

Banking Operations & Management
Of
THE CITY BANK LIMITED





United International University
QUEST FOR EXCELLENCE

Report on
"Banking Operations & Management"

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Date of Submission

26th April, 2019

Letter of Transmittal

26th April, 2019

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Dear Sir,

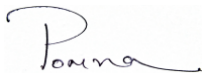
It is an honor and great pleasure for me to present my project report on “Banking Operations & Management”. This report was assigned to me for the incomplete fulfillment of the requirement of Accounting & Information System (AIS), Under BBA program of United International University.

This Internship report is practical learning based report that I have experienced during my 3 months of Internship at The City Bank Limited. I have applied my educational skills both in this report and in The City Bank Limited what I have learnt during my BBA program and finally, provided few recommendations to improve its few problems what I have seen during the internship.

I sincerely hope that it would be able to satisfy your expectations. I respect your collaboration and I think you will call upon me with any queries cause by this report.

Thanking you and looking forward to receive your gracious approval of my submission.

Yours Obediently,



.....

Sadia Sultana Porna

114 151 040

BBA in AIS

Acknowledgement

I'm very grateful to my lord Allah that I could finally finished all my Bachelor of Business related Courses and get the opportunity to work in a reputed bank in Bangladesh named "The City Bank Limited". This internship report is accompanied by a lot of people who helped and guided a lot, and in this part, it is my responsibility to thank all respected person.

The success and final consequence of this report required a lot of guidance and assistance from my supervisor Dr. James Bakul Sarker. I am also thankful to him for his valuable advices and information to complete this report.

I highly thank Mr. Mohammad Mahboob-Ur Rahman, FVP & Branch Manager of B.B. Avenue branch, The City Bank Limited Bangladesh. I am extremely privileged to have this up and completion of my internship. All that I have done is only due to such supervision and assistance and I would not forget to express gratitude toward him.

Finally, I feel honored to get to meet all the employees who guided, shared and informed me all the necessary information of The City Bank Limited to enrich my report.

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EXECUTIVE SUMMARY

This report is prepared based on the topic "Banking Operations & Management System" of The City Bank Limited. The main reason of preparing this report is to present the banking operations & management system of CBL by which the performance and financial advantage toward the country can be evaluated. This report is the result of a great opportunity to have an in depth knowledge of all banking activities practices by The City Bank Limited. It also helps to acquire perspective of a leading private bank in Bangladesh. In terms of bank, we can easily understand that the financial institution deals with money.

Chapter -1

Introduction

INTRODUCTION

This chapter gives an introduction to this report. A general introductory part of the report is intended to introduce two specific dimensions of the project report: Introduction to the topic in hand and a brief introduction of the organization.

This report will display the operations of banking sector in Bangladesh to sum things up and after that slowly move onto the primary subject of the learning experience of working in The city Bank Ltd; The chances and difficulties of CBL in business activities. The report is made and composed dependent on my experience picked up from filling in as an intern in The City Bank Ltd, Bangladesh.

The City Bank Ltd intends to ensure the trust and confidence of the customers through focused customer orientation, quality of service and state of the art technology, transparency in dealing and adopting the best practices of Corporate Governance, achieving excellence in all the endeavors to create value for all the stakeholders. The significant challenge posed before them is the maintenance of the quality business simultaneously with its information and business consolidation processes. This report is based on the topic, "Banking Operations and Management theory of CBL". Basically, this report is highlighted on overview of CBL, Structure, Analysis, and Present status, Performance of CBL, Deposit Mobilization, Utilization of Fund, Foreign Exchange, Own Experience, Recommendation and Conclusion.

Chapter – 2

Organizational Background and Industry Perspective

ORGANIZATIONAL BACKGROUND AND INDUSTRY PERSPECTIVE

This chapter mainly includes the historical background of CBL and the banking industry scenario in Bangladesh.

The City bank Limited

The City Bank Limited is a privately owned commercial bank in Bangladesh, operating throughout the country. There are only few banks exist in Bangladesh with a centralized infrastructure and CBL is one of them. CBL started its operation in 28th March 1983 by twelve young businessmen who are referred as the founding fathers of this organization. They are remembered with salute by the CBL because of their courage and zeal needed to set up the country's first private commercial bank in 1983. These young twelve businessmen actually have made a history by taking this grant step toward.

From 1983 till 2019, CBL has become a case study in terms of evaluations because of the transformation over time from the traditional institution to the instantly cheered multi-faceted organization with the best practices globally and trying to be at the forefront of technological advantages. The main reason of this great success of this bank is not only because of the bottom-line numbers but also the motto of becoming the most complete bank in the country.



MANAGEMENT COMMITTEE

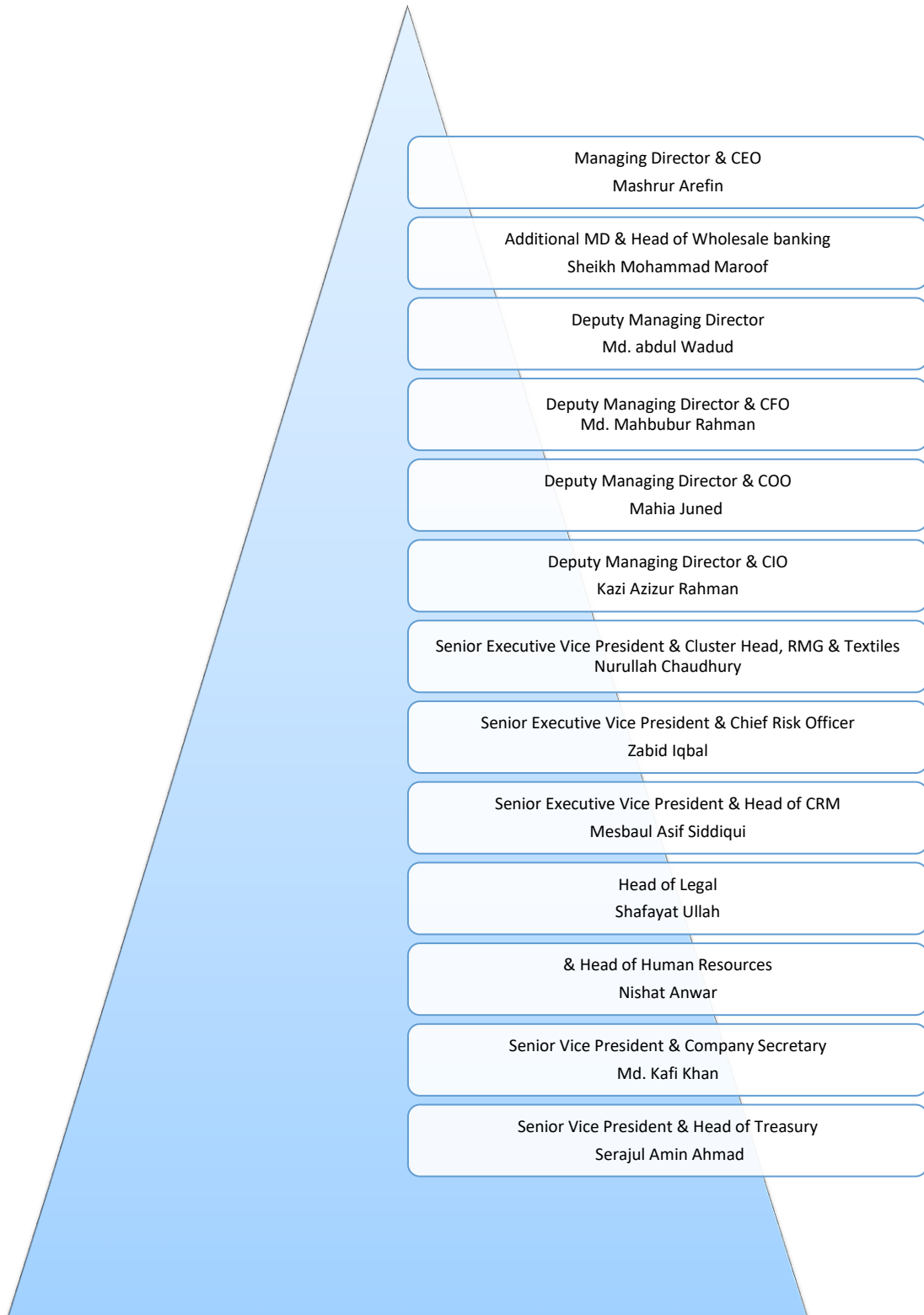


Figure: Management Committee of CBL.

Banking Industry in our country has become successful over the years. We can see several positive changes in this industry in terms of expansion, asset quality, application of international standards, adaption of latest technology, efforts in capacity development, corporate governance, and increased regulatory as well as supervisory system. This industry was not severely affected from the Global Financial Crisis 2007-2008. However, this industry is also facing newer challenges such as financial crimes and competitions. So all banks adopt their own path to address the changing demands as well as to sustain in the long run process.

Bangladesh Bank has also taken many initiatives such as regulatory initiatives and supervisory initiatives to meet up the requirements of compliance and the standards which are accepted internationally. Banking sector in Bangladesh now follows risk management guidelines to meet up all the requirements of compliance especially for the key areas of banking. Using the modern technology has brought remarkable positive changes in terms of efficiency in the supervisory system of Bangladesh Bank. The central bank has made a foundation for modern banking such as system of payment, rules formulation for the delivery of financial services and so on.

Chapter – 3

Objectives of the Study

OBJECTIVES OF THE STUDY

This chapter mainly includes two types of objective of the study- a) Primary Objective; b) Secondary objectives.

Primary Objective:

- ⇒ To accomplish the partial requirement of BBA Program from school of business & economics, United International University. Major in Accounting & Information System (AIS).

Secondary Objective: There are some objectives that are must to submit the report. They are:

- ⇒ To provide an overview of the banking industry of Bangladesh
- ⇒ To analyse and share the banking operations & management system of The City Bank Ltd.
- ⇒ To share the experience the learning outcomes from CBL.
- ⇒ To share some recommendation for the betterment of CBL.

Chapter – 4

Methodology of the study

METHODOLOGY OF THE STUDY

This chapter describes the collection procedure of the data, types of data, sample size, sampling technique or procedure, scope etc. that is explained as below;

Types of data: Here we can work with two kinds of data;

Primary data: When data is collected from the origin that means the soul authority of data. Example-collecting data directly from company authority is primary data.

Secondary data: When data is collected from secondary source, for example if data is collected by one person and used by another person, it is called secondary data.

In this internship report, I am working with both primary data and secondary data.

Data collection Process

Main source of data for my internship report is the data personally collected by me from the City Bank Limited, B.B.Avenue branch where I have worked as an intern for three months period. The other source of data is the annual report of The City Bank Ltd. Beside that I also collected data from the official website of the CBL.

Sample size

For this report, I am working with the operations and management system of the B.B.Avenue branch of The City Bank Ltd where I have worked as an intern for the three months period.

Sampling technique and procedure

For this report I have used many technique and procedure. Here I am discussing how I have done the analysis of data. Firstly, I collected the DEPARTMENTAL CONTROL FUNCTION CHECKLIST (DCFCL) - "DAILY" from my branch of operations where I was posted as an intern from the head office of CBL. Secondly, I choose the data which was relevant to my Internship topic to prepare this internship report. Then, I went to the official website of CBL and again collected some necessary data due to the necessity of the report. And finally, I went to the website of Bangladesh Bank to collect some basic data about the regulatory system of BB.

I have also collected data from the CBL staffs by personally asking them questions. Then I have used my academic knowledge and working experience in CBL to prepare this report according to the standard format provided by my respected supervisor.

Scope of the Study

The scope of the study is to analysis and discuss about the banking operations and management system of The City Bank Ltd. Here I am discussing about the B.B.Avenue branch of CBL where I have worked as an intern for three months period. A deep attempt has been made to cover all the aspect relating to this study. For this purpose, analysis of the banking operations and management system practiced by the branch for the current period is mainly focused. The previous practices from the beginning are also noticed to have an idea about the trends.

Chapter – 5

Analysis & Discussion

ANALYSIS & DISCUSSION

This part mainly includes the overview of my internship topic which is "Banking Operations & Management" of The City Bank Ltd.

Services provided by the CBL are as follows-



Figure: Services Provided by CBL.

❖ Accounts:

CBL provides the benefits of opening different types of accounts according to the needs of the customers such as-

- a. **Current Account:** Current account is generally opened for the business persons. The customer will be eligible to open a current account if-
 - ✓ He or she is at least 18 years old
 - ✓ Nationality should be Bangladeshi

- b. **General Savings Account:** CBL General Savings Account offers convenient features to help manage the finances of the customers. The eligibility is as same as the current account opening.

- c. **Savings Delight Account:** CBL Savings Delight Account helps the customers maximize their savings with attractive interest rate. The eligibility is as same as the current and general savings account opening.

- d. **High Value Savings Account:** CBL offers maximizing the earnings of the customer with their High Value Savings Account. The eligibility is as same as the current and general savings account opening.

- e. **New Born's Savings Accounts:** CBL New Born's Deposit Account is an account offered by the bank for parents who wish to save for their child's future. The eligibility requirements to open a New Born's Savings Account are-
 - Age: From the day of birth till the child turns 6 years old
 - Nationality: Bangladeshi

- f. **Seniors' Savings Account:** CBL brings the Seniors' Savings Account - a deposit account with endless benefits. Any Bangladeshi Citizen aged 50 years or above is eligible to open this account.

- g. **Student Savings Account (School Plan):** This savings account is tailored by CBL specifically for students, below the age of 18, in order to help them develop the habit of saving. Any Bangladeshi Student below 18 years is eligible to open this account.

- h. **Student Savings Accounts (College Plan):** This savings account is designed by CBL especially for students, over the age of 18, to help them finance their expenses. Any Bangladeshi Student 18-24 years old is eligible to open this account.
- i. **Student File:** When any student wants to go abroad for higher studies, he or she needs to submit some documents to confirm his or her admission or offer at foreign educational institution, passport etc to City Bank branches. City Bank keeps all the attested photocopies and opens a City Student file in the name of that particular student. Meeting all the foreign currency requirements related to his or her education & accommodation under that admission, City Bank then remits to the institution, in favor of him or her, the foreign currencies as the file opening bank.
- j. **RMG Workers' Account:** CBL provides a significant opportunity to the Garments Workers of the country in terms of providing a wide range of financial services. For this reason CBL offers a deposit product of savings nature especially for the Garments workers. The main objective of this product is to bring banking service to the hand of the garments workers.
- k. **Basic Savings Account:** CBL offers a Basic Savings Account which is basically a deposit account specially designed for landless/ natural disaster affected farmers and micro traders who might need re-financing facility in future.
- l. **NFCD Accounts:** This is a term deposit account offered by CBL in the form of foreign currency guarantees interest on investment.
- m. **RFCD Account:** CBL offers the Resident Bangladeshi nationals to open a Resident Foreign Currency Deposit account with foreign currency brought in the country at the time of returning from travel.
- n. **FCY Accounts:** Foreign Currency Account is basically a non interest bearing checking account coming up with lucrative advantages to make foreign currency transactions more convenient to the customers.
- o. **City Foreign Exchange:** The CBL Foreign Remittance unit intends to help the growing number of customer needs for the fastest, secured & easiest money transfers to an wide range of destinations.
- p. **Locker Service:** The locker facility of CBL provides the option to its customers for covering their valuables against any unfortunate incident. The advantage of this service is safety and affordable.

❖ Term Deposit Accounts:

CBL offers 5 types of term deposit accounts to the customers and they are as follows-

- a. **General DPS Account:** CBL offers General DPS Account to its customers basically as a great way to secure their financial future.
- b. **Insurance Backed DPS Account:** This is a financial safety offered by CBL to its customers for their future generations backed by complete protection.
- c. **Fixed Deposit Account:** CBL offers to its customers a long-term investment tool in order to earn higher interest on their savings which is known as FD account.
- d. **Monthly Interest Paying Fixed Deposit Account:** This is a great opportunity offered by CBL to the customers for earning against their savings on every month.
- e. **Double Money Fixed Deposit Account:** CBL offers its customers this savings scheme which will double their initial one time deposit in the shortest possible time frame.

❖ Loans:

CBL basically provides its customers four types of loans and they are as follows-

- a. **Auto Loan:** CBL provides its customers auto loan starting from BDT 4 lac to BDT 40 lac and up to 50% financing on reconditioned and new vehicles.
- b. **Personal Loan:** CBL provides its customers personal loan starting from BDT 1 lac to BDT 20 lac on a competitive interest rate.
- c. **Home Loan:** CBL provides its customers home loan starting from BDT 5 lac to BDT 120 lac on a competitive interest rate.
- d. **Secured Facilities:** CBL Secured Loan facility intends to help their customers manage their urgent cash requirement against their security deposit. Mainly three types of secured facilities are provided by CBL and they are-
 - Secured Loan
 - Secured Overdraft
 - Secured Loan Bullet Payment

❖ Cards:

CBL offers its customers twelve types of cards and they are as follows-

- American Express Platinum Credit Card
- American Express Gold Credit Card
- American Express Green Blue Credit Card
- agora American Express Card
- University of Dhaka American Express Credit Card
- The City Maxx American Express Card
- Visa Platinum Card
- Visa Debit Card
- Master Card Platinum International Debit Card
- Master Card Regular BDT Credit Card - Local
- MasterCard Manarah Islamic Debit Card
- American Express B2B Expense

❖ Treasury:

CBL mainly provides five types of treasury facilities to the customers. they are-

- Overnight Deposits
- Term Deposits
- Foreign Exchange
- Local Currency Spot & Forward
- Derivatives

❖ Wholesale Banking:

CBL provides various types of financial services to its customers through this wholesale banking. They are as follows-

- Working Capital Finance
- Trade Finance
- Short or Mid Term Finance
- Project Finance
- Islamic Finance
- Structured Finance
- Cash Management
- Investment Banking
- City Live

❖ SME Banking:

City SME banking is available for micro businesses operating in trading, manufacturing, services, non-farm activity, agriculture and agro-based industries. City SME Small Loan offers the customers flexibility and convenience to help them grow their business. CBL provides its customers unsecured loan from BDT 3 lac to BDT 25 lac and secured loan from BDT 10 lac to BDT 1 crore.

❖ Islamic Banking:

There are several types of Islamic banking services are provided by CBL to its customers. They are as follows-

- Manarah Current Account
- Manarah Savings account
- Manarah Term Deposit
- Manarah Monthly Deposit Scheme
- Manarah Monthly Benefit Scheme
- Manarah Hajj Deposit Scheme
- Manarah Personal Finance
- Manarah Auto Finance
- Manarah Home Finance

❖ Supply Chain Finance:

City Supply Chain Finance is a set of technology-based business and financing processes that link the different parties in a transaction: the buyer, seller and financing institution in order to lower financing cost and to improve business efficiency.

❖ Agent Banking:

The main objective of CBL agent banking is to spread the banking facilities and services to the root level people all over the country. CBL Agent Banking provides-

- Easiest and secured way of transferring money
- Quick remittance pickup
- Paying the utility bills without the long queue

❖ **City touch:**

CBL introduces a digital banking service to the customers which is known as Citytouch. It is very simple to get the banking services through Citytouch because it brings together all the benefits of branch banking to the screen of the smart devices of the customers which can be connected to the internet. CBL says that banking has never been this simple before introducing Citytouch.

❖ **Priority Banking:**

Two types of priority banking services are provided by CBL to its very special customers-

- Citygem
- Sapphire

❖ **American Express:**

CBL offers mainly five American Express Cards of different categories-

- The American Express Platinum Credit Card
- The American Express Gold Credit Card
- University of Dhaka American Express Credit Card
- The Agora American Express Card
- The American Express Credit Card

❖ **City Alo- Women Banking:**

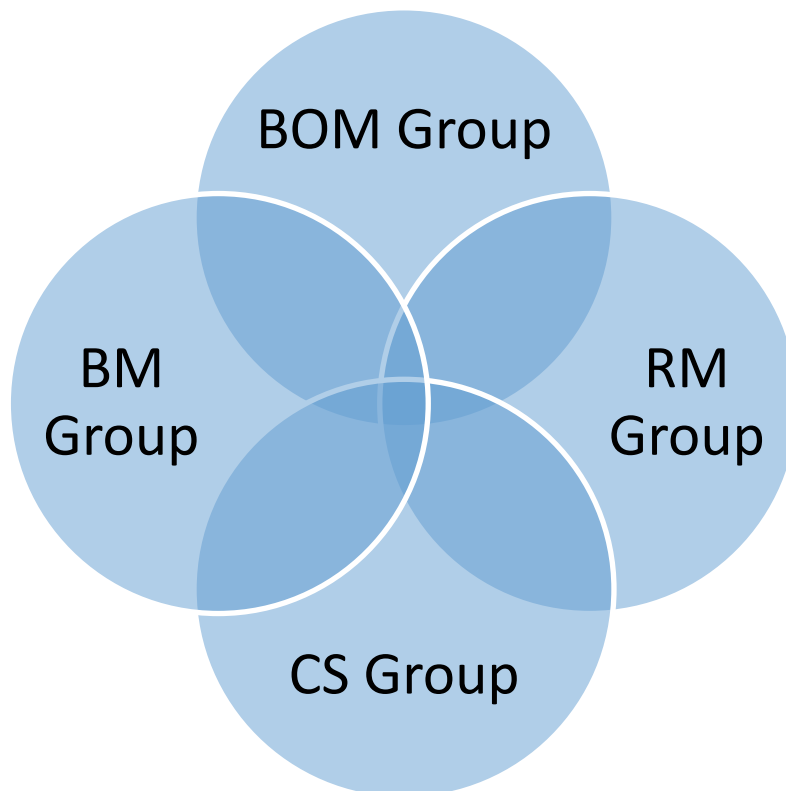
CBL has opened a separate division completely dedicated for the women customers which is known as City Alo. The main objective of City Alo is to provide financial assistance to the women for their business development, personal necessities and overall banking experience.

Chapter – 6

Daily Departmental Control Functions

Daily Departmental Control Functions

The operations in B.B.Avenue branch of CBL are assigned to as per group basis. There are mainly four groups are assigned to all the operational tasks and the groups are as follows:



Here,

- ✓ BOM stands for "Branch Operations Manager"
- ✓ BM stands for "Branch Manager"
- ✓ RM stands for "Relationship Manager"
- ✓ CS stands for "Customer Service"

BOM GROUP

The Branch Operations Manager mainly monitors seven functions of the branch as daily basis and they are as follows:

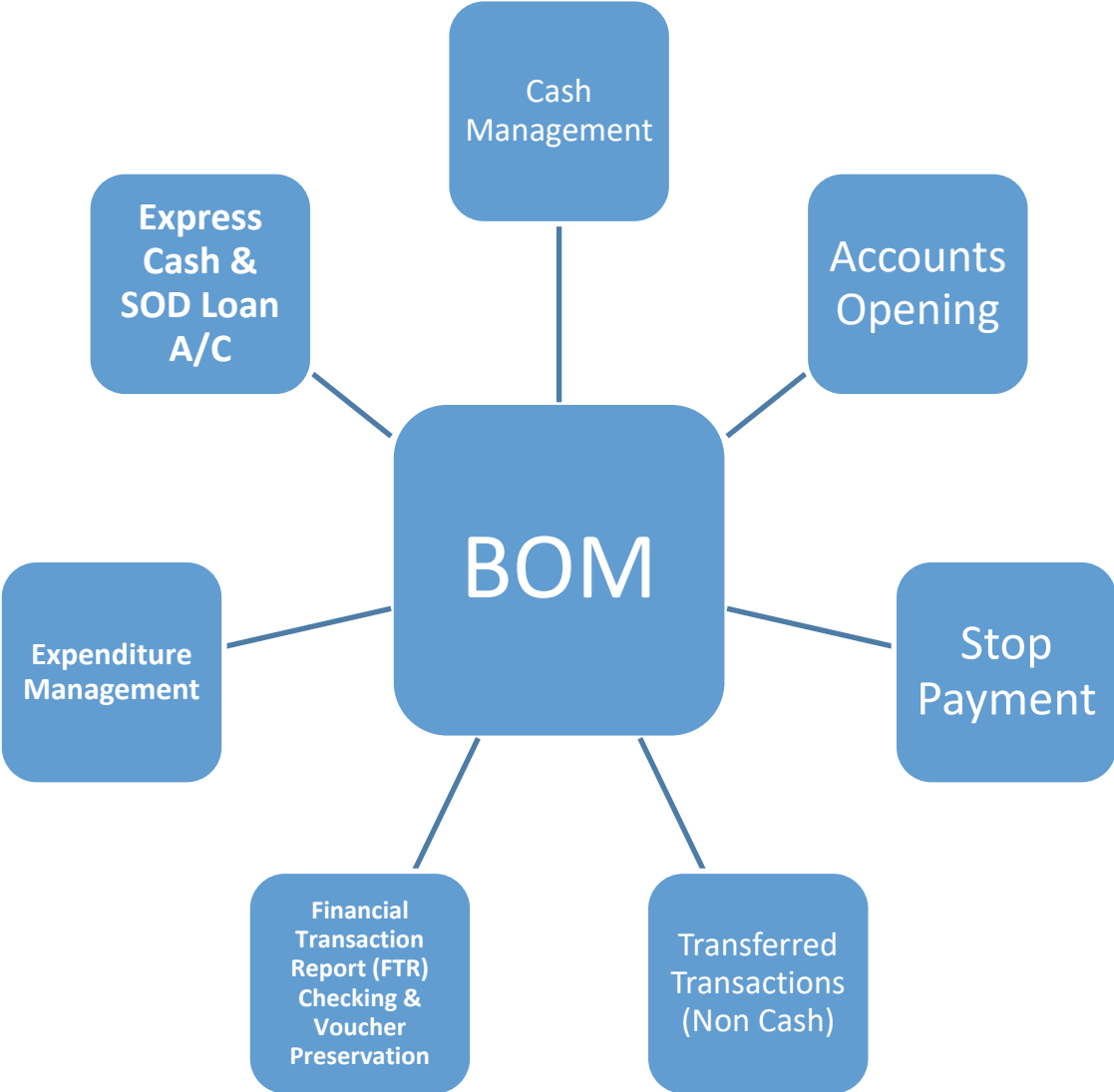


Figure: The responsibilities of branch operations manager.

❖ **Cash Management:**

Among the other important responsibilities, the responsibilities of the Vault Key are very crucial and are maintained by the cash management very strictly.

Vault Key: As joint custodian Vault Key hold and recorded in the key register at the time of leave.

❖ **Accounts Opening:**

There is an account opening procedure which is maintained by all the branches of CBL and monitored by the assigned authority. The procedure is as follows-

- a. **Collection of Necessary Documents:** Photo identification Document (National ID / Passport /Birth Certificate along with Photo ID), Address verification document, Income Source documents, Company's memorandum, resolution, trade certificate (in case of ltd. co. & firms), Transaction Profile (TP) etc. obtain & KYC Profile form properly filled up.
- b. **Photograph:** A/C holder, nominee & legal guardian (in case of Minor A/C) Photo ID & photograph obtained and duly attested.
- c. **Verification:** SDN, MID & EC Copy for NID verification is done to verify the proper identity of the customer. System generated daily account opening & closing registers are generated from the system as well as checked & signed by the BOM.
- d. **Recommendation:** AOF is recommended by the BOM.

❖ **Stop Payment:**

Execution of Stop Payment instruction: Stop Payment instruction is executed as per customer's request & charge duly realized.

❖ **Transferred Transactions (Non Cash):**

- a. **Checking & Authorized:** Checking & Authorized of all kind of transfer transactions is done by BOM.
- b. **Cheque books:** Register entry is checked & Activated in the system by the BOM.

❖ **Financial Transaction Report (FTR) Checking & Voucher**

Preservation:

- a. **User wise Financial Transaction:** Financial transactions are cross checked user wise FTR with physical vouchers or sourced documents enclosed.
- b. **Report (FTR) in Safe Custody:** After checking number of vouchers attached with FTR vouchers preserved under safe custody.

❖ **Expenditure Management:**

The BOM ensures appropriate & actual Expenditure with supporting voucher and is signed by BOM & BM.

❖ **Express Cash & SOD Loan A/C:**

Express Cash Account (for retail) opening from branch (SOD): All Documents are obtained, checked & ensured lien marked in the system as well as hardcopy dispatched to CAD/C&C within stipulated time.

CS GROUP



Figure: The Responsibilities of CS Group.

I. Cash Management:

The follows are applicable only for the AD Branches.

a. Cash in Local Currency and Foreign Currency:

- ⇒ Physical cash balance is to be cross-checked by the customer service manager with Daily Cash Balance book, Vault Register & Statement of Affairs.
- ⇒ The customer service manager confirms and acts upon limit excess. (Counter & Vault)
- ⇒ Authorization of Daily Cash transaction & tally the daily voucher are assigned to the customer service manager

b. Foreign Currency Sell/Purchase:

- ⇒ The customer service group is assigned to check exceptions, such as, rate, amendment, comm. etc.
- ⇒ Source Documents is to be checked by the customer service group with the incurred transactions.

II. Financial Transaction Report (FTR) Checking:

Review teller's financial transaction report: The customer service manager is assigned to Review teller's financial transaction report with supporting documents.

III. FD, FDD & PO:

FDD and Pay Order: Issuance of FD Advice, FDD and Pay Order in order are done by the customer service group or the particular customer service manager who is assigned for these tasks particularly.

IV. ATM Cash Loading:

ATM: The assigned customer service officer or the customer service manager is entitled to ensure that cash was loaded in the ATM in presence of assigned official.

V. Prize Bond & Stamp:

The assigned customer service manager is entitled to ensure that the day end balance confirmed of Prize Bond & Stamp in Hand register with daily Statement of Affairs.

VI. Clear Desk Policy:

The customer service group is responsible to ensure that Clear Desk Policy is maintained meticulously by all.

VII. UV & MICR Checking:

All instruments are checked through UV & MICR reader machine properly by the customer service group or the customer service manager.

VIII. Online Receipts / Payments:

- a. **Online cash receive transaction:** On-line cash deposit through bearer with compliance of latest circular is done by the assigned customer service manager.
- b. **Online cash payment transaction:** On-line cash payment to bearer with compliance of latest circular is done by the assigned customer service manager.

IX. Pay Order / FDD / FDR Advice:

- a. **Pay order:**
 - Pay order issue (Customer/ walk-in customer) as per circular is done by the assigned customer service group.
 - Issuance of Pay order through cash as per policy is done by the assigned customer service group.
- b. **Bulk Stock & working stock of Pay order:** Customer service is responsible for the reconciliation of Pay order performed properly.
- c. **FDD and Pay Order:** The assigned customer service manager checks the balancing of working & bulk stock regularly.

d. FD Advice:

- FD advices issued & delivered properly by the customer service or the customer service manager.
- FD advices are reconciled & checked by the customer service or the customer service manager.

X. NRB Advice

- NRB payment made:** The assigned officer is entitled to make the payment with obtaining proper identification documents.
- Recording properly:** The assigned officer is entitled to make the payment against the NRB which is made properly.

XI. Account Opening:

- Introducer Signature:** Introducer signature is taken in the AOF & rare side of customer's photograph by the customer service group.
- Accounts opened with proper documents & AOF maintenance:**
 - Photo identification Document (National ID / Passport /Birth Certificate along with Photo ID), Address verification document, Income Source documents, Company's memorandum, resolution, trade certificate (in case of co. & firms), Transaction Profile (TP) etc. obtain & KYC Profile form properly filled up.
 - A/c holder, nominee & guardian (if assign) photograph obtained and duly attested.
 - Control over AOF strictly maintained by the custodian.
 - System generated daily account opening & closing registers are generated from the system, checked & signed.
- Anti-Money Laundering related issues:**
 - Obtain, verify and record KYC of new customers.
 - Verification of information of KYC
 - Risk based Classification of accounts.
 - Identification of STR.
- Instant Account Opening Process:** The customer service group Reconciles and verifies the stock of Instant Kits properly.

XII. Cheque Books Received / Delivered Preservation & Reconciliation:

- a. **Cheque Books preservation:** All Cheque books are in under proper custody, properly recoded and reconciled is ensured by the customer service manager.
- b. **Cheque Books Received & Delivery:** Cheque book receive / delivery register is maintained properly by the customer service group. (i.e. receive & delivery date, deliver to whom, signature verification of the customer / bearer are compiled).

XIII. Locker Management:

⇒ Locker Key:

- a. Ensure Locker keys are maintained properly by the customer service group.
- b. Locker operation register & customer's declaration after operation duly maintained by the customer service manager.

XIV. Stop Payment Instruction Execution:

- **Stop Payment & Revoke:** Stop Payment & revoke instruction is executed as per customer's request by the customer service group. Charge duly realized where applicable. Customer's request is properly filed & preserved.

XV. Inward Clearing:

Customer Service group is assigned to Receive Inward RV & HV mail from Central Clearing Department for Positive Pay & ensure for payment.

XVI. Financial Transaction Report (FTR):

User wise Financial Transaction Report (FTR): User wise FTR Checked with source documents & signed jointly by the customer service manager. CSM also ensure each user has written total number of physicals voucher attached with the FTR.

XVII. Debit Card

- a. **Customer's Query:** The Customer service group is assigned in terms of Responding & solving all the queries of customers.
- b. **Debit Card delivered & reconciliation:** The customer service group is responsible to deliver card to the customer after proper verification & end of the day reconciliation as well as dual control maintained.
- c. **Debit Card:** The List of Card which remain undelivered more than one month is sent to Debit Card production team with cell number by the customer service group (Ref:HO/BO/ 2018/ 003 dated 07-06-2018.)

XVIII. Debit Card PIN:

- a. **Customer's Query:** The customer service group is assigned to respond & solve all Customer queries about the pin of the debit card.
- b. **Debit Card PIN delivered & reconciliation:** The card PIN is delivered to the customer after proper verification & end of the day reconciliation as well as dual control is maintained by the customer service group.
- c. **Debit Card PIN:** The list of Card PIN remaining undelivered for more than one month is sent to Debit Card PIN production team with cell number by the customer service group.(Ref:HO/BO/2018/003 dated 07-06-2018.)

XIX. Capture Card:

- **Capture Card preservation & delivered:** Capture card is handled and is maintained as per Amendment policy dated 20.03.2016 by the customer service group.

XX. Cash Deposit Machine (CDM):

- **CDM Process Guidelines:** CDM related activities have been performed by the customer service group as per approved CDM Process Guidelines.

XXI. Branch Administration:

- a. **UPS:** All computers are given power back up by UPS. The customer service group is responsible to maintain.
- b. **Reporting to HO & BB:** All report send to Head Office by the customer service group as instructed on Circular No: HO/OSD /2008/ 052 Date: October 8, 2008 and these are well complied.

XXII. F. EX. Related Reporting to HO / BB:

- **F. EX related Statements:** All reports (like Foreign TT, Remittance outward/inward retention quota) are sent to HO & BB by the customer service group.

RM GROUP



Figure: The responsibility of Relationship Manager.

Retail Loan: The relationship managers are assigned to meet up all the requirements of the customers related to retail loan such as:

- Responding & solving Customer query.
- Informing to the customer after loan disbursement.
- Sending all documents to head office accordingly.

TELLER GROUP

The teller group is responsible to perform several very crucial task related to the security items of bank such as cash.



Figure: Responsibilities performed by the teller group.

I. Cash Management:

- a. **Cash in Local Currency and Foreign Currency:** The Chief Teller is assigned and is responsible to perform several responsibilities such as-
 - Cross checking the teller's financial transaction report with supporting documents.
 - Cross-checking the physical cash balance with Daily Cash Balance book, Vault Register & Statement of Affairs.
 - Confirming and acting limit excess. (Counter & Vault).
 - Preparing cash balance book & Vault register & signing accordingly.
 - Taking teller proof sheet from system & signed by respective teller & Chief Teller.

- b. **Utility Bill:** Instant entry done in the prescribe form & signed by the respective teller.

- c. **Foreign Currency Sell/Purchase:** When the foreign currency is sold or purchased, entry is given in the System by the chief teller according to the source documents.
This task is applicable only for the AD branches.

II. ATM Feeding:

ATM: The chief teller is entitled to ensure that cash is counted when the cash is loaded in the ATM.

This task is assigned to the chief teller only with the ATM related branches.

III. Cash Deposit Machine (CDM):

CDM Process Guidelines: CDM related activities have been performed by the assigned teller group as per approved CDM Process Guidelines.

The above issue is applicable for only the branches where CDM are attached.

IV. Prize Bond & Stamp:

Record maintenance for Prize Bond & Stamp: The chief teller confirms the Day end balance of Prize Bond & Stamp in Hand register with the statement of Affairs.

V. Pay Order Bulk Stock:

The Pay Order Bulk Stock is kept with just custody & is reconciled accordingly by the chief teller.

VI. Deposit Confirmation Slip:

The chief teller ensures that the deposit Confirmation slip printout is taken, signed and provided to the customer accordingly.

VII. UV & MICR Checking:

All instruments are checked through UV & MICR reader machine properly by the assigned teller and the chief teller.

VIII. Online Receipts / Payments:

- a. **Online cash receive transaction:** The chief teller is assigned for the On-line Cash deposit through bearer with compliance of latest circular.
- b. **Online cash payment transaction:** The chief teller is assigned for the On-line cash payment to bearer with compliance of latest circular.

IX. Outward Clearing:

Received & delivered Outward Clearing Cheques: Assigned official and assigned teller are responsible perform several tasks related to received & delivered outward clearing cheques such as-

- The assigned official confirms customer account title, account number, date & cheque details was mentioned accordingly and signed in the deposit slip at the time of cheque received.
- The assigned official informs the customer accordingly regarding unpaid cheques.
- The assigned teller ensures that the unpaid Instruments are refunded to the concerned client maintaining related formalities.

X. NRB Advice:

Payment made against NRB advice: The chief teller makes the payment against NRB advice with proper identification.

XI. Anti-Money Laundering Issues:

Anti-Money Laundering: The chief teller is responsible to obtain document of source of fund evidence against large cash deposits.

BM GROUP

The branch manager performs several tasks as daily basis and they are as follows:

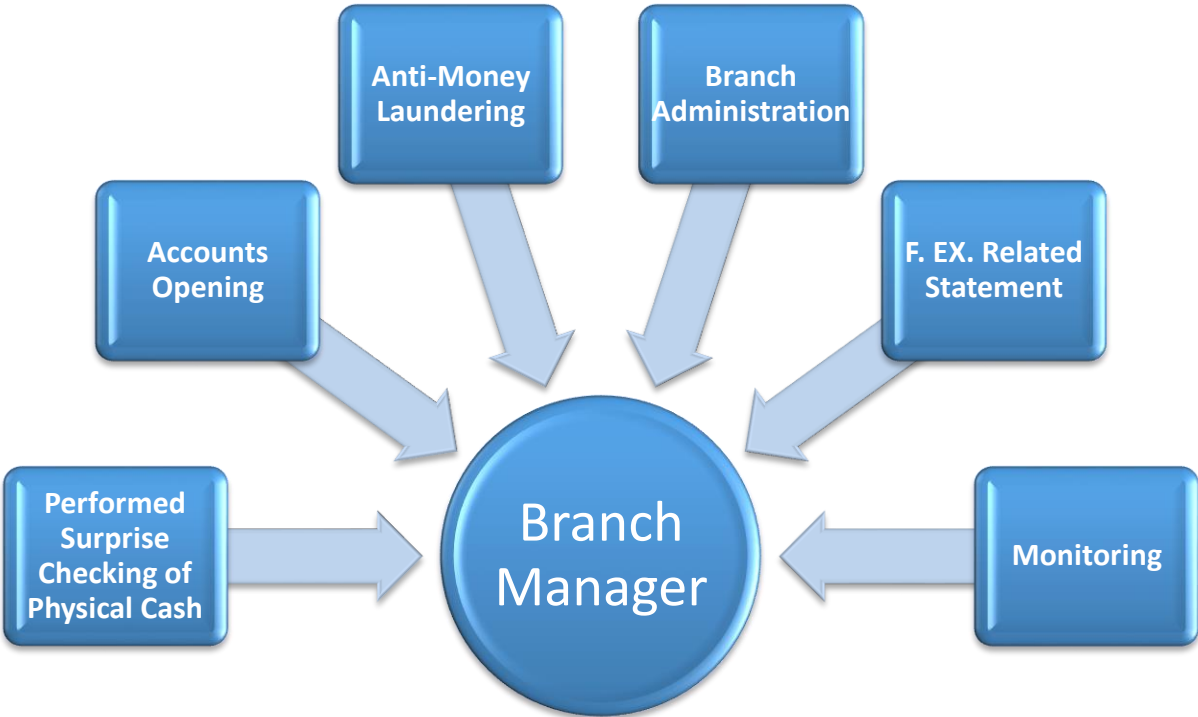


Figure: The responsibilities of Branch Manager.

a. Performed Surprise Checking of Physical Cash:

Cash Remittance: The branch manager is entitled to ensure that the Cash Remittance is following due diligence.

b. Accounts Opening:

- I. **Account Opening:** The account opening form is to be approved by the branch manager.
- II. **Certificates:** Check issued Certificate with source document & register by the branch manager.
- III. **Overall Cleanliness of the branch premises:** The branch manager ensures the proper cleanliness of the branch premises as per the instructions of the head office.

c. Anti-Money Laundering:

The branch manager is entitled to monitor the Overall Anti Money Laundering issues of the branch.

d. Branch Administration:

- I. **CRP:** The branch manager is entitled to ensure the proper CRP Compliance of the Branch.
- II. **CCTV Recording:** The CCTV recording related responsibilities are mainly as follows-
 - To check that CCTV covers the key point areas and recording system is working properly.
 - To ensure that the appropriate action has been taken if any mismatch/problem /issue is identified.
- III. **Reporting to HO & BB:** The branch manager is entitled to send all reports to head office as instructed on Circular No: HO/OSD /2008/ 052 Date: October 8, 2008 and these are well complied.
- IV. **Attendance Device & Register:** The branch manager is entitled to Review that all the officers/staffs are attending in the branch in time regularly.

e. F. EX. Related Statement:

Exchange Position: The branch manager checks exchange position & matches with each corresponding head.

f. Monitoring:

- I. **Monitoring & Reviewing:** All Operation related issues are effectively monitored, & reviewed regularly by the branch manager.
- II. **Expenses voucher approved:** All expenses vouchers are approved by the branch manager jointly with branch operations manager.
- III. **DCFCL:** Overall review of the Departmental Control Function Checklist (DCFCL) is done by the branch manager.

Chapter – 7

Internship Experience

at

The City Bank Ltd.

Internship Experience at The City Bank Ltd.

Position, duties and responsibilities

As an intern of The City Bank Ltd. during my internship, I have taken in a lot of activities. I have worked to in various divisions and took in a considerable measure of things.

Training

From the first day of my joining in CBL, the manager guided me on how to do particular work. He taught to how to deal with the customers and some important things get to done. Actually, this short training was enough for us to perform daily activities. But if we face any problems the respected manager were always there to help. There was also an IT training took place in our branch. One of the IT specialists came from the head office and taught all the staffs about the proper use of IT devices and many more.

Contributions to departmental functions

I have tried my best to help all the staffs of the branch in their particular tasks. I have collected information, calculated sums and shared to them. I helped in making the LC files (Import). I also helped the officers of the branch in general banking activities such as different types of account opening, credit card etc. I also worked in cash division and helped the teller, chief teller and the officers in their activities. I helped the customer service officer maintaining the new cheque books and also destroying the undelivered cheque books within particular time period. Moreover, I helped to write daily expenditure vouchers for the daily and periodical expenses incurring in the branch.

Evaluation

I have contributed all-around of the branch in spite of the fact that I feel that there were more I could have given and learned. The manager monitored time when I entered the workplace and when I exited. He kept notice of my correspondence with different employees in the workplace. He also did evaluations of my different types of technical skills beneficial to my career.

Skills applied

When I started working in CBL, I realized that UIU taught us a lot of important lessons and skills for life that truly helped me in performing daily job. I have used my formal and informal communication skills in various situations.

New skills development

While working in CBL, I have picked up meeting due dates, taking care of customer's answers. The most difficult assignment was guaranteeing quality because we were maintaining a highly restricted timetable. There is no legitimate answer for all circumstances. In various circumstances, I need to utilize my own knowledge and use own arrangements. The vast majority of the occasions I need to give fast and in addition exact choice. This is helping me to build up my diagnostic aptitudes. This helps to bring a feeling of cooperation among the representatives. My involvement in CBL helped me showing and to comprehend proficient traditions and practices.

Chapter – 8

Conclusion

Conclusion

The internship was for me a genuine learning knowledge at The City Bank Limited. It gave me the essence of corporate culture and had set me up for the upcoming proficient life. It had given me the chance of managing genuine circumstance. It has expelled my dubious thoughts and misguided judgments of professional workplace making new vibe inside me which will absolutely assist me with being a future pioneer in the professional workplace. Accordingly, I have turned out to be more expert and sufficiently gifted to adjust myself with this corporate life. The entire report depended on the experience and knowledge that I have accomplished while finishing my internship. In spite of the fact that completing an internship brought about working out of my customary range of familiarity, it appeared to me very fascinating as I got the open door to learn new things. Thus, this internship has added to the improvement of the aptitudes that I should require in venturing the corporate associations which request high feeling of demonstrable skill, duty, and dedication in a fresher. I should state my internship was very pleasant and challenging. My manager and the associates were exceedingly useful and strong which had truly helped me to perform well inside the CBL.

References

This report is made based on my three month experience in The City Bank Ltd. I have used all the information I have personally collected from CBL as well as my knowledge. Apart from these, I have assessed the following websites preparing this report:

- ❖ The following web site was assessed on April 1, 2019: www.thecitybank.com
- ❖ The following web site was assessed on April 1, 2019: www.thefinancialexpress.com.bd
- ❖ The following web site was assessed on April 1, 2019: www.bb.org.bd
- ❖ The following web site was assessed on April 1, 2019:
www.en.wikipedia.org/wiki/The_City_Bank
- ❖ The following web site was assessed on April 1, 2019:
www.citytouch.com.bd:8443/login.html
- ❖ The following web site was assessed on April 1, 2019:
www.bibm.org.bd/single_member.php?bank_id=34