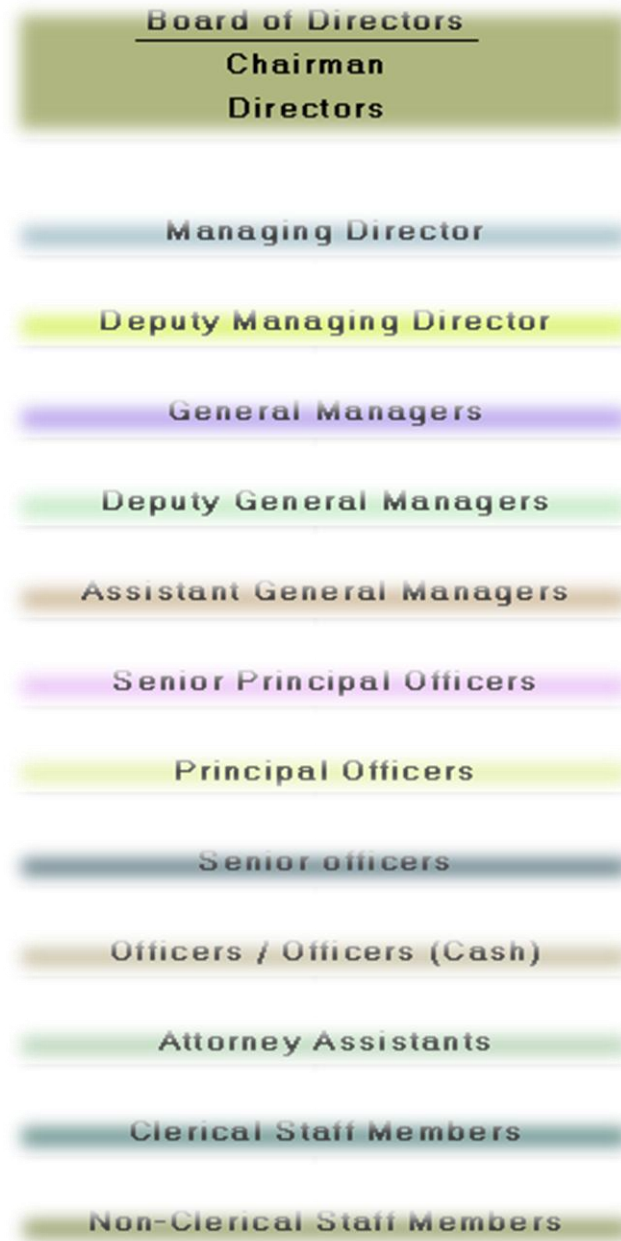


Figure 2-1: Organogram of Agrani Bank Limited

2.5 Agrani Bank at a Glance:

Established in 1972, by nationalized the united bank limited and union bank limited.

Vision of the bank:

To become the best leading state owned commercial bank of Bangladesh operating at international level of efficiency, quality, sound management, customer service and strong liquidity.

Mission of the bank:

Agrani Bank Limited will be a effective commercial bank by maintaining a stable growth strategy, delivering high quality financial products, providing excellent customer service through an experienced management team and ensuring good corporate governance in every step of banking network.

Motto:

To adopt and adapt modern approaches to stand supreme in the banking arena of Bangladesh with global presence

Values:

We value in integrity, transparency, accountability, dignity, diversity, growth and professionalism to provide high level of service to all our customers and stakeholders inside and outside the country.

Total Branch: 903

Total manpower: 13890 people. (9917 officers,3973 staff)

Capital: Authorized capital is Tk 12500 crore. Paid up capital is Tk 991.29 crore. Operating Capital is Tk1006.74 crore.

The board of directors: 11 members headed by a CEO & MD.

The head office of the bank is located at Dhaka with 32 divisions.

2.6 Corporate social responsibility

Focus

As an integrated part of the Corporate Social Responsibility (CSR), Agrani Bank Limited is much aware in support of environmentally sustainable social development since its introduction. The Bank is committed to CSR towards the community. Our ethics are clear i.e. not to earn excessive profits; our vision is to build up a society where human dignity and human rights receive the highest consideration and evaluation. Our motto is also to improve the society and its culture by means of CSR. Its activities are related to the needs of our valued customers, shareholders, the employees and communities.

a) Shareholders

The bank is fully committed to the interest of our shareholders .We increase our shareholders value by optimizing financial performance at least cost.

b) Valued Customers

Our customers are our business partners and we sincerely strive to improve our business relationship with our customers for our mutual benefits. We are offering different financial products and services to meet their need with the higher degree of ethics. We feel proud to provide our services to our valued customers without any hidden cost.

c) Environment

Our corporate social responsibility contributes generously to the development of Green Banking. Our lending policies with regard to environmental management are responsive to emergency

support needs of population groups affected in natural and manmade disasters and thus nourishing the environment.

d) Business Partners

We always try to maintain a good business relationship with our business friends for our mutual growth and development. Our relationship is based on mutual trust and respect. We transact with them in a fair and transparent way.

e) Regulators

As a responsible corporate body, we conform to all of the stringent regulations issued by the Government of the People's Republic of Bangladesh and the Bangladesh Bank.

f) Employees

Human resources are the key to our success. We consider the human resources as a tool for development. As usual, the Staff Welfare fund which is run by Bank's employees out of their regular contribution, continued to stand by its members for their well being. There is a Board of Trustees to provide financial support to the staff members as admissible under the rules on their termination or retirement from the bank services or to their nominee's or legal heirs in case of death. To this end, two trusts Agrani Bank Limited Employees provident fund Trust and Agrani Bank Limited Super Annuation Fund Trusts are in operation. For the recreational programmed the Bank patronizes sports and cultural events with a very spontaneous fervor.

g) Community

As an integrated part of Corporate Social Responsibility (CSR), we contribute generously to the nourishment of the country's education and healthcare, art, culture and sports. We share all sorts of values & sentiments irrespective of caste, creed or color. We keep the door open for empowerment of women workforce to ensure a level playing field in terms of promotion, placement and delegation of power.

2.7 Sectors facilitated against CSR is appended below:

Figure in lac

Sl. No.	Nature of Work	Amount	No. of beneficiaries
01	Education	344.55	38
02	Health	51.81	82
03	Natural Disaster	2.00	7
04	Sports	20.10	9
05	Art & Culture	79.46	28
06	Muktijoddha Jadughor	30.00	1
07	Others	43.81	17
	Total:	571.73	182

Corporate Information:

- Head Office :: **9D, Dilkusha C/A, Motijheel, Dhaka 1000**
- Known As :: **AIBL**
- SWIFT Code :: **AGBKBDDH**
- Category :: **Commercial**
- Type :: **Public**
- Origin :: **Local**
- Established :: **1972**
- Website :: <http://www.agranibank.org>

The services and products of **Agrani Bank** are possible to classify in the following broad divisions:

- Personal

- Corporate
- Business
- Agri & Rural
- SME
- Merchant
- NRB
- Islami

Let's have a look deeper into each of them.

Personal Banking

Personal banking products are Deposit, Loan and Card services offered by **ABL**. Deposit services are Savings bank account, Fixed deposit receipt, Pension sanchay scheme. These schemes enhance small savings of limited income people to be accumulated.

Loan products at personal level are Home loan, Consumer loan, and Advance against salary. These programs help to achieve your dreams just in time and at a minimum effort.

Agrani Bank presents Debit card for the clients sharing a network with other four renowned banks of the country. Fees for the card are nominal. You may have a debit card from ABL and enjoy a life free from any tension of carrying cash.

Corporate Banking

Agrani Bank provide deposit services like Current account and Fixed deposit for its corporate clients. On the other hand it arranges funds through syndication of banks for big, corporate projects. Thus the bank is contributing to uplift the national economy to a higher level.

Business support

With a view to building up a fund of Tk. 500crore for financing industrial projects, ABL introduced Agrani Bank Shilpa Unnayan Bond in 1999. There are two types of

bonds, 5 and 7 years. The lowest denomination is Tk. 50,000 and highest one is of Tk. 500,000. Interest rate is good enough to attract people.

Major credit Schemes for business people are Industrial Credit, Trade Finance, Import Finance and Export Finance. If you are a deserving candidate for any of them, or you need any documentary support from Agrani Bank, you may pay a visit to any branch of ABL.

Agri & Rural Banking

Now bottom line farmers may have a bank account depositing Tk.10 only. Agrani Bank provides this service to rural Bangladesh. Young generation intending to go abroad for jobs may have loan for their air tickets and other expenses against nominal securities.

Other rural economical activities are also supported by Agrani Bank credit programs. The areas addressed are Cultivation (flower and others), Fisheries, Poultry, Purchasing Agri and irrigation machinery and ploughing animals. So it can be said that ABL is working to promote economic growth of Bangladesh from the very grass root level which is 80% of national economy.

SME Banking

Small and medium enterprise of the country is one of the deserving sectors for financial support. Agrani Bank justifiably provide credit to them under different schemes. ABL launched a joint venture program named Small Enterprise Development Program (SEDP) with NORAD, a Norwegian agency in 1995. This program was implemented in greater Mymensingh and Faridpur districts. The target fields were rice mill, oil mill, nursery, repairing shops, fishery, weaving and many more.

The bank is presenting micro credit and other supports to land less day labor for alleviation of poverty by generating employment. Agrani Bank had designed some programs in collaboration with other agencies. One such program is Employment Generation Project for Rural Poor (EGPRP). This program was launched in 1995.

All these programs are very much favorable to the micro enterprises and the poor. Terms and conditions are also customer friendly and easy to follow.

Banking for NRBs

Nonresident Bangladeshis now get banking facility through Agrani Bank. They may have an account in taka, they may invest in Dollar Bonds. They are also allowed to have an F/C account. If you are one of them you can avail these opportunities. Your nominees are also entitled for these scopes.

Merchant Banking

The merchant banking unit of Agrani Bank was turned into a subsidiary entity in 2009 and named as Agrani Equity & Investment Limited. This unit serves Issue management, Underwriting and Portfolio management functions.

Islami Banking

Among the nationalized banks Agrani was the first to introduce Islami Banking service. Agrani Bank provides completely interest free Shariah based banking to the clients. Deposit services offer interest free profit in compliance with Shariah. If you desire to get Islami banking service you are welcome at its Islami banking unit in its H/Q.

Award:

1. The Institute of Chartered Account Of Bangladesh (ICAB) honored Agrani Bank Limited in three consecutive years with first prize for " Best Published Account And Report 2010"
2. Agrani Bank Limited wins three prestigious trophies for "Best published account reports 2009"
3. Corporate governance discloser award from ICAB
4. Best presented accounts Award 2009 from SAFA
5. Best remittance service Award to Salma Begume , Senior officer of Mymensing road Branch of Agrani Bank at remittance fair organized by RAMMRU.

Chapter: Three

General Banking Activities

3. General Banking

General Banking is the important part of banking function. General Banking includes:

- Account opening section.
- Cash section.
- Clearing & Transferring
- Remittance section.
- Accounts section

3.1 Opening Account:

One of the vital section under general banking is account opening section. Banker customer relationship begins through this section. Various task are performed in this section. Such as:

- Opening of different type of account.
- Issue of check book.
- Transfer and closing of account
- Enquiry of account

There are various types of bank accounts are opened in the bank, that is to say Current accounts, Saving accounts, Fixed accounts, Short term deposits, APS and Sundry deposit A/Cs. My training was how a current deposit (C.D) account is usually open. The procedure relating to C.D accounts in summarized below.

Procedures of opening a Current deposit Account:

To open a current deposit A/C, an individual has to carry out the following procedures-

- Obtain the prescribed application form from the bank.
- Submit the completed form with necessary papers to the concerned officer.
- Face a brief interview
- Put specimen signature in the signature card supplied by the bank.
- Depositing of money

- Get counter folio of the payment slip.

Once these formalities are carried out in appropriate manner, an account number is posted against the application. Then a checkbook is issued in favor of the applicant and s/he is considered as a valid account holder of the bank.

With the prescribed application for, the applicant should submit the following papers and information's.

- Nationality certificate from the appropriate authority.
- Two copies of recent passport size photographs.
- If the applicant is a service holder he should collect employee certificate from his employer and is to be submitted.
- The applicant's signature should be identified by an introducer who has a CD A/C with the respective branch.
- The applicant should deposit minimum taka 500/-to open an account.

Owner of joint A/C:

When two or more persons open an account jointly it is called a joint A/c and such account holders are termed as joint A/c. holder, which maintaining. The following rules and regulations are followed.

- The joint account holders of any one of them authorized to operate the A/c may open either a joint account.
- The joint account holders are equally liable for repayment of debt taken from the bank.
- If after the death of a owner, if at least two of them are alive. Then the money is withdrawn from the A/c through cheque and new A/c. opened for the line persons and money is deposited to the A/c.
- According to the rules of our country is case of joint A/c. by husband and wife, the husband is considered as the owner of that A/c.

Joint stock company:

While opening an account in the name of company the banker must satisfy himself about the following:

- The name of the company, the shareholders name and address.
- The following document must be collected.
- The signature of the shareholders in the application form.
- A document containing the shares of shareholder, their responsibilities and duties.
- Naming the person or persons who are authorized to operate the bank A/c. on behalf of the company.
- If there is any change among the shareholders it must be informed to the bank.
- All the shareholders are equally liable for the repayment of debt taken from the bank.

Public limited company:

While open in an account in the name of public limited company the banker should take the following particulars:

- The application for opening an account.
- Naming the person who is authorized by the managing director or managing committee to operate the bank A/c.
- Specimen signature of the customer.
- Certified copy of constitution and memorandum of the company.
- List of directors and their signature certified by chairman.
- Scrutiny the financial condition, nature of business of the company.

- The company is liable for the repayment of debt taken from the bank.

Non-trading organization:

Clubs, societies, charitable and religious institutions not engaged in trading activities can open their accounts in the bank. According to the constitution of the institution one or more employee authorized to operate the bank A/C. can operate the A/C. If the institutions are not registered, bank account cannot be opened.

Club:

- 2 copies of photograph of account holder/ person who will operate title account.
- Certified copy of the memorandum and article of association
- Certified copy of byelaws and Regulation/ constitution
- Certified copy of resolution for operation operation of the account
- Up to date list of office Bearers/ Governing body/ Managing committee.

Trust:

- 2 copies of photograph of the account holder person who will operate the account
- Up to date list of Members of the trustee Board
- Certified copy of Deed of trust
- Certified copy of Resolution of the trustee board for opening and operation of the account.

Special types of Account holder:

A contractual relationship is created between the banker and customer by opening an account. Basically person where age is 18 years or more can competent to open an account with the bank. But there is some special types of account holder specified below:

Minor:

According to the law of Bangladesh, a person who has not completed 18 years of age is a minor. A minor is not capable of entering into a valid contract. A minor cannot open any account or operates it until he completes 21 years. The bank records the date of birth of the minor while opening an account. A banker should be very careful in dealing with a minor. If an overdraft or advance is granted to a minor even by mistake or unintentionally, the banker has no legal remedy to recover the amount from the minor.

Illiterate Person:

Illiterate person can't signature names and hence the banker takes their thumb impression as a substitute for signature and also a copy of their recent photograph. An approved witness should attend the application form and the photograph.

Blind person:

A blind person can open account and the procedure would be the same as illiterate persons. In both cases the terms and conditions of opening account should have to be read in front of them and if they agree with it only then the account can be opened.

Deaf and Dumb:

Deaf and Dumb can open account but the respective banker should have to become careful about the background and character of the person.

Mad and Lunatic:

Mad and lunatic person can't open a bank account.

Closing of bank account:

The relationship between a banker and his customer is a contractual one and may be terminated by either of them by giving notice of his intention to the other person. The rights and obligation of a banker in this regard is as follows:

- It directs the banker to close his account
- On receipt of the notice of the death of customer
- If a banker receives a notice regarding the identity of his customer
- On receipt of a Garnishee order from the court
- Fixed account is closed automatically after the specified Date.

Different Types of Accounts:

Accounts department is the most important functional area of any bank. The following types of accounts are maintained in this bank:

- Current Deposits A/C,
- Savings Deposits A/C,
- Fixed Deposit
- Short Term Deposits A/C,
- Agrani Bank pension Scheme (APS)
- Agrani Bank Ltd bishes Scheme (ABS)

Current Deposit Account:

From this account any amount is deposited and drawn in any time of office hours. There is no interest on current account. Loan is sanctioned based on it. This account is opened with a recommendation TK 1000.

Saving Deposit Accounts:

Saving accounts opened for the customers except companies or firm and co-operative society. Money is withdrawn 2 times a week and deposited any time of office hours from this accounts TK. 100 is required to open this account. There is 4% interest on saving account.

Fixed Deposits A/C:

This deposit is opened for long time. Its interest, rate is a little more than deposit pension scheme. Its interest rate varies for different periods.

Table 3.1: Fixed deposit account

Duration	
3 months or more but less than 6 months	9%
6 months or more but less than 1 year	9.5%
1 year or more but less than 2 year	10%

Source: Agrani bank annual report (2015)

Short Term Deposit Account:

Short-term deposit account is opened for company/firm/ government administrative body. This account is operated like current account. If 7 days written notice is placed to the bank in very withdraw then the bank gives 5% Interest on S.T.D.

Agrani Bank Ltd Deposit Scheme (ABS):

Special advantage with this schemes that after the schedule period of the client can withdraw the full amount or can draw pension on monthly basis. Besides the client can open account in his name in any branch. The rate of interest:

Table 3.2: Interest rate of deposit scheme

Duration	Rate of Interest
For 5 years	8%
For 10 year	9%

Source: Agrani bank annual report (2015)

Procedure for operation of ABS:

- Applicant should be of minimum 18 years age & Bangladeshi nation.
- The account holder can appoint 1 or more nominees .
- On the death of the account holder his or her nominee can withdraw.
- The account becomes incorporable on the death of the account holder.
- Monthly installment : Tk1000,2000,3000,4000,5000 etc.
- The monthly installment must be paid by the 15th day of every month.

3.2 General Banking Functions of Cash Department:

Cash department is another important functional area of this branch of Agrani Bank.

Cash payment: In this section I gathered practical experience about how a check is honored and how cash is paid.

The formalities involved in honoring a check and cash payment are given below.

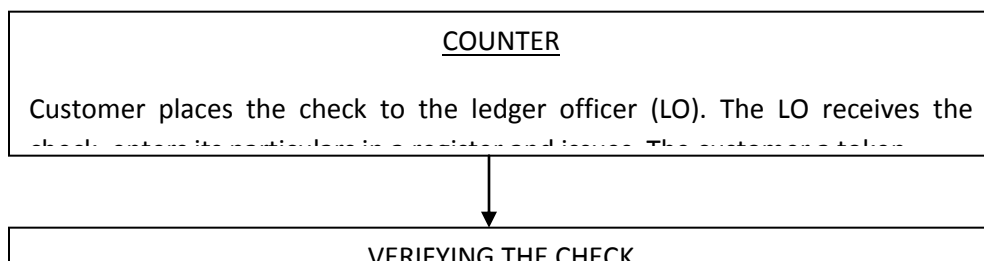


Figure: 3-1: Functions of cash department

Cash Receipt:

Customer's deposits are received in this section of bank. The amount received is credited to the customer's A/C in the ledger book. The formalities that are followed to receive a customer's deposit (cash) in the cash receipt section are stated in the following flow chart.

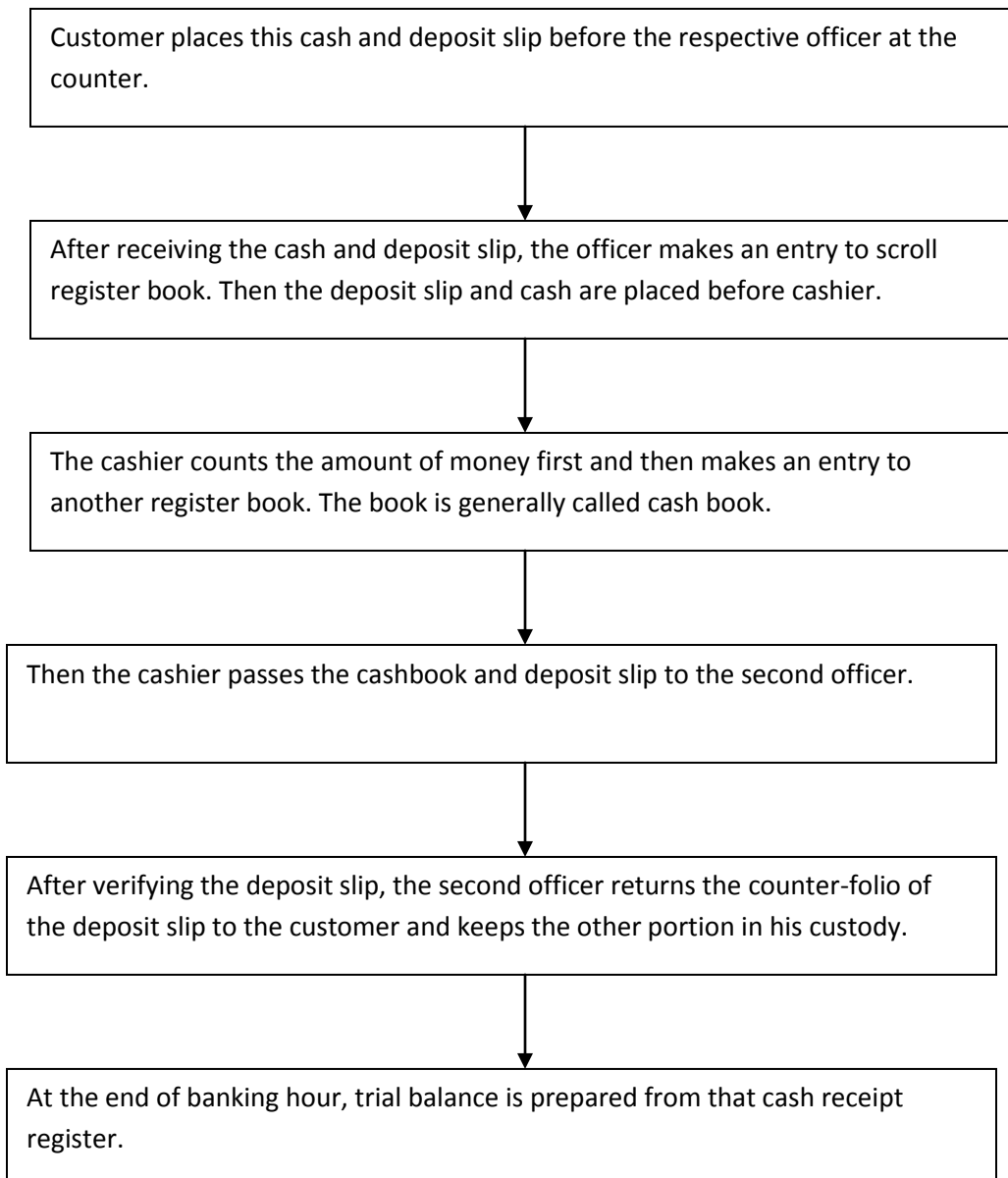


Figure 3-2: Cash Receipt System

Cheque Dishonored by bank:

During the internship program, I was thinking about how a cheque is dishonored by bank. The statutory duty of a bank is to honor his customer's cheque. But a bank can dishonor a cheque for various reasons. Some of the reasons for that a bank dishonors his customer's cheque are stated below-

- If the cheque is torn.
- If the cheque is post dated or a stolen cheque.
- If the customer's signature given on the cheque is a forged one or does not tally with his specimen signature kept in bank custody.
- If the cheque is not submitted to the customer within banking hour.
- If the duration of issuing the cheque is more than 6 months any other reason for which the banker thinks it appropriate to dishonor the cheque.

Profit and Loss Ledger:

In this ledger banks all incomes and expenditures are shown separately. It is prepared at yearly basis. Agrani Bank, Shawra Para Branch, Dhaka prepares its profit and loss ledger at the date of 31st December of every year.

Statement of Affairs:

The branch prepares a statement of affairs and sends it to the head office weekly. This statement including the assets and liabilities of a bank. The statement is prepared from cashbook and general ledger. After supplementary balancing, the figures are posted in cash book-cum-general ledger. After posting closing balance of each head of account is drawn in order to have a clear-cut view of various heads of account are incorporated in the statement of Affairs.

3.3 Clearing and Transferring:

Clearing department plays an vital role in general banking. This department receive cheque, dd, po etc from depositors attached with with a deposit slip. Then this instrument are posted in the computer. After posting those instrument , are segmented bank wise. Branches with ABL in Dhaka sent instrument to the local branch for collection. Then the authorized officer of all the branch accumulated all information and the instrument are segmented bank wise. All instrument are now ready for collection at the 1st clearing house. There are two types of clearing house:

- First clearing house
- Same day clearing house

Condition for same day clearing house -

- The instrument value must be over 5 lakh.
- The response branch of the bank must be within 2 km of Bangladesh Bank.

Outward clearing:

All cheque, DD, and other credit instrument tendered for the credit of customers account will be delivered by the depositor of the clearing counter. Any deposit received by the post will also be sent over to the clearing counter. The counter officer shall at the time of receipt examine such deposits carefully to ensure that:

- The name of the account is very clearly written on the deposit slip.
- The particulars of the deposit such as cheque no, name of bank etc are properly entered on the deposit slip.
- The depositor has signed the deposit slip.
- On item deposited payees discharge and the chain of endorsement are in order.
- All cheque and other instrument will be crossed immediatly on receipt with the bank special crossing stamp. Items intended/ selected for the next days clearinghouse will be branded with the bank's clearing stamp with date. If the deposits are made at a time when it is too late for these to be presented drawee banks the same days the stamp "too late for today's clearing " will be affixed on the counter foil.

- All clearing item will be first sorted out bank wise and then entered in a computer printed slip prescribed for the purpose. These schedule / slip are in fact list cheques etc, delivered by ABL to other banks through the clearing house.
- All these slips are summarized in a bigger computer print out which reflects in details the instruments etc , presented the names and account no. to which the credit will be posted. These sheets serve the purpose of a clearing house register.
- Bank also prepare another summery sheet (validation sheet) from computer which contain the total a number of cheque etc, delivered to different banks in the clearing house and cheques received from different banks with correct total of amount.
- The credit voucher then should be released for posting in the computer . It will be the responsibility of Deposit Department , however, not to allow any drawings against such items before the fate is definitely known. Reversal entries for any clearing item returned unpaid invariably be made by a separate debt voucher.
- All clearing item will be passed through the banks local office/ main branch account with Bangladesh .
- Entries to be passed by local office/main branch.
- Local office / main branch shall responded the IBDA (Inter branch debit advice) to the debit of their account with Bangladesh bank in a consolidated manner.
- In case of return of cheque unpaid in the clearing house, local office/ main branch shall issue IBDA on the branch which lodge the cheques in clearing to reconcile the accounts.
- All IBDA's originated in connection with clearing house shall invariably be responded on the same day and under no circumstances shall be kept pending.

INWARD CLEARING:

- Local office/main branch shall receive cheques ,P.O,TT,DD etc. drawn on Agrani Bank branches from the clearing house. On receipt of the cheque etc. They shall segregate the same branch –wise & issue IBDA on branches against total amount of cheque etc. & shall arrange delivery of IBDA together with the cheques etc. with clearing house time schedule.

- Branches shall send the cheques dishonoured by them supported by IBDA issued on local officer /main branch, within clearing house time schedule for enabling local officer/main branch to return these instalments in the 2nd clearing house (Return House).

Who will deposit cheque for clearing:

Only the Regular customers i.e. who have savings, current, STD, Loan account in the bank can deposit cheque for clearing of LBC, OBC & Transfer.

Things that should remain in cheque for clearing:

- Name of account holder same in the cheque & deposit slip.
- Amount in the cheque & deposit slip must be same in words & in figure.
- Date in the cheque may be on or before (but not more than six months.)
- Bank clearing house date.
- Bank & branch name of the cheque, its number & date in the deposit slip.
- Cheque must be slipped.
- Signature for confirmation of date, amount in words/in figure cutting
- Mutilation of cheque
- Cheque should be crossed (not for bearer cheque).
- Account no. in the deposit slip must be clear.
- Depositor's signature in the deposit slip.

3.4 Remittance:

The system of transmitting or sending money from one branch to another branch of the same bank or from one bank to another bank within a country or outside the country is known as remittance.

Types of Remittance:

Remittance can be of two types, i.e.

- Inland Remittance
- Foreign Remittance

Inland Remittance:

When money is remitted within a country through proper banking channel, it is termed as inland remittance. Agrani Bank Limited, Shawra para Branch, Dhaka deals a lot of inland remittance at every working day.

- After that, the voucher is sent to the concerned officer of remittance section.
- Here the officer prepares a paper instrument called "Demand Draft (DD)" and enters the amount in the draft issue register.
- Draft book and DD along with the register are then sent to the officer in charge for checking. If every thing is Okayed, the officer signs the DD and voucher and keeps the register and counter foil of the DD.
- After that the DD is issued to the sender of money. At this stage he can send the DD to the receiver branch by post or any other ways.
- After issuing the DD and handing it over to the sender of money, the DD issuing branch sends an advice to the receiver branch about DD.
- Finally, the DD receiver branch makes payment to the bearer of DD. I.e. payee after completing the necessary formalities.

Telegraphic Transfer (TT):

TT is the fastest means, of remitting fund between two branches of the same bank. Fund cannot be remitted from one bank to another bank through TT.

Procedures of remitting money through TT:

- The primary formalities that have to be maintained to remit money through TT are same as DD .
- Here a fee of TK. 75 is charged as telegraphic charge for every TT issue and for any amount of money.
- Tk 75 is for every 20000. (here, $20+45+10=75$, 20 is for commission ,45 is for post and telephone charge , 10 is vat. Vat is counted as 15% on 65 tk commission.).
- In case of TT, no paper instrument is sent to the paying branch. Rather the TT issuing branch sends a TT advice through telephone, telegraph, Fax or telex to the paying branch. In sending message, the branch keeps necessary secrecy.

- Side by side, the TT issuing branch sends an advice to the head office of the bank.
- After receiving the message, the paying branch tests to decode the message. If every this is Okayed, the branch makes payment to the payee. After that the branch sends an advice to the head office to reconcile the accounts of both branches.
- In case of TT, test is must for every issue and for any amount of money.
- TT voucher then posting on computer.

Payment order (P.O):

It is a written document. This P.O can be encased on that branch from where it is issued. Several supplier organizations use this P.O and there no account is needed to open with the bank. It is issued locally. The contractors and suppliers use this instrument generally. The charge of P.O :-

From Tk. 1 to Tk. 100000 = Tk. 35 (30+5=35,15% vat is on the commission Tk 30) From Tk. 100000 to Tk. 500000 = 58 Tk ,Above 500000=115. This is fixed always.

Cheque:

A cheque is a bill of exchange which is drawn upon a specified banker and it is payable on demand. There are two types of cheque:

- Open Cheque
- Cross Cheque

Voucher:

Voucher is a kind of document, which as a proof of accuracy Corporate branch of Agrani Bank.

Bank treats it as a journal. The following vouches are used in Agrani Bank-

- Debit voucher: Its color is white.
- Credit Voucher: Its color green.
- Transfer Voucher: This vouchers used to transfer Tk. From one account to another in case of inter banking its color is yellow.
- Debit and credit voucher is used to file or in books.
- Transfer voucher is used in the bank.

Foreign Remittance:

The procedure to transfer money from one country to another country through bank or other government-authorized agencies is called foreign remittance. Agrani Bank Limited, Shawra para Branch, Dhaka provide foreign remittance facility to its customer directly

3.5 Account's Section:

Accounts section is very important section of banking various Sections. All types of banking transaction are recorded here. Banking transition is mainly divided into two types-

- Debit Transaction
- Credit Transaction

Debit transaction: All types of expenditure are recorded in debit transaction through the debit voucher.

Credit transaction: All types of income are recorded in the credit transaction through credit voucher.

Customer Service:

Agrani Bank Limited, Shawra para Branch, Dhaka officers the following customer facilities:

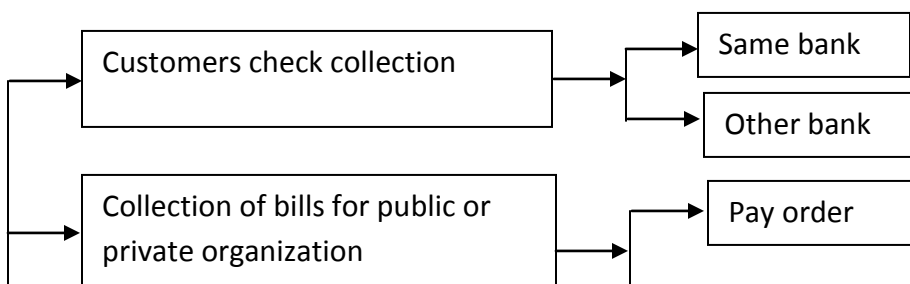


Figure 3-3: Customer service of Agrani bank ltd

Draft (DD):

Is the most widely used instrument of remitting fund. It is an order to pay money drawn by one branch of a bank upon another branch of same bank for a particular amount of money that is payable to the order and demand.

The procedures of remitting money through DD are stated briefly in below-

- At first, the sender of money is advised to fill up a form and deposit the cash. The form is usually called DD application form or credit voucher.
- The sender fills up the voucher appropriately and places it with cash before the officer at cash receipt section.

After receiving the voucher and cash, the officer counts the money and charges a fee. Here it Should be is Tk. 20 for per 20000 and Tk. 1 for every thousand above Tk. 1000. DD Issue up to Tk. 50000without test and when DD amount above Tk. 50000 test must be maintain.

Loan and Advance:

A loan is a kind of advance made with or without security. In the case of a loan the bank makes a lump sum payment to the borrower or credits his deposit account with the money advanced. It is given for a fixed period at an agreed rate of interest. Repayments may be made in instalments or at the expiry of a certain period. The customer has to pay interest on the total amount advanced whether he withdraws the money from his account (credited with the loan) or not. A loan once repaid in full or in part cannot be withdrawn again by the borrower unless the banker sanctions a fresh loan.

Various loan are given in various amount with their respective interest rate. The amount of loan and their interest rate are change over the time. The loan that are are given in Shawra para Branch are given below with their present amount and interest rate:

Staff loan house building:

House building loan are given to the employees of the bank. The amount of loan are differ from staff to staff, officer to officer. These are shown below:

Table 3.3: Staff loan house building

Employee/ Staff	Amount	Rate of Interest
DGM,AGM,SPO	600000	5%
PO,SO	550000	5%
Officer	450000	5%
Officer(cash)	400000	5%
Clerical	350000	5%
Non Clerical	300000	5%

Source: Agrani bank annual report (2015)

Staff loan -Transport:

Transport loan are given to the employee of the Bank.

Table 3.4: Staff loan Transport

Employee	Amount	Rate of interest
Principle Officer	150000	5%
Senior Officer	150000	5%
Officer	150000	5%

Source: Agrani bank annual report (2015)

Staff loan Computer:

Computer loan are given to the employee of the Bank.

Table 3.5: Staff loan computer

Employee	Amount	Rate of interest
Principle Officer	100000	10%
Senior Officer	100000	10%
Officer	100000	10%

Source: Agrani bank annual report (2015)

Staff loan -Sewing Machine:

Loan are given to the employee for buying sewing machine.

Table3.6: Staff loan Sewing machine

Employee	Amount	Rate of interest
Principle Officer	100000	10%
Senior Officer	100000	10%
Officer	100000	10%

Source: Agrani bank Annual report (2015)

Consumer Loan:

Consumer loan are given to the outside person of the bank or who are not the employee of the Bank. Amount vary for according to various reason. The interest rate is 16%

Loan Against FDR:

This are given to the person who have any FDR account in the Bank.

FDR is opened for long time. Its interest rate varies for different periods.

Table 3.7: Loan against FDR

Duration	Interest rate
3 months or more but less than 6 months	9%
6 months or more but less than 1 year	9.5%
1 year or more but less than 2 year	10%

Source: Agrani bank annual report (2015)

Loan aganst FDR are given more than 3% rate of interest than above the interest rate.

Loan Against ABS:

This loan are given to the person who are a account holder of ABS in the bank.

Table 3.8: Loan against ABS

Duration	Interest rate
5 Year	8%
10 Year	9%

Source: Agrani bank annual report (2015)

Loan against ABS are given 3% more than the above rate of interest of deposit.

Furniture Loan:

The amount of loan given for buying furniture is 400000-800000 and the interest rate is 14%.

General house building loan:

General house building loan are given to the person who have an account in the bank or who is a non-employee of the bank. This loan are given in various amount depending on for building office, industry and so on. The rate of interest is 15% here.

Chapter: 4

Analysis of Work

4.1 Scheme Analysis

4.1.1 Current Deposit:

Current deposit is one kind of demand deposit. The table and chart below demonstrate the current deposit scheme 3 years performance of Agrani Bank Limited, Shawra para Branch ,Dhaka . The trend of account number increase year to year but amount of deposit decrease chronologically. Deposit holder can take money any time from current account. From the table we see that 48.81% deposit decrease form year 2014 to year 2015 and deposit decrease by 3.58% from year 2015 to year 2016.

Table 4-1: Trend of Current Deposit number and amount: 2014-2015

Year	Account Number	Increase/ (Decrease) %	Amount	Increase/ (Decrease) %
2014	205		85,00,670	
2015	250	5.22%	43,50,816	(48.81)
2016	270	5.34%	41,94,901	(3.58)

Source: Statement of Affairs, Agrani Bank Limited, Shawra para Branch, Dhaka

4.1.2 Saving Deposit:

The following table and chart provides information about the saving deposit for Agrani Bank Limited, Shawra para Branch, Dhaka from 2014 to 2016. It can be clearly seen from the column chart that saving deposit amount and saving deposit number of the bank increased during 3

years. Account number of saving deposit increase from 1,390 numbers in 2014 to 1,640 numbers in 2015 which is 17.99% increase. After that it increased quite sharply to approximately 28% in 2016.

The saving deposit amounts of the bank climbed rapidly from Tk. 2,90,59,778 in 2011 to Tk. 3,96,72,264 in 2013. The increase rate is 36.52%. After that the deposit amount also increased by 40% in 2016.

Figure 4-1: Growth of Saving Deposit Account Number: 2014-2016

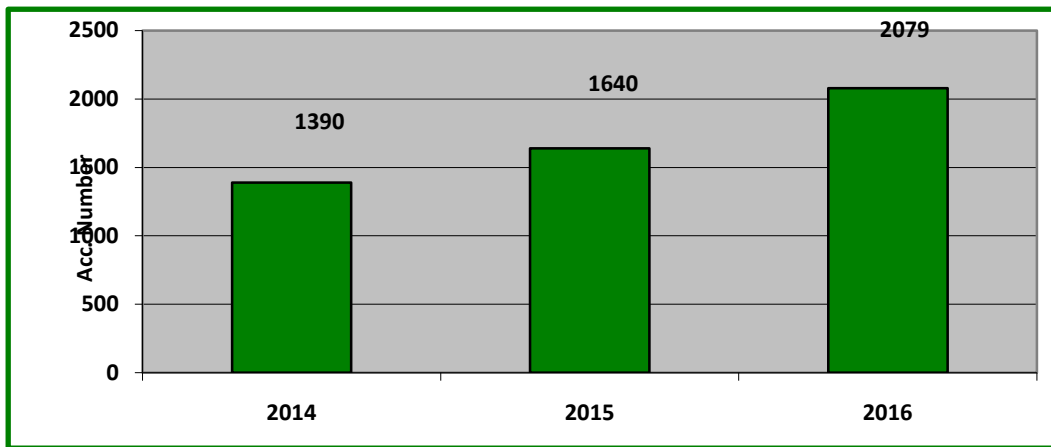
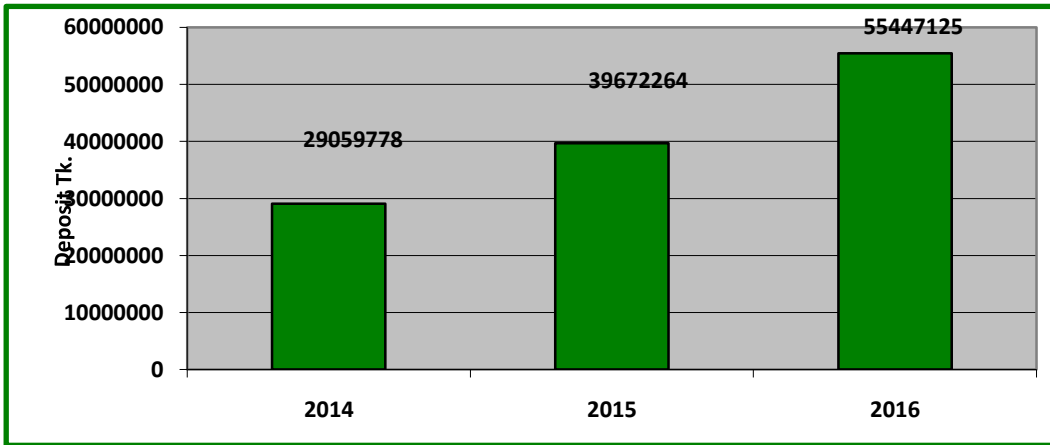


Figure 4-2: Growth of Saving Deposit amount: 2014-2016



4.1.3 Fixed Deposit:

Fixed Deposit of the Branch is large amount of total deposit. The number of fixed deposit increased chronologically in 3 years. The fixed deposit amounts of the bank decreased from Tk. 7,98,42,245 in 2012 to Tk. 7,50,44,087 in 2013. The decrease rate is 6%. After that the deposit amount increase to Tk. 9,81,03,113 in 2016 and increase rate is about 31%. From this table it can be arise a question, why account number increase from 2014 to 2016 but deposit amount decrease in that time? In 2015, two large amount deposit holder withdrawn their money

because their account maturity period has been expired and 6 deposit holders open a new account which amount is small.

Table 4-2: Trend of Fixed Deposit number and amount: 2014-2016

Year	Account Number	Increase/ (Decrease) %	Amount	Increase/ (Decrease) %
2014	30		7,98,42,245	
2015	34	13.33	7,50,44,087	(6)
2016	37	8.82	9,81,03,113	30.72

Source: Statement of Affairs, Agrani Bank , Shawra para Branch, Dhaka

4.1.4 Short Term Deposit:

In the year 2012 there was 15 accounts in the Branch which was Tk. 7,23,37,215 and it was satisfactory amount for the Branch. But in 2013 the account number was decrease by 4 numbers. Although the A/C number was decrease but the amount was higher than previous year. The causes of increasing deposit amount there was opened 2 large amount of account. After that some account was expired the maturity data which was small deposit amount. Again in 2016 the account number & the amount of deposit both are increased than the year 2014. The rate of increasing deposit amount was about 5.5 %.

Figure 4-3: Growth of Short Term Deposit Account Number: 2014-2016

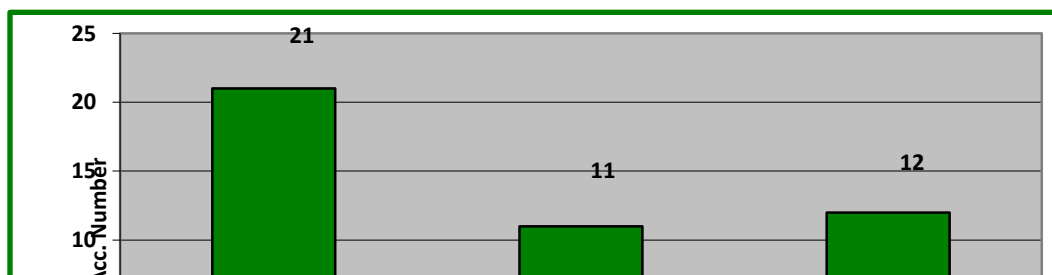
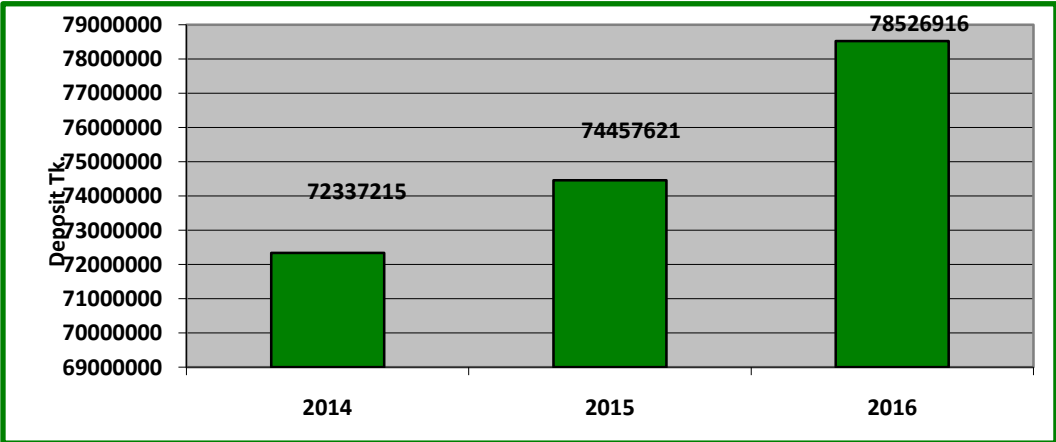


Figure 4-4: Growth of Short Term Deposit amount: 2014-2016



4.2 Measuring Clients Perception:

My collected data were about client perception on general banking activities of Agrani Bank Limited, Shawra para Branch. There are different types of account holder like current account, saving account and other scheme holder. My question was about over all general banking not individual schemes. On the basis of this questionnaire this part was prepared by me. Below discuss every client feedback of questionnaire.

Q-1: Do you think that the accuracy of banking records has positive effect on customer satisfaction?

Maximum people are satisfied with the accuracy of banking records in Agrani Bank Limited. Here, 8 people among 50 think that the accuracy of banking records has negative effect.

Table 4-3: Banking records has positive effect

	Sample Number	Sample percentage (%)
Yes	42	84%
No	8	16%
	50	100%

Q-2: Do the competitive interest rate meets customer satisfaction?

Most of the people from the drawn sample response positively about this question like 37 people answer is 'yes' which is 74% and 13 person answer is 'no' which is 26%. Although number of negative response is few but they have strong argument for their answer.

Table 4-4: Client's perception towards interest rate

	Sample Number	Sample percentage (%)
Yes	32	64%
No	18	36%
	50	100%

Q-3: Credit system of ABL is easier than other competitive bank?

From the table below we can see that 15 people among 50 said that the credit system of ABL is easier than other competitive bank.

Table 4-5: Customer perception towards credit system.

	Sample Number	Sample percentage (%)
Yes	15	30%
No	35	70%
	50	100%

Q-4 Do you think that the bank has adequate liquidity?

Now a day's banker provides more preference on liquidity. They try to avoid liquidity crisis. In this table I've found that 100 percent people response that the bank has no liquidity problem.

Table 4-6: Adequacy of liquidity

	Sample Number	Sample percentage (%)
Yes	43	86%
No	7	14%
	50	100%

Q-5: Does the bank take more time to process remittance?

Regarding this question the bank get favorable position because some of the people reflect that bank takes more time to process remittance. Only 26% of total sample i.e. 13 people reply 'yes' and they think that the bank consumes more time to process remittance. Actually bank does not take more time to process remittance like DD, Pay order and TT except MT. MT take more time for unavailability of online banking service in Agrani Bank Limited, Shawra para Branch.

Table 4-7: Take time to process remittance

	Sample Number	Sample percentage (%)
Yes	13	26%

No	37	74%
	50	100%

Q-6 Does bank takes more time to encash cheque and deposit slip?

. From the beginning of 2016, bank started using computer. But yet the bank can't provide better computerized services for lack of computers and operators. Such as, cashier who receives and pay cash haven't any computer. But senior cash officer have a computer. For withdrawing money, cheque bearer must go to senior cash officer. he/she check the validity of the cheque after approval he sent it to cashier for payment. For depositing money, client has to submit money and deposit slip to the cashier. He sends cash and deposit slip to the senior cash officer for computer entry. It is a lengthy process than other private bank. Only two persons handle the cash counter. From the study I've found majority of respondent said the bank take more time to provide this type service. Only 5 people which are 10% of total respondent respond that bank doesn't take more time.

Table 4-8: Delay service in cash section

	Sample Number	Sample percentage (%)
--	---------------	-----------------------

Yes	45	90%
No	5	10%
	50	100%

Q-7: Is the interest rate on various deposit schemes suitable for you?

The interest rate of different deposit scheme is found suitable to 19 people that mean 38% and not suitable to 31people that mean 62%. Here, rate of 'yes' is less than the rate of 'no'. Because respondent perceive private commercial bank better, who have higher interest rate on deposit schemes.

Table 4-9: Suitable deposit interest rate

	Sample Number	Sample percentage (%)
Yes	19	38%
No	31	62%

	50	100%
--	----	------

Q-8: Does the bank need to open its own ATM Booth More in Dhaka city?

From the table we see that most of the people want Agrani Bank Limited to establish its own ATM Booth More in Dhaka city. in our country, is not familiar to every person.. Majority person want to take ATM Booth service More because it is easy to take money from any place where it's situated without going to bank.

Table 4-10: Own ATM Booth required

	Sample Number	Sample percentage (%)
Yes	41	82%
No	9	18%
	50	100%

Q-9: Does the bank offer competitive service charges?

From the table we can observe that 43 people think that Agrani Bank Limited has competitive service charge. Service charge of Agrani Bank Limited is lower than other bank. At present banks are facing fierce competition. To stay in the market banks follow different type of strategy, low price strategy is one of them. Agrani Bank Limited is a nationalized commercial bank. So its service charge is lower than other private commercial banks. Only 7 or 14% people reflect that Agrani Bank Limited does not offer competitive service charge.

Table 4-11: Offer competitive service charges

	Sample Number	Sample percentage (%)
Yes	43	86%
No	7	14%
	50	100%

Q-10: Do you prefer online banking in the branch?

There are a many branches of Agrani Bank Limited. So it has a great advantage for Agrani Bank Limited to open online banking service in all branches. Now a day other banks not only offer online service but also offer mobile baking. But there is a lack of skilled employee and who are unfamiliar with modern technology. Agrani Bank Shawra para Branch, Dhaka didn't launch

online banking. The branch has very few computers. Most of the employees can't operate computer and they have no specialist in the branch. From the table we can see that 100% respondent want to take online service form this branch.

Table 4-12: Prefer online banking in the branch

	Sample Number	Sample percentage (%)
Yes	40	80%
No	10	20%
	50	100%

Q-11: Is interior decoration of this branch well-decorated?

Agrani Bank Limited, Shawra para Branch is well-decorated. From the table below we can understand about client perception of the branch. The table demonstrates that 88% respondent reply that interior decoration of Shawra para branch is attractive temperature in.. Agrani Bank Limited, Shawra para Branch have , Air Condition and even the lighting facilities of this branch is also adequate.

Table 4-13: Branch is well-decorated

	Sample Number	Sample percentage (%)
Yes	44	88%
No	06	12%

	50	100%
--	----	------

Q-12: Do you think that the overall service of the bank well?

The overall banking service can't be easy to measure in a short time although clients share their opinion about this question. In the table we can see that the number of 19 respondents which is 38% of total replied 'yes' i.e. they are satisfied over the bank regarding the overall service and the remaining people replied 'no'.

Table 4-14: Overall service of the bank is well

	Sample Number	Sample percentage (%)
Yes	19	38%
No	31	62%
	50	100%

Q-13: The employees of Agrani Bank Limited always keen to help customers.

In that point of employees of Agrani Bank Limited always keen to help customers, 42% customers are strongly satisfied, 20% Satisfied, 10% neutral, 22% dissatisfied and 6% customers are strongly dissatisfied.

Table 4-15: Customers satisfaction towards ABL employees.

SL	Parameters	No. of respondents	Percentage
1	Strongly Satisfied	21	42
2	Satisfied	10	20
3	Neutral	5	10
4	Dissatisfied	11	22
5	Strongly Dissatisfied	3	6

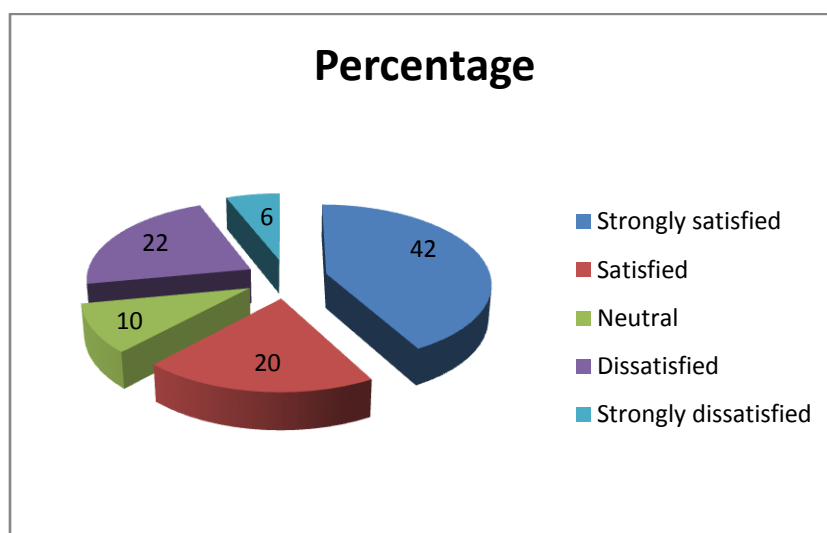


Figure 4-5: Customers satisfaction towards ABL employees.

Q-14: The employee’s behavior is professional standard.

In that point of employee’s behavior is professional standard, 40% customers are strongly satisfied, 22% Satisfied, 10% neutral, 20% dissatisfied and 8% customers are strongly dissatisfied.

Table 4-16: Percentage of customer satisfaction towards employee’s behavior

SL	Parameters	No. of respondents	Percentage
1	Strongly Satisfied	20	40
2	Satisfied	11	22
3	Neutral	5	10
4	Dissatisfied	10	20
5	Strongly Dissatisfied	4	8

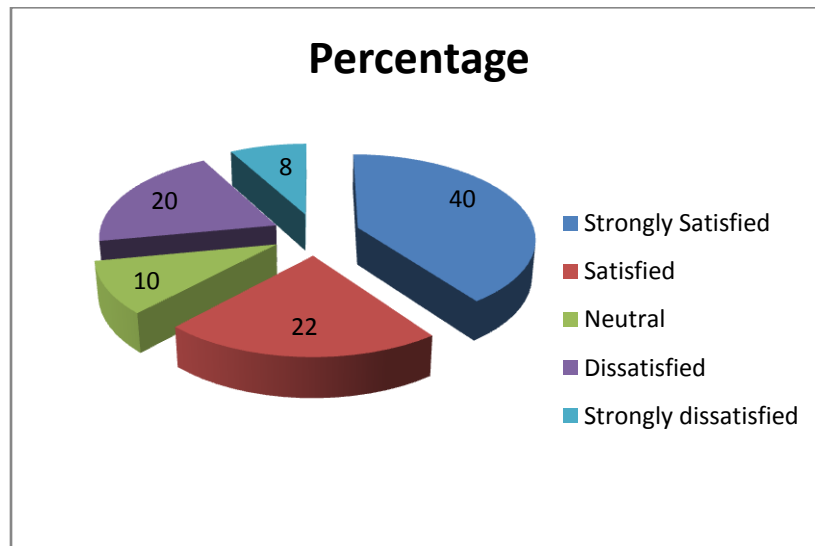


Figure 4-6: Percentage of customer satisfaction towards employee’s behavior

Q-15: Feel safe in loan transaction with Agrani bank limited.

In that point of Feel safe in loan transaction with Agrani bank limited, 50% customers are strongly satisfied, 30% Satisfied, 8% neutral, 8% dissatisfied and 4% customers are strongly dissatisfied.

Table 4-17: Customer image towards loan transaction

SL	Parameters	No. of respondents	Percentage
1	Strongly Satisfied	25	50
2	Satisfied	15	30
3	Neutral	4	8
4	Dissatisfied	4	8
5	Strongly Dissatisfied	2	4

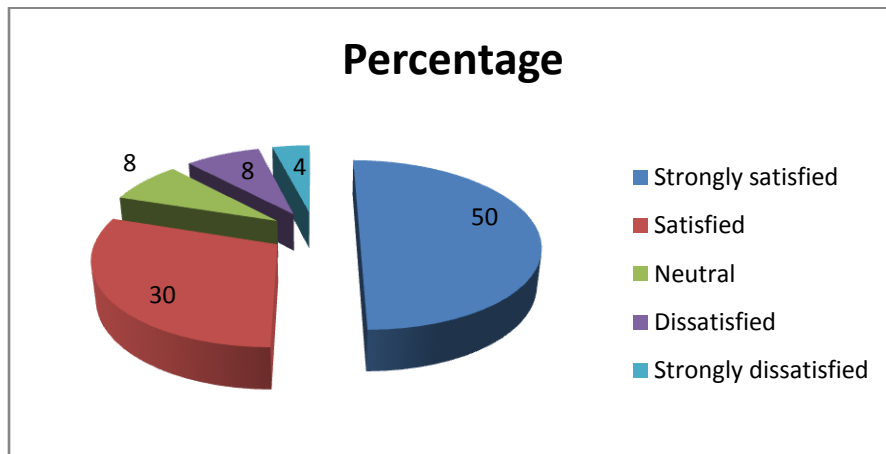


Figure 4-7: Customer image towards loan transaction

Q-16: The amount that is required to open an account is satisfactory.

In that point of amount that is required to open an account is satisfactory, 20% customers are strongly satisfied, 40% Satisfied, 24% neutral, 8% dissatisfied and 8% customers are strongly dissatisfied.

Table 4-18: Customer image towards opening an account.

SL	Parameters	No. of respondents	Percentage
----	------------	--------------------	------------

1	Strongly Satisfied	10	20
2	Satisfied	20	40
3	Neutral	12	24
4	Dissatisfied	4	8
5	Strongly Dissatisfied	4	8

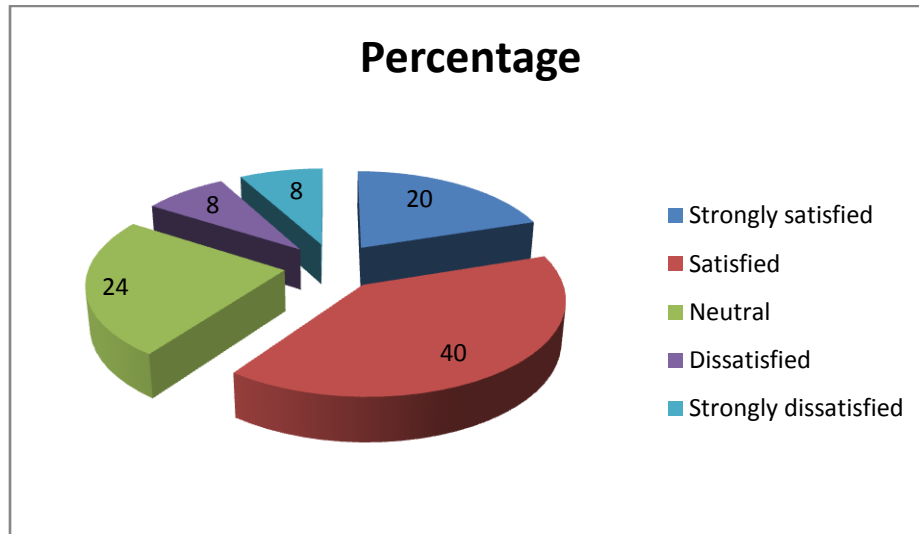


Figure 4-8: Customer image towards opening an account

Q-17: The saving scheme of Agrani bank limited is reliable.

In that point of saving scheme of Agrani bank limited is reliable, 14% customers are strongly satisfied, 44% Satisfied, 30% neutral, 10% dissatisfied and 2% customers are strongly dissatisfied.

Table 4-19: Customer image towards saving scheme.

SL	Parameters	No. of respondents	Percentage
1	Strongly Satisfied	7	14
2	Satisfied	22	44
3	Neutral	15	30
4	Dissatisfied	5	10
5	Strongly Dissatisfied	1	2

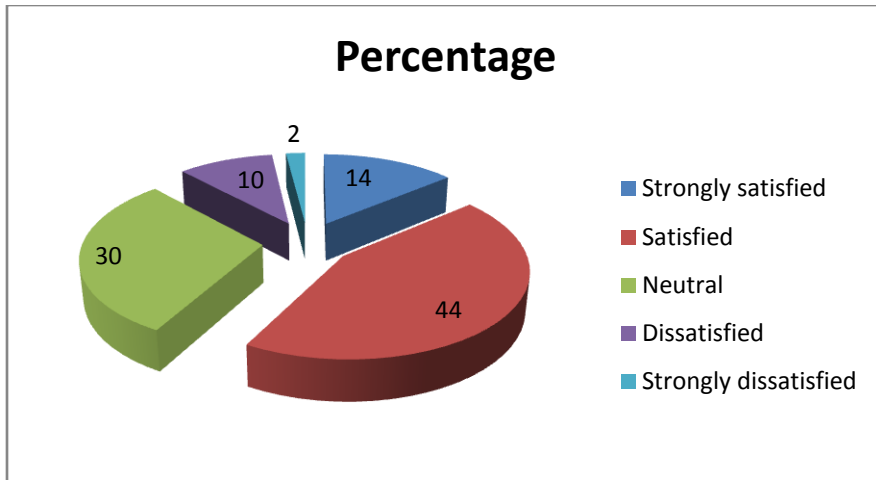


Figure 4-9: Customer image towards saving scheme

Chapter: Five

Concluding Remarks

5.1 Findings

On the basis of my analysis and observation on general banking of Agrani Bank Limited, Shawra para Branch, Dhaka, I tried to develop the following findings:

- The branch collects maximum deposit by Saving Deposit, Fixed Deposit, and Short Term Deposit which is more than ninety percent of total deposit collection.
- Each year deposits growth indicates better movement of banking activities but some deposit scheme of the branch fell down such as APS. Account number of different types of deposit scheme isn't satisfactory because it is very poor in number.
- Clients feel it cumbersome to open account because of some rule like fill up KYC form and familiar account holder signature.
- Most of the clients of the Branch reply satisfactory comment on different types of service available in the branch like account opening time, adequacy of liquidity, remittance processing, low service charge. Clients were found dissatisfied for different types of service like account opening rules regulation, lack of employees, interest rate on different deposit scheme, ATM card issue.
- Employees of this branch are friendly and dedicated to customer service. There are only 13 employees to provide the banking service. Some of them are not able to use modern technology and unfamiliar to modern banking service like computerized banking.
- .
- The Branch was depended on paper work but now they are using computers for documentation since January, 2012. Quantity of Computer is insufficient for delivering banking service and there is no specialist to solve computer problem.
- There is a shortage of the computer in general banking division. The entire general banking procedure is not fully computerized and didn't launch Online Banking facilities.

5.2 Recommendations

Recommending is very difficult for me as I have very limited experience and knowledge but with my little knowledge I want to mention the following points for Agrani Bank Limited ,Shawra para Branch,Dhaka.

- Agrani Bank Limited Shawra para Branch, Dhaka should focus on providing qualitative service to increasing the customer.
- The number of office staffs and expert members should increase in the branch to improve banking activities.
- The branch can collect required computer from head office and appoint a specialist for solve the IT problem.
- The branch can increase computer in general banking division to provide quick service.
- The branch should consider the improvement of the office interior and arranged enough lights and other furniture to create a better environment and provide better customer service.

5.3 Conclusion

Bank is a financial intermediary. Banks take deposit at a cost and lend at a higher rate to cover its operational expenses and make some profit. In this process, if loans are stuck-up, the entire process becomes endanger. However, as one of the leading Commercial Bank, Agrani Bank Limited is playing an important role in its area of business in mobilizing financial resources through deposit collection and loan disbursement. It helps creating and maintaining a sound business environment in the economy.

Most of the client feels **secure in transactions with Agrani Bank Limited. So that it is one of the strongest parts for Agrani Bank Limited. But potential clients don't feel it easy to open account** because of some rule like fill up KYC form and familiar account holder signature. Clients of the bank reply satisfactory comment on different types of service available in the branch like account opening time, capability of liquidity, remittance processing, low service charge. Client also reply dissatisfactory comment for different types of service like account opening rules regulation, few service provider, dissatisfactory interest rate on different deposit scheme, ATM care issue. For achieving efficiency and to cope with the digitalization of Agrani Bank Limited, Shawra para Branch should adapt modern technology and incorporate computerization more to their general banking.

References

Agrani Bank Limited, "*Annual Report 2015*", Agrani Bank Limited, Dhaka, Bangladesh, Pp 12-20

Agrani Bank Limited (2014, 2015, 2016), "*Statement of affairs*", Agrani Bank Limited, Shawra para Branch, Dhaka, Pp 5-34.

Agrani Bank Limited, Available from "<http://www.Agrani bank-bd.com>"

(Accessed 28/07/2015), Pp 3-10

Khan, Dr. A.R., (2011), "*BANK MANAGEMENT A Fund Emphasis*", 3rd edition, Decent Book,

Pp 24-46.

Appendix

Questionnaire to identify Clients Perception on “General Banking activities: A study on Agrani Bank Bangladesh Limited, Shawra para Branch”.

Respondent's Name:

Account No:

Account Type:

Occupation:

Q-1: Do you think that the accuracy of banking records has positive effect on customer satisfaction?

- Yes
- No

Q-2: Do the competitive interest rate meets customer satisfaction?

- Yes
- No
-

Q-3: Credit system of ABL is easier than other competitive bank?

- Yes
- No

Q-4: Do you think that the bank has adequate liquidity?

- Yes
- No

Q-5: Does the bank take more time to process remittance?

- Yes
- No

Q-6: Does bank take more time to encash cheque and deposit slip?

- Yes

- No

Q-7: Is the interest rate on various deposit schemes suitable for you?

- Yes
- No

Q-8: Does the bank need to open its own ATM Booth more in Dhaka city?

- Yes
- No

Q-9: Does the bank offer competitive service charges?

- Yes
- No

Q-10: Do you prefer online banking in the branch?

- Yes
- No

Q-11: Is interior decoration of this branch well-decorated?

- Yes
- No

Q-12: Do you think that the overall service of the bank well?

- Yes
- No

Q-13: The employees of Agrani Bank Limited always keen to help customers.

- Strongly dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Strongly satisfied

Q-14: The employee's behavior is professional standard.

- Strongly dissatisfied
- Dissatisfied

- Neutral
- Satisfied
- Strongly satisfied

Q-15: Feel safe in loan transaction with Agrani bank limited.

- Strongly dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Strongly satisfied

Q-16: The amount that is required to open an account is satisfactory.

- Strongly dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Strongly satisfied

Q-17: The saving scheme of Agrani bank limited is reliable.

- Strongly dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Strongly satisfied

Thank You for Your Co-Operation