



BANGLADESH DEVELOPMENT BANK LIMITED

Commercial Bank

Internship report on

General Banking of Bangladesh Development Bank Limited

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfilment of Bachelor of Business Administration

Internship report on

The Activities of General Banking

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Subject: Request for the recognition of the internship Report of the activities of SME department of BDBL under Covid-19 circumstances.

Honorable Sir,

Assalamu Alaikum Sir, It is a great pleasure that you have given me an opportunity to decide a topic which I am comfortable to work on and submit to you. I am glad to present my Internship report on SME department activities under Covid-19 of Bangladesh Development Bank Limited. At first I tried to collect all the important data related to the SME department and then tried to finish my work by following your rules and regulations.

I started my internship under Bangladesh Development Bank Ltd from 1st February 2021 and finished on 31st March 2021. As you know that Sir, internship is a significant concern of my BBA completion. For that purpose I have started my internship under BDBL.

I have started working with the motivation that which department will help me more to complete my report and also give me real life working experience. With these motivations finally I selected the SME department (small & medium enterprise) which department connected to giving loan to this kind of sector and in the Covid-19 pandemic Bangladesh Development Bank Ltd did a great job through this department.

Sincerely I am thankful to my Almighty then to my father as they assist me to collect all the data regarding my internship report. I am also grateful that the BDBL working

environment was superlative and demonstrative thus I had not faced any difficulties. I will be thankful if my report can satisfy your satisfaction.

Regards yours,

Lazina Taisher

ID: 111 163 054

Certification of similarity index

Declarations of the student

I, Lazine Taisher would like to apprise you that the report named “General Banking Activities of Bangladesh Development Bank Limited” was made by me as it was a prerequisite concern of my BBA program to present a nonpermanent job report.

Moreover, my supervisors Sir’ MD. Qamruzzaman Associate Professor, School of Business and Economic, United International University’ administered me to dealing with all circumstance.

.....

Lazine Taisher

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Bachelor of Business Administrations

Major in Finance

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Acknowledgment

Foremost, I am conveying cheers to my Almighty for guiding me throughout the training sections.

In addition, I am truly grateful to the entire team of BDBL for giving me the wonderful opportunity to work as an intern in their bank for two months. Throughout the training sections I give my utmost gratitude to work with them along with developing my new skills. I am generally grateful to my respectable instructor MD. Qamruzzaman, Associate Professor, School of Business & Economic, United International University for guided me and providing his full effort to develop the internship in a manner. From the beginning to the end Sir showed his effort and delivered each and every decision with kind- heart, useful oversight, and utmost guidance for conducting the report.

Moreover, I am beholden to the entire team of my internship along with the employee of BDBL for showing much love and affection towards my journey and always ready to solve any issue at any time. Not only this team but also I am truly thankful to my supervisor Ms. Farza Kabir Urmi(Assistant General Manager) for giving her valuable time to gather all the information about the SME department of BDBL and also trained me to write everything in a manner. Furthermore, showing my thankfulness to Mr. Kabir Ahmed for giving me the basic idea about the Bank, Mr. S.M. Sirajul Islam for giving the brilliant lecture on project appraisal, Ms. Shamima Begum, Mr. Akter Hossain, Mr Md. Anisur Rahman for delivering the thoughts about General activities and advance, Mr. S.M Wahiduzzaman for giving the lecture on loan recovery, Monitoring and supervisor sector, Mr. A.B.M Mbbinul Islam, Mr. Mohammad Naazrul Islam, Ms. Nazneen Islam for giving the brilliant lecture on accounts and finance.

The journey as an intern was a remarkable journey in my life along with assembling all the knowledge about general banking.

Abstract/ Executive summary

Implementing a report on an internship basis is a great chance to accomplish theoretical knowledge in practical circumstances. All the financial institutions are playing a major role in the economy in a country, for that their working process is also massive and critical. Every day they are going through pressure to move themselves with the customer's expectations. Typically banks are providing services and 24/7 they are busy with depositor collections to make a right interment for their own bank.

Moreover, commercial banks are the representative of the country. They are known as our service organizations along with commercial banking services depending on their quality of service and good communication. Satisfaction of clients is their original goal.

Bangladesh Development Bank Ltd (BDBL) is a financial institution with the prime concern of development in the country both for local and international purposes. In this report my prime priority is the SME department of BDBL.

For extended the empowerment of domestic investment and rising the demand for employment in this generation the role model of the SME sector is remarkable. This sector has done their job with following up the policy from the central bank and also from the government as well. In the year of 2011 BDBL has arranged numerous training sections to enhance their knowledge about the SME sector. As an intern I try my best to find all the information that is regarding this sector, moreover in the experience part of internship I mentioned the four products of SME along with their working process.

The key aspect of the report is General Banking and the Covid-19 circumstance that affected the banking activities. I have used all the primary and secondary data to accomplish the report. In the first chapter of this report starting with introduction of the banking sector also basic information about BDBL. In the second chapter all the information about BDBL is given in a manner way. Here, the chapter is divided into two

parts, one is the company and the second one is the industry preview. In that chapter of the company, the basic and important information like company profile, vision, mission, SWOT analysis, objectives, significance value, their principal, product mix and more information is explained. In this same way the chapter of company preview is compiled with all the information about banking industry analysis all over the country. Third chapter is about the explanation of my entire working process as an intern and explains their general banking along with the experience of the SME department. In that part I try to explain the department work, their functions and evaluations, skills that I applied and also skills that I developed from the bank in the two month, further giving them some recommendations based on my evaluations and ending the report with conclusions. Also the listed of figure and table is mentioned with their page number.

In the end, I can conclude that BDBL is doing their best to give better service to their customers and also trying to make themselves better day by day.

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List of Abbreviations

UIU	United International University
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BBA	Bachelor of Business Administrations
BDBL	Bangladesh Development Bank
HR	Human Resource
BB	Bangladesh Bank
CB	Central Bank
PO	Pay Order
A/C	Accounts
LC	Letter of Credit
BOD	Board of Director
HO	Head Office
AGM	Assistant General Manager
MD	Managing Director

CHAPTER I: INTRODUCTION

I. INTERODUCTIONS

Banking system idea starts with the motivations of financial activities, where one party receives the money as savings and another party, which is a bank, will invest them in another project to earn revenue and by them they will maximize their wealth. Globally this banking procedure is going on and in Bangladesh it is not different, banking in Bangladesh at this moment with the pressure of Covid-19 they are working very hard to achieve their monthly and yearly goal which is a target given by Bangladesh Bank. Before pandemic banking goals were different, in that time they are more focusable with profit maximization and wealth maximizations, however it is changed in this situations as Bangladesh Bank has changed the policy for pandemic situations. In the rules and regulations they mentioned that banks need to think about current situations and focus on helping the society by giving loans and advances to maintain their current situations.

Moreover Bangladesh Bank is given a circular that interest charge on loan will be postponed and they will give subsidies to all banks for that. Banks at this time might need to be competitive and they need to stand up their own structure in the society among all

the competitors. As a student it is a worthwhile experience to work practically and facing the complications is a big favor.

By this circular banking activities of Bangladesh also increase more and they also come up with the motivations to help others more than earning profit.

In Bangladesh there are different types that provide us different types of services to the customer like Central Bank, Agricultural Bank, Private commercial Bank add to Saving Bank, Foreign Commercial Bank. Generally each and every bank plays their own duty, and in this era Commercial Banks are playing the role of social contributor in our society. Commercial banks are contributing their effort to the economy sector specially, along with its help efficiently through flow of funds in terms of surplus to deficit units and facilitates them by allocating new resources as well as speed up economic growth. However they are also aware about their wealth maximization and profit maximizations.

In this competitive world entire banks are running their banking activities by servicing customer day to day needs and also giving time on new requirements to enhance their wealth competitive to other banks. End of the day they are trying harder to increase their rate of interest so they can attract their customers.

Bangladesh Development Bank Ltd also a state owned commercial bank, and in 2010 merging by two banks Bangladesh Shilpa Bank and Bangladesh Shilpa Rin Sangstha it got the face of Bangladesh Development Bank Ltd. Primarily BDBL focused on the industry side financiering but after getting the name of BDBL their management started working on commercial activities along with Foreign exchange sector. Not only this era they are also giving attention on retail banking, SME sector, import-export sector along with Argo-based sector. For all this magnificent era it is increasing the opportunities to take loans for domestic investment and also raising the demand of employment. Women are getting a chance to take loans from the SME sector to enhance women's empowerment. The SME department also helps the society to solve unemployment and helps to increase economic growth and decrease the difference between inequalities.

I.1 Background of the report:

The background of the report is based on pandemic situations, moreover selecting a department and collecting their all data based on covid-19 highs and lows. By the reference of my father I got a chance to work with Bangladesh Development Bank. Eventually assemble the data from principal branch of BDBL regarding internship report which has been named as “activities of SME department of BDBL under Covid-19 circumstances”

I.2 Objectives of the report:

This report is mainly covered in the specific department of BDBL. Along with the SME department this report will provide the information about BDBL bank overall activities in this pandemic situation.

- To have the knowledge about BDBL precise pictures.
- To work on the process and to know the frequent activities of human resource management.
- To know the general processing of the SME (small medium enterprise) department.
- Get to know about the financial working era and real-life perspective.
- To know the general working activities of BDBL 47 branch.
- Get the chance to allocate the information about in a year's bank financial statement.
- To get a general outlook of bank working activities even in the pandemic circumstance.
- To get an introductory about BDBL pros and cons further that get the solutions of negative effect.
- To get the measure of current positions of BDBL and future positions of BDBL.

- Get a general overview of activities about each administration's activities and get some idea about their future expectations and processing on those activities.

I.3 Motivation of the report:

The main motivation behind this report is working on real life data. As a part of BBA program student we always get the fortune to submit a report, in that case doing a report is minimum but as an internship student for the first time working under a commercial bank and get the full assesse of assembling real life perspective data is a another kind of satisfactions. Through the tough time, with the help of the BDBL manager at the principal branch got the feasibility to gather information and gain knowledge about Bangladesh Development Bank limited.

I.4 Scope and limitations of the Report

At this time of pandemic situations doing all the activities with flexibility was difficult. In every step we need to follow the rules and regulations regarding pandemic and maintaining a distance while working at BDBL, and that was an agonizing experience with my whole team. This report is helping me to give a better understanding about corporate culture. As a part of BDBL, I get the opportunity to work with different departments like SME financing, Loan recovery, monitoring & supervision, Accounts and finance, project appraisal sector. In a short period it was a great experience with all the departments and cooperating with them as well.

Lack of time period: working as an intern at BDBL I got only two month to accomplish the internship report. For the lack of time it was a little bit difficult to understand all the issues regarding the bank and also finding out the banking data, however the manager of the principal branch was amiable to cope up with time and also make it easy for me to do the job at a limited period.

Insufficiency of information resources: In every bank there is a restriction of giving such data which can hamper their bank privacy, it is also the same conditions for BDBL bank that they are also inadequate in giving that access permission. However I need to add that the officers of BDBL try harder to give that information regarding this internship report.

Lack of adequacy: Since being an undergraduate student and get the opportunity to work at a commercial bank like BDBL, while working with the each department along with their financial intuitions, got the inadequacy of understanding their term and conditions somehow that time it was difficult to cope up with them on time.

Confidential of information: Every bank needs to follow the rules and regulations of their own and they need to also follow the rules and regulations of the header bank. In that case BDBL also follows the policy of Bangladesh Bank. For that in some circumstances it is also inefficient to share their valuable documents with us.

1.5 Definition of key term:

In a general bank they always have day to day activities regarding deposit money, collecting daily deposit, moreover in a commercial bank creating bank accounts is a regular mandatory rule, also BDBL is well known for giving loans in every sector for that they need daily basis connections with their branch and principal office.

A/C	Account
ATM	Automated Teller Machine
BDBL	Bangladesh Development Bank
BB	Bangladesh Bank
BWCCI	Bangladesh Women Chamber Of Commerce And Industries
BHWA	Bangladesh Home Work Associations
BIBM	Bangladesh Institute of Bank Management

CD	Current Deposit
Cropo	Corporations
CSR	Corporation Social Responsibility
CSE	Chittagong Stock Exchange
CMSME	Cottage, micro, small, medium enterprise
DD	Demand Draft
DSE	Dhaka Stock Exchange
FDR	Fixed deposit Receipt
FE	Foreign exchange department
GB	General banking department
GM	General Manager
GA	General Advance
IT	International Technology
ICRRS	Internal Credit Risk Rating System
IDCP	Interest During Constructions Period
LC	Letter of Credit
LO	Loan Outstanding
MD	Managing Director
MRA	Microcredit Regulatory Authority
MFI	Microcredit Financial Institution
NASCIB	National Association of Small and Cottage Industries of Bangladesh

PO	Pay order
PCR	Project Completion Report
SD	Saving Deposit
SLR	Statutory Liquidity Ratio
SME	Small, Medium Enterprise
STD	Short Term Deposit
TD	Time Deposit
WE	Woman Enterprise
WEAB	Women Enterprise Association of Bangladesh
ZCS	Zonal Customer Services

CHAPTER II: COMPANY PREVIEW

2.1 Company Analysis

2.1.1 Overview and history:

Introductions

Bangladesh Development Bank Limited (BDBL) is basically a fully state owned Commercial Bank. Before that there were two different banks which were Bangladesh Shilpa Bank and Shilpa Rin Sangstha and both were merged and established as a Bangladesh Development Bank limited and it happened on 16th November 2009. BDBL provides services to customers like financial and technical assistance in all sectors. Bangladesh Development Bank mainly prioritizes giving loans in every sector along with export-import sustainability and joint venture, commercial loan and promoting of small enterprise as well. (Bangladesh Development Bank Ltd)

Establishment of BDBL: (website information)

Bangladesh Development Bank Limited was consolidated under Company ACT 1994, and here already mentioned that on 16 November 2009 BDBL was acquired under Bangladesh Shilpa Bank and Bangladesh Shilpa Rin Sangstha (1972) it was established to provide loans and provide industrial units. By President Authorizations

It was ordered that with all their assets, benefits, rights, powers, authorities and obligations to carry on with the same business. BDBL registration office is located at 8 Rajuk Avenue, Motijheel, and Dhaka 1000. BDBL securities limited fully owned subsidiary company which was consolidated on 23 May, 2011. Their paid capital with joint stock companies is about 100.00 million. And that company is a member of DSE and CES. They got their license for stock broker and stock dealer on 18 January, 2012. ((The Daily Star, 21, May 2021)

CONCISE THE INFORMATION OF BDBL:

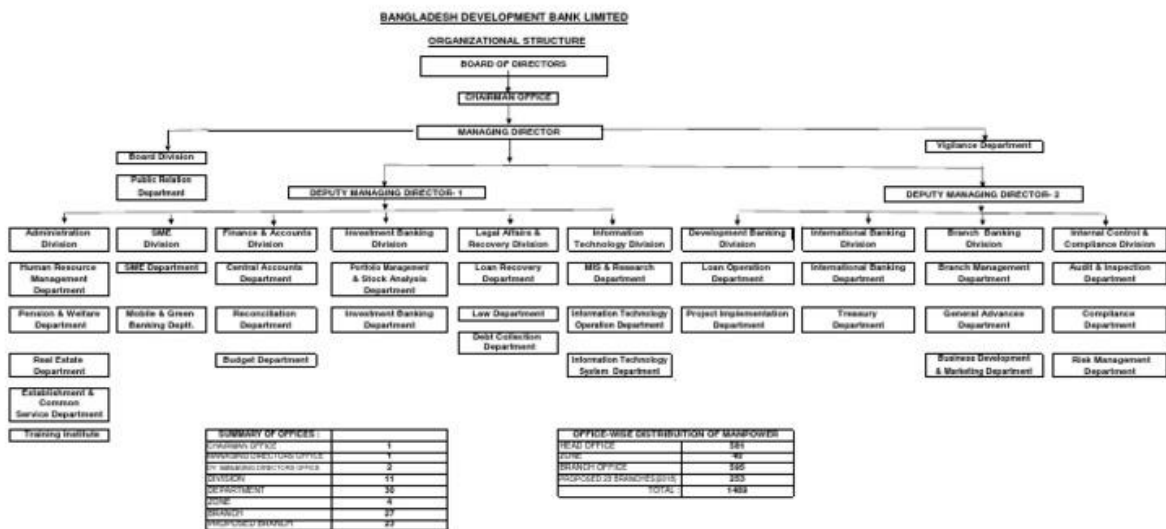
Name	Bangladesh Development Bank a state owned commercial bank (merger of BSS&BRS)
Legal status	Public Limited Company
Date of incorporation	16 November,2009
Banking License Obtained	19 November,2009
Formal Inauguration	03 January, 2010
Registration office	BDBL Bhaban, 8 Rajuk Avenue, Dhaka-1000
Authorized capital	10000 million
Paid up	4000 million

Management and Administration sector of BDBL:

Authorization power of BDBL or manpower mainly depends on the General Director, which is bound by the policy from the Bangladesh Government. The board of director which was appointed by government their building a nine member of group where starting

from Chairman and Managing Director along with non-government shareholder subscribing to the capital of BDBL bank and in time they are elected four Director including in themselves. In the case of conducting banking issues like every bank BDBL is also administered by the Managing Director (MD). BDBL has 47 branches and each branch has a manager to control the overall activities of the bank along with more than a thousand employees. (Bangladesh Development Bank Ltd)

Vision:



To be a part of the country's financial institutions for supporting both private and public sector industry and also project to overcome the barrier of Bangladesh economy that is their main focus. Along with maintaining the fame as a commercial bank of BD they are doing hard work to introduce new product lines and provide magnificent service to the new and regular customers.

MISSION:

In this competitive servicing sector with other banks and the financial sector they are also focusing on to be competitive. Contributing in the economic sector for development in that target of maintaining profitability. To work on assembling deposits for providing more investment. Every year they are working on opening branches in every district of Bangladesh. Till now they have 47 branches. For that, maintaining a good network commercially and geographically is an important factor to BDBL. Giving a high-tech working environment along with home and abroad training facilities is their core purpose. By giving proper accountability to maintaining continuous improvement through the working policy. To focus on profitability accompanying their wealth maximization. Keep the financial position at a mark while focusing on the non-government sector.

VALUES:

Banking values are determined by customer focus, providing smart, cost-effective, transparent and attentive services. However with that they need to carry the social responsibility in addition to practicing corporate social responsibility.

2.1.2 Trend and Growth:

In this pandemic situation all the banks are suffering from the financial crisis. Somehow they are not able to maintain the regular deposit collection on a day to day basis. In the case of BDBL management they are mainly focused on capacity building in a consolidating way. According to their 2019 data they are adopting a new number of administration police to make it more effective and customer oriented. BDBL management is trying to adopt the new method of dealing with COVID-19 wave and work on how to engage on practical tasks along with maintaining the distance. Currently they opened up new branches in the ruler area for expanding the banking activities in the company with new liabilities, marketing and branding. They are more focused on containing Advance Deposit Ratio (ADR) within the desired level.

Overall in our country manufacturing the internal and external fonts all the banks are engaging to increase the economy growth, in our economy facts accompanying the 2018-

2019 database the industry sector contributions are 35.0%, in the agriculture sector 13.6%, and the servicing sector it is 51.4%. And the results of Customer Purchasing Index in the annual basis it was decreasing because of purchasing power of consumer is falling non-food sector than food sector.

On the other side the export earning was increased to 10.5% from 6.4%. But the import sector decreased 1.8% compared to 25.2% in the previous year. In case that import payment is decreased to 19.4% from 21.5%.

BDBL Performance: In terms of previous year BDBL has created a better position in 2019, their growth rate was positive. BDBL has taken this strategy by focusing on quality growth by the following on regularity growth and policy prescriptions in terms of all operations. As their policy the bank is focusing on the key side which is covering capital adequacy, with that maintenance of all required provision, management, well captured earning and well-built liquidity. Therefore their profit stood up 43.51 core in 2019. Their net profit after provision and tax showed at 6.56 core in 2019 add to that their Return on Assets & Return on Equity in 2019 0.11% and 0.34% this one their decrease rate respectively last year it was 1.27% and 3.28%. Accumulated their EPS earning per share stood 1.64 in 2019 but in 2018 it was 18.72. Their deposit in 2019 has shown a lower rate TK. 2764.59 core, in the Loan and advances showed increasing growth rate by 3.50% to 1998.39 core during 2019. Also, their bank non-performing loan has taken a massive stage which it takes as their banking burden, it stands as a barrier and a threat from income generations and it is creating a stumbling block in its profitability. However BDBL also takes initiative to overcome this non-performance loan defective side. In the first step they are working on classified loans and it is doing that so that the non-performing loan can decline to a minimum range.

In 2019 their Capital to Risk Weighted Assets was 22.18% along with their supplement capital to risk weighted assets was 0.26% (BDBL Annual report 2019)

Risk management: BDBL also faces the risk in the financial sector and by the risk management sector they are dealing with that. Basically the bank overlooks different types of risk which are adverse to their impact on the business and also their profitability

sector. Therefore the risk management sector is associated with financial identifications, measurement, valuations, observing, and controlling of various project risks with the target of minimizing the bad impact of adverse risk. The bank management overlooked their risk factor by preparing the monthly financial report to check out the financial health of BDBL in terms of every month. After all, the BDBL high risk management sector processed all this and supervised them by the committee.

Credit ratings: almost all the banks credit creating is holding an important role. Here, in BDBL management also conspicuously focused on deciding and organizing the connections with international trade. The bank established their credit rating on the basis of emerging credit rating along with connection of audit financial statements. The financial statement is associated with their liquidity profile, capital base, well corporate governance, proficient management team, along with efficient fund management capacity and also being able to handle human resource management.

To increase the growth rate of BDBL the bank management is focusing more on IT backbone. Because the IT sector is connected with expanding products and services, banking wide customer services moreover promote financial inclusiveness. Focusing on the global financial system and substantially overlooking the industrial sector. Recently BDBL is working on formulating Green banking policy which is ordered by the Central bank (CB).

2.1.3 Customer Mix:

Bangladesh Development Bank limited established themselves in this time as a commercial bank in Bangladesh. They are running their banking activities throughout Bangladesh along with the help of 47 branches. BDBL has already built up themselves as an unlimited trustworthy, given high quality service for customers. However there are some downsides of BDBL in terms of proper administrations, absence of department, IT operations, and proper distance between the departments of Foreign exchange. Administration can get more flexibility if they have proper arrangement among all the departments. However the real strength of BDBL is having specialized and commercial

operations together regarding development and commercial banks. And also their proficient financial management.

Here, more scarcity of BDBL is they are dealing with the complaints response directly from the Zonal customer services sector therefore they need to deal with 47 branches and their responsibility.

In all this case somehow BDBL takes steps to make their customer responsibility more flexible. And now to monitor the activities of zonal customer services and complaints management desk they arranged individual boards. Further to maintain all the activities via Branch level customer services and complaints management desk. And their responsibility is to maintain corresponding duty for Bangladesh Bank. Through the BLCS and CMD and ZCS and CMC zone they maintain the registrations of complaints which are received from the customer directly.

2.1.4 Product mix:

To provide the best service along with customer desire and demand, it is highly challenging for every bank. Keep all the customer demand Bangladesh Development Bank Ltd also providing their innovative service by focusing on their portfolio?

1. **Development banking:** development of banking is connected through the industrial side.

- Industrial loan sector connected with power & energy, telecommunications, cable, fiber
- Projects that are connected with development transport and communications which refers to road, water, and airways and they are under PPP- public-private-partnership.
- Industrial sector that is associated with IT industry, developing sector they are covering under SME department (small and medium enterprise).
- Industrial raw materials like jute, yarn are handled under Argo-based ventures.
- General banking sector associated with environment & eco-friendly industry moreover renewal energy type as well.
- Housing loan (real estate industry)

➤ Developing sector is also connected to lease financing.

2. **Commercial and Foreign exchange sector:** under this area BDBL dealing with deposit banking and under deposit banking there are more deposit option that is given bellow:

- Current deposit
- Saving deposit
- Fixed deposit
- Short term deposit
- Fixed deposit
- A new sector currently opened name School banking
- Deposit pension scheme
- Under this criteria there are three things that connected to deposit banking:
- BDBL Sanchay Scheme (SS) which has a five (05) year term.
- BDBL Shikkha Sanchay Scheme which has a ten (10) year term.
- Chiksha Sanchay Scheme, which also has a ten (10) year term.
- Marriage Saving Scheme
- Investment Scheme at retirement
- Monthly income Scheme.

I. Sector for short-term loan:

- Cash credit hypothecation
- Secured advances in general way
- Cash credit pledge
- Retail banking

In this loan sections BDBL management precious the whole sector more generally:

- For consumer credit
- For personal loan like trade/foreign trade financing

- In export cash credit
- Packing credit
- Local and foreign documentary bill for purchasing purpose
- For payment against document (PDA)
- For imported sector loan against imported merchandise (LIM)
- The last one Loan against trust receipt(LTR)

ii. **Foreign exchange:**

- L/C for local
- L/C for import
- L/C for export
- Back to Back L/C
- For foreign remittance
- Buy and sale by Foreign exchange

iii. **Additional banking service:**

- For demand draft issue
- Payment order issue
- Prize bond for selling
- Saving certificates for selling

3. **Capital market operations in BDBL:**

- In share/security trading
- For public issue Underwriting factor
- For brokerage house services
- In mutual fund operations
- Moreover Banker's to public issue

4. **Principle activities:**

in this functions of BDBL are connecting with HRMD where they are discussing about leave and **medial sections** which is associated with medical allowance that maybe paying by their job grades or another way that may be prescribed by authority of IT sector by time to time. It is also connected with welfare sections. Moreover they have **Training sections** which are connected through upgrading the professional competence and skills of the bank employee. These training sections are continuously arranged by the management in home and abroad as well.

BDBD management is working professionally and with the help of expertise, they are more focusing on enhancing their involvement in every area and saving money. The management of the bank is also more on comprehending and for casting their customer needs on time. Their whole procedure is done by their controlling authority of BDBL which maintains a hierarchy flow. (Overall looks of BDBL)

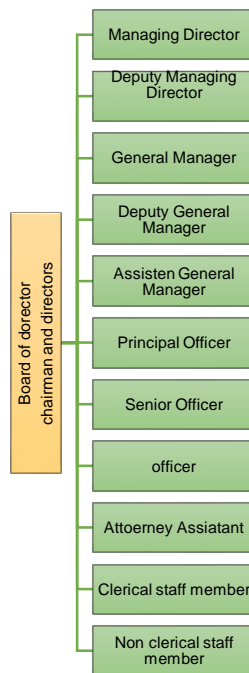


Figure 1: Management Hierarchy of BDBL

2.1.5 OPERATION (Activities of general administration and policy section):

BDBL management is doing well in banking with the help of their 47 branches all over Bangladesh. Each and every branch are controlled by the manager and they create the interactions between the head-office and their particular area office.

Moreover, general administrations have the controlling power. HR administrations has taken the most responsibility. Motivating the existing and new worker, encouraging them further to work in a more productive way and doing all works with innovative idea, leading the respective co-worker and encouraging them to reach the goal. Besides dealing with minor functions there is also a hush of other major function work. Minor issues are regarding the letter issue of different banks, day to day issuing letter of terminations, dismissal of order, some of others also connected with investigations. All these acts are related to passing orders as far as their policy and in terms of BDBL different departments are connected with this policy.

Administrations are more connected with services rules of the bank, providing the bank information on time, making worksheets about assembly, helping the senior executive to deal with budget, make decisions on branch conferences, add to that they are also busy with collecting information about deposits and positions of the bank. Judging the work positions of LAN & WAN moreover they are involved in sending statements about delegations of power in this bank.

2.1.6 SWOT Analysis:



SWOT analysis is the way of knowing about an organization's overview. In details about their exposure and capability in the perspective of strength, weakness and opportunity, threat. By observing the overall area they will understand how to make their existing line more professional to do all types of banking performance, and they can set the future goals in terms of their ability.

By SWOT Analysis a bank not only knows the existing and future performance but also can know the current position depending on that it will suggest the changes and new opportunity about management operations. (SWOT Analysis of BDBL)

Strength:

- Giving the customer best services by **superior quality** that provides them excellent services, it provides customer satisfaction.
- **Forcefulness:** Bangladesh Development Bank established in such a way that their adaptability and forcefulness is dependent on quality that can adopt the world class method of doing work. Here also their good efficiency to deal with good communication with integrated facilities.
- **Efficient management:** by their management they are trying to maintain their culture standard in the term of banking services. High quality management that motivates them to cooperate with all sectors and working on development of banking image through this world with better communications.
 - · Regarding their commercial development the bank's unique nature is specializations and day to day commercial operations.
 - · BDBL's fundamental objective is their newly boosted small and medium scale industry and that makes them unique.
 - · BDBL have more skilled and trained employee to control their financial management and credit and bad debt sector positions
 - · The bank has a veteran management team.
 - · The bank has strong balance sheet access along with access to extensive credit cards.

- They have huge supporting power from the government sector.
- The bank has skilled employees, efficient management along with a development training center.

Weakness:

- Because of the hierarchy structure of the bank the decision making process is lengthy not in every department sometimes it takes time.
 - Lack of competitive banking.
 - Lack of promotional activities that cause the management to take time to deal with new technology.
 - BDBL now has 47 branches but it will be more attractive if they have more branches in Bangladesh.
 - Relatively other bank BDBL employees get less salary for that it's impact on diversified product and services lines.
 - Intern services are not upgrading in BDBL and they are working through mutually.

Opportunity:

- Relating to circumstance there is a huge demand for micro credit along with small medium scale financing.
- Bangladesh economy is now rapidly growing so in that perspective the working level needs to grow-up.
- Evaluating all this there is massive opportunities for innovations in the banking industry
- By the government the bank has been controlling the industrial sector.
- Expansion of banking services into other different sectors by the customer's needs.

Threat:

- In the region of completions all over the banking industry it is so competitive, for that giving the services without default in BASIC banking where the banking loan rate is 37% which is a threat to banking business.
- Because of government institutions, numerous banking decisions are basing on government politics.
- Excessiveness is interrupted by the international institutions like World Bank, IMF, and WTO.
- Always obey of the rules that are provided by Bangladesh Bank.
- Sometimes there is a similar category product that is also offered by other banks.

2.2 Industry Analysis:

2.2.1 Specifications of the industry



Bangladesh is standing up as a standup nation. After independence the banking industry turned into a major helping sector for our nations. The banking well doing management system is presenting the economy growth. A country's banking system can present the country's growth. These days the bank is not only doing the cash receiving and delivering the bank also takes a massive part in a specialized sector that can come out as a national motivation for encouraging economic growth.

In the 1980's Bangladesh banking sector started their journey along with six nationalized banks, three state owned specialized banks, and nine foreign banks to achieve the significant expansion with the access of private banks. Earliest in 1972 in Bangladesh, the Nationalized Commercialized Bank along with the union of twelve business banks and they are working to permit the helpless entrance of the financial sector. Commercial banks established themselves with the target of dismissing capital from fall-off nations, motivated the household sector along with small and medium enterprises. In our country major problem with our moneyed people who easily argue to dealing with banking procedure but in the end of day the expectations is more unsatisfactory as they are not performance as promises. As a result it ultimately gives a huge impact on banking rules for the reason they are set in that documentary in the procedure era. Moreover the nationalized banking is more dependent on moneyed people and their lower performance is not meeting up the satisfactions of the banking sector, somehow it is representing that nationalized banking is not attractive in the end because of their requirement of classic banking strategy.

State-Owned banks are dealing with Government rules and regulations. And day to day they are more involved in government projects and bound by rules and regulations. Accordingly, in the mid-80 a new method of denationalizations was begun. Besides Scheduled banking, the second option of banking is Non-financing banking. (Industry analysis)

Types of Banks

Based on the current database there are 61 banks which provide us financial support overall in Bangladesh. From that 9 are public banks where 3 are specialized banks, 54 are commercial banks along with 48 are private from that 48 banks 39 are local banks 9 are foreign banks. (Type of Bank in BD)

Privates Banks

Public Banks

Local Banks

Foreign Banks

Commercial Banks

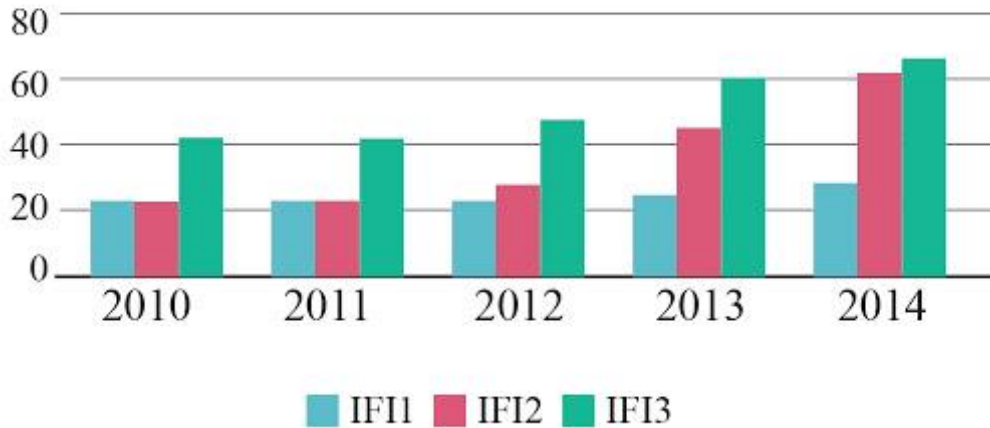
Specialized Banks

This type of bank is the top in Bangladesh, and they are jointly working for our country.

2.2.2 Size, trend, and maturity of the industry

As our country goes through a developing stage, the banking sector plays an important role on behalf of raising economic growth, for all that purpose the market size of this banking sector or of the industry can be controlled. In order to control the industry at first we need to focus on total size of constriction, in a year how many clients are included with this industry and their total revenue. If we include our banking sector with industry area somehow with our market size it may be unconventional as our part of the banking component. Both the industry and banking sector are in the aggregate stage and now Bangladesh banking sector areas are moving to the developing stage.

Index of Financial Inclusion



Index of financial inclusion in Bangladesh.

Showing the growth stage of the banking industry from 2010 to 2014 as our country is in a developing stage it is increasing every year. In this period banking industry is not bounded by metropolitan areas; it is also extended to rustic individuals in this segment rapidly. The reason behind this is industry revelations.

Banking administrations are transforming their method of connecting to customers. In the earlier method banking institutions were collecting data based on financial balance sheets because their day to day activities were overlong and desk ways were too many. But now these days banks are taking help from the web and transforming their work from desk to computer base. And it makes the work more efficient and time utilizing web based banking. Not only this their banking system has reached to online banking and most of the banks are relating themselves to online shopping and more with card systems that can easily do their payment. This form of banking is related to mobile banking which is prominent these days, through this customer can connect more connecting banking services. In Bangladesh from all the banks only Bangladesh Bank has given permission to only six banks for mobile banking moreover 28 banks are exposed in this sector which is mobile banking issue. In the case of BDBL, they still have deficits to the issue of mobile banking though they are working hard to open mobile banking as soon as possible. U-cash is a part of mobile banking.

There is more pattern of E banking which is timely connected to bank administrations. E banking issue is more related to retail banking through this it is connecting to expenses and sending cash issues and receiving money. In terms of foreign countries they are more related to e banking but related to foreign countries Bangladesh has less connection to the E banking sector.

All these E banking criteria are connected to the bank, thus our financial stage is currently in the developing stage and in this time it is a great deal to take the financial industry to a superior stage. For better connections with the banking and industrial sector, the bank administration needs to increase the ability of supplying service in every sector. Nowadays, the Bangladesh government gives more permission to Bangladesh Bank to increase the banking institution. The more increasing number of bank, the more efficiently can work on E banking sector with effective way. (The current stage of banking industry of Bangladesh, 27 April 2019)

2.2.3 External Economic Factors

Our financial business and economics are related through external and internal ways. If we relate the external factor with our economy then it is an important objective for national banks, it puts a high level of impact on the banking sector. If there, find a way to pay runnel whether the economy is consecutively by during this hard hour. In that factor, national banks can pay attention to their customers when they are spending their assets at the bank. With economic factors, the name of inflations is always connected, however if inflations increase, then banks can consequently encounter the significant matter. Expansions of influence of money in our society that causes many fluctuations. In our country the financial specialists need to think courteously when they are ready to confirm the loan sections or capital to the external sector which is connected to economic facts. When our economic sector is connected to trade in that time, it will influence the external economic factor. If take is defers with dollar then our inflation rate will be less behind that the reason is the way they're managing their cash or their financial institutions managing their cash growth in different ways. If the bank is related to this foreign exchange issue then it will totally have an impact on the buying power of that country. Rates are the main

factor moreover bank loan issues are connected by the investment issue, their cash worth is depending on buying impact in that case bank can pay fewer premium however it will connect to yearly based data and an increase in dollar trade rates it subconsciously connected. (External Factor of BD)

2.2.4 Technological Factors



At this moment technology has taken a massive area which is connected to information and communications with technology. It plays a massive role in gathering all the data and also advancement of information. With strong technology support, it is more uncomplicated to fulfil the needs of customers in any circumstance. However, all over the world banking sector are suffering problem that related to technology somehow in this day's all are working hard to hook up with it. Faster technology communications allows the bank to deliver all kinds of data, products and services to customers in a convenient way. If the uses of technology are growing faster, then banks are to start working more effectively and successfully throughout their future goals. At this stage customers are more aware, and they want frequency connections in their service receiving period, for that banks need to work along with technology in a dynamic way. Technology now makes an environment that helps to do all work more friendly and conveniently. And all that environment connecting to their office work, data of records, receiving and sending of money. With the help of technology, the bill receiving procedure, sending money to other countries or foreign exchange, checking the database and also connecting to ATMs is getting more trouble free for the banking industry. Now, the helping of technology in banking sector the

miracle is by the help of ATM the customer can withdraw money at any time at any place, by the helping of industry it is more easy to achieve all kind of industrial work at any time, along with it is very much easy to recognize and investigate any trickery account or person that are relating to bank, therefore technology provide more insured about security along with every customer money safety. Today's technology factors are deeply relatable with the banking industry through the aim to achieve advancement by competing with other banks. (ICT sector 31 October)

2.2.5 Barriers to Entry

Establishment of a bank in our society the subject to clash is relating to capital, licensing. In case of the entry of a new bank in this banking industry, it may not face any massive issue relating to opening a bank in the country. For a new establishment that new bank needs to have IT infrastructure, capital around 400 crore taka, well branch networking, have the capacity to open ATMs facilities and good knowledge about Internet Explorer. The bank needs to have an intelligence team for planning about the bank's beginning issue. Moreover, they have to have the producing capacity, marketing skill, servicing and also ideas about pricing. All this is relating to fundamental criteria about current associations to make high restrictions to arrive to the new contestants for the financial part. As it is already mentioned that principally it is related to money, well administrations' stability of the new marketplace along with security issues. The financial condition of the bank is totally dependent on the country's financial issue and that financial consistency is dependent on business well growth. Nowadays, our country's business sector is developing at a good rate. Other barriers are relating to existing industries where they negatively influence them, and also they create obstructions to discourage those new organizations for them, it comes up with costly and harder start-ups. On the other hand, if the bank is facing the problem relating to conventional barriers then it is about the cost-benefits, remittance, economies of scale, administrations directions. In Bangladesh, typically bank clients are less interested in changing their account to another bank constantly because it is a good point for the new organizations to attract them. The huge

barrier is unclear information about new entries. Free entry of the bank industry also connected to loan cost declining along with increasing the deposit interest. Here also contesting excessive policymaker, customer responsiveness and product innovations.

Theoretically, David Besanko admires that barrier to entry of new organizations, they might be associated with financial product and capital structure issues. (Financial Factor)

2.2.6 Supplier Power:

The presence of suppliers actually reduces the power of potential profit in the industry. On the other hand, they're increasing the conflict between the industry and the price raising. In that term they are forcing them to reduce the quality of food services and as a result is reducing the profitability in an industry, where it is difficult for the companies to increase their own prices. The bargaining power of suppliers is to affect the competitive environment and the level of potential profit. This all suppliers power depends on the number of suppliers relative to buyers, the suppliers sell to particular buyers, switching cost of suppliers, immediate purchase power by suppliers.

In a capital industry, the power of suppliers depends on numerous things, some of them are customer deposits, mortgages and loans, mortgages-bank securities and loans from other financial institutions. By this, if a bank wants to determine how much they need their resources to give services to their customer in the time of when they make the capital to meet withdrawal expectations. A perfect negotiating power permit by selling more expensive and inferior quality material to their client. In our banking sector, the financial segments' stability is low because the Bangladesh Bank imposes some guidelines and instructions. All that guidelines are relating to branches and head-office, which is branches cannot control any decision related to supplier's power it is handling by head-office. There are many difference division on the supplier's point of view:

- **The number of distributors:** In typical areas distributors have low levels of funding because they have several individuals saving in the economy but in the

case of banks, they do not have the highest level opportunities, so their funds and opportunities are in a moderate position.

- **The threat of forwarding consolidations:** This point is connecting the bank fund issue by giant corporations in that purpose the distributors get thread by the giant corporations that they will depositing their cash to others bank, and most of all the time private banks are treated by the corporations to switching their cash and this can be an improbable defect by the forward issue.

2.2.7 Buyer power:

Buyers bargaining power depends on two factors. One is if the buyer is in the strongest position then they can negotiate the price like low price and high quality but if the situation is about the pricing fall then in these weaker situations companies raise their cost and earn great profit. In terms of the banking industry it is relevant to customers who are taking services and the services are taking loans from the bank. In the banking sector, purchase power is lower than other industries. (Purchase power of industry) Now for that it is depending on few issues:

- **The number of loan applicants:** Though we have more than 55 banks in our country, our investment opportunities are not growing in a dramatic way, as a consequence the bank supplies their loan to the personal sector. Most of the time all that cash is inactive cash from the bank and for that purpose personal standard organizations are expanding nowadays.
- **The switching cost:** Switching cost is always fixed by Bangladesh Bank which is mandatory for all the banks. For that issue switching cost is trends to be low in our financial industry. Loan fees are always in the same way which is fixed by Bangladesh Bank. Person to person it is not efficiently changing, advantages always remain the same. In the banking industry switching costs happen because they have issues with banking procedure, but in the case of exchanging costs when it remains low that time it makes it more popular and attractive.
- **The threat of backward integration:** this type of threat is related to MNCs that can give threat to the banking industry in terms of they can be beginning a new

banking business by gathering cash from the firm. Also, that funding cost will be low contrasted with other banks. In the MNC's sector there important clients will be more focused than other banks.

2.2.8 The threat of Substitutes:

Threat of substitutes is constantly connected to the industry, their lower cost along with Cost of product and buyer. Now in the banking industry substitute's threat is not only coming from rival banks, it is also coming from non-financial competitors. The kind of substitutes threats are relating to offering alternative products or services by the different industries. Moreover, it is related to loans, funds, fixed income, and security. In that, circumstances change the customer's mind, and they decide to switch their mind from one bank to another bank. Banking industry increases their facilities in the interest sector along with loan and funding issues.

Generally in the banking sector the threat of substitutes is low along with when all the banks provide similar facilities of these activities for that the effect is not high in this factor. Non-banking facilities like insurance's policy, mutual fund, and fixed deposit services are under the threat of substitutes of the banking system. Moreover, payment methods in the banking system are also considered as a threat of substitutes. Generally in the banking sector when they're providing loan services to the customer they charge high loan interest where non-financial banks give loans in low interest for that massive difference the threat is higher in the banking industry from non-financial banks.

2.2.9 Industry Rivalry:

Our financial business related to the banking industry is extremely competitive. Industry rivalry is mainly related to competitive pressure, on the other hand searching for the opportunity to improve their positions. In this area there are moreover competitions about price competitions, product introductions, and also advertising competitions. In terms of our banking administrations, it has always been connected to cash administrations along with it being deferred to persons. Now, in the banking industry they have to bait customers to compete, and they are doing this by lower funding cost, upper

rate, specialized cost, fixed cost, venture administrations. Industry rivalry does impact the banking industry by creating competitions among the banks on how they are serving faster administrations on lower ROA (return on assets). It is more happening in the time of increasing economic scale, that time it causes the descriptions of supply demand as a result it is overcapacity and price cutting. Generally, all the specific banks in Bangladesh come together to merge with the different banks and then come towards cash showcasing and publicly disclosing.

CHAPTER III: INTERNSHIP EXPERIENCE

4.1 Position, duties and responsibilities:

I got a chance to do my internship at Bangladesh Development Bank Limited Bank. Which is a state owned bank. It is hard to deal with general banking activities as an intern. Though, I have got only 2 months for dealing with general activities of a bank. But I try my best to manage everything on time. During the working time, it has extended my experience along with I have learned numerous things about real life banking. During my internship, I have chosen the particular sector which was the SME department. In that particular sector, I take some responsibilities as an intern.

Working on SME Financing & Monitoring

How to approve and indicative sector for SME

Empowerment of Women through SME.

Monitoring & Recovery.

4.2 Training:

At BDBL we have worked as a team. The team was formed by our manager and there were six members. We work in almost all the departments one by one. That several departments was:

Though, I particularly selected the SME department for completing my respected report. The SME department of BDBL has been monitored by Ms Farzana Kabir Urmi (Assistant General Manager) along with her helping hand. I have done my regular job. Their main fundamental and main program of the bank is financing and monitoring of SME. Basically, we are focusing on the basic thing like:

- SME financing and monitoring
- Approved and indicated sector for SME financing along with Empowerment of women through SME.
- SME policy & its implementation's role of SME in Socio-economic Development.
- Common irregularities in SME Financing and Monitoring and Recovery SME Refinance, SME product.

Introductions of SME:

As a developing country like Bangladesh, taking an initiative to work in the SME sector is a massive challenge. In every sector of economic development, the cottage, micro and small initiatives are most valuable. This sector shows massive support to the area of labour-intensive, gestation period, though they have less support of national income and employment. The fundamental focus of SME is equality of women and men and; increasing the stable development. In that case, SME mainly focuses on impoverished areas to fulfil their needs. The basic term of SME is Employment Generating Machine. And that is why the SME department is looking forward to the development of the achievement of economic growth, reducing the income inequality, along with alleviating poverty. Commercial banks are allocating a significant amount of credit under the SME functions, they are like enterprise development projects, self-help credit programs, and also projects for small entrepreneurs more like special investment program, Agro-based

industries. In Bangladesh as a bank. Janata Public, Basic, Jamuna, Bangladesh Development Bank, Standard Chartered, BRAC Bank provides all traditional banking services. The SME sector provides financial support together with market information, and also it takes part in total economic development.

In the loan sector, banks are also profitable like commercial loan, industrial loan, consumer loan and SME loan. All together these loans are taking part of bank profitability, by this it can be pointed out that all those different loans have different treatment, require different procedures, and documents. In this day and age, SME financing is getting more important, the reason is it is the only way of boosting our economic development along With it is creating employment opportunities.

Overall, from 2010 the loan distributions in the SME sector is decreasing. Because banks are not delighted in providing SME loans, the reason is this sector remains under the eye of monitoring supervisors, they are also giving much attention and more investment on the less return than industrial loan. For all these reasons, the government started taking the SME sector thoughtfully and gave permission to government and private banks to provide loans in the SME sector in a normal way more than private sector.

Now, banks are trying to provide high quality financial services or products to put up the growth of the country along with trade and commerce, accelerating the pace of manufacturing, creating opportunities for the youth nations.

Small & Medium Enterprises (SMEs) all around the world have been playing an important role in promoting economic development as well as industrial production. Moreover, SMEs provide the necessary transitional economy and less development for sustained growth and raising income.

Rules and regulations for SME sector form the Bangladesh Bank:

1. Overall priority for financing in CMSME sector is cottage, micro and small, women, rural, cluster based, agro agro- processing industries, labor incentive and productions oriented, innovative and IT and technology based enterprises. Inclusion in financial services is another priority sector for marginalized

entrepreneur/ communities who are deprived of financial services due to social, economic and geographical constraints.

2. At the beginning of the year, all has to be informed to Bangladesh Bank about the target of loan distributions in CMSME sector among the loan to be distributed.
3. In the overall disbursement of loan to the CMSME sector, priority should be given to disbursement of loan to the small sector rather than medium sector. At least 50% of the total funding in the CMSME sector should be overlooked for cottage, micro and small entrepreneurs.
4. On the basis of the area approach (conversation-07), priority should be given to women entrepreneurs, rural areas, backward areas and different mark able areas of Bangladesh Bank.
5. For the convenience of small and medium entrepreneurs, in order to expedite and facilitate the loan sanctioning process, a decision is to be taken within a maximum of 10 working days after receipt of full loan applications or in special cases the period is postponed.
6. The minimum loan limit for cottage, micro and small entrepreneurs will be Taka 50000.
7. Initiatives will be taken to develop and market knowledge/ servings products according to the customers and the nature of different economic sectors. In this case, the existing Prudential Regulations of Bangladesh Bank have to follow. CMSME customers, especially cottage, micro and small customers, should be encouraged to open bank accounts. Bangladesh Bank's applicable policies on money laundering should be followed in accounting and management.
8. Cluster based financing on one or more products can be encouraged with the help of other organizations including Bangladesh Bank and SME foundations.

And many more rules and regulations are given by Bangladesh Bank to all the Bank's to manage the SME sector.

A. Definitions of productive and services sector cottage, micro, small, medium enterprises (CMSME):

This sector is controlled by the National Industrial Policy 2016 of the Government of the People's Republic of Bangladesh and also depending on the yearly turnover of productions. The type of industrial enterprises is given below according to CMSME:

Type of industry entrepreneur	Industry	The criteria for determining the type of industry entrepreneur	
		The value of the total fixed assets of industrial establishment including the cost of replacement	The number of manpower employed in the industrial establishment
Cottage Industry	Productive industry	Less than 10 lacks Taka	Accomplishing of family member with others that will be not more than 15 people
Micro Industry	Productive industry	10 lacks Taka to less than 75 lacks Taka	In-between or less than 16 to 30 people
	Services industry	Less than 10 lacks Taka	Maximum 15 people
Small Industry	Productive industry	75 lacks to less than 15 lacks Taka	31 to 120
	Services industry	10 lacks to less than 2 corer Taka	16 to 50
Medium Industry	Productive industry	More 15 corer Taka to but not more than 50 corer Taka	121 to 300 people, but in the case of readymade garments/ labor incentive it will be maximum 1000.

	Services industry	2 corer Taka to 30 corer Taka	51 to 120
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B. Definition for business sector of micro and small industry:

Types of business entrepreneur	Types of business industry		
	The value of the total fixed assets of business establishment including the cost of replacement	Manpower of business industry	Turn-over of business industry
Micro	Less than 10 lacks taka	Maximum 15 people	Maximum 2 corer taka
Small	10 lacks to 2 corer taka	16 to 50 people	More than 2 corer but not more than 20 corer

CMSME manual of Bangladesh Development Bank:

According to the government rules and regulations, along with SME foundations and guidelines of Bangladesh Bank, The way BDBL follow the procedure is given below:

A. Purpose of CSMSE loan:

To provide uninterrupted facilities to cottage, micro, small and medium entrepreneurs in order to develop the CMSME sector as a major driving force for employment generations, poverty, alleviation reductions of income inequality and above all economic growth.

- a. To develop a promising and deserving cottage, micro, small and medium entrepreneurial class through appropriate financing.

- b. To provide more financial assistance to women entrepreneurs in industry and commerce.
- c. To create a flow of leading and recovery by relying on Relationship banking.
- d. Helping to develop intellectual property as an alternative to Venture Capital and creating strategies for financing new and innovative entrepreneurs.

B. Considerations of SME loan target:

The CMSME sector as one of the economic development agendas, the CMSME loan target should be set with the annual loan disbursement target by the head office of the bank every financial year. According to the set target, cottage, micro, small and medium entrepreneur based sector wise and zonal and branch wise targets should be prepared and sent to SME and Special Program Department of Bangladesh Bank and SME Development of BDBL. Therefore, the SME department of the head office will be informed after the distribution target of the branch through the zone office.

C. The priority of small entrepreneurs:

In our country the initiatives to raise the CMSME and small entrepreneurs sector among all the entrepreneurs are more interested in creating employment/reducing unemployment and economic growth. In this context CMSME will expend at least 40% of the target of expending loans to small enterprises by the branch. The rest will have to be distributed among medium entrepreneurs.

D. The priority of services and manufacturing sector:

The government of the Bangladesh and Bangladesh Bank have given priority to the industrial and service sector over the business sector in order to prioritize the manufacturing sector and create a conducive environment for employment and productivity growth in the country. Therefore, the branches of the bank should be more diligent in disbursing loans in the manufacturing and agro-based services sector than in the business sector.

E. The priority of women entrepreneurs:

For the women entrepreneurs the unsecured loan up to 10 lacks can be given. However, in this case the document/ possession documents of the project/ business organizations should be kept in the bank and personal guarantee should be given to the two permanent residents of the area who are financially well-off and have a good reputation. About 50% of the population of Bangladesh is women. Due to this population structure, women's participation in the mainstream of the economy is essential for sustainable economic growth. The issue is inextricably linked with achieving the country's poverty reduction targets. But the level of participation of women in the institutional economic sector is still inadequate and the rate of women entrepreneurs is still much lower than that of men. However, our women society has dedication, concentration, innovations and labor skills. In particular, the continued participation of women in micro credit activities and the garment industry is playing a major role in the industrialization process. Similarly, greater participation of women entrepreneurs in the CMSME sector is essential for the development of the economy in Bangladesh.

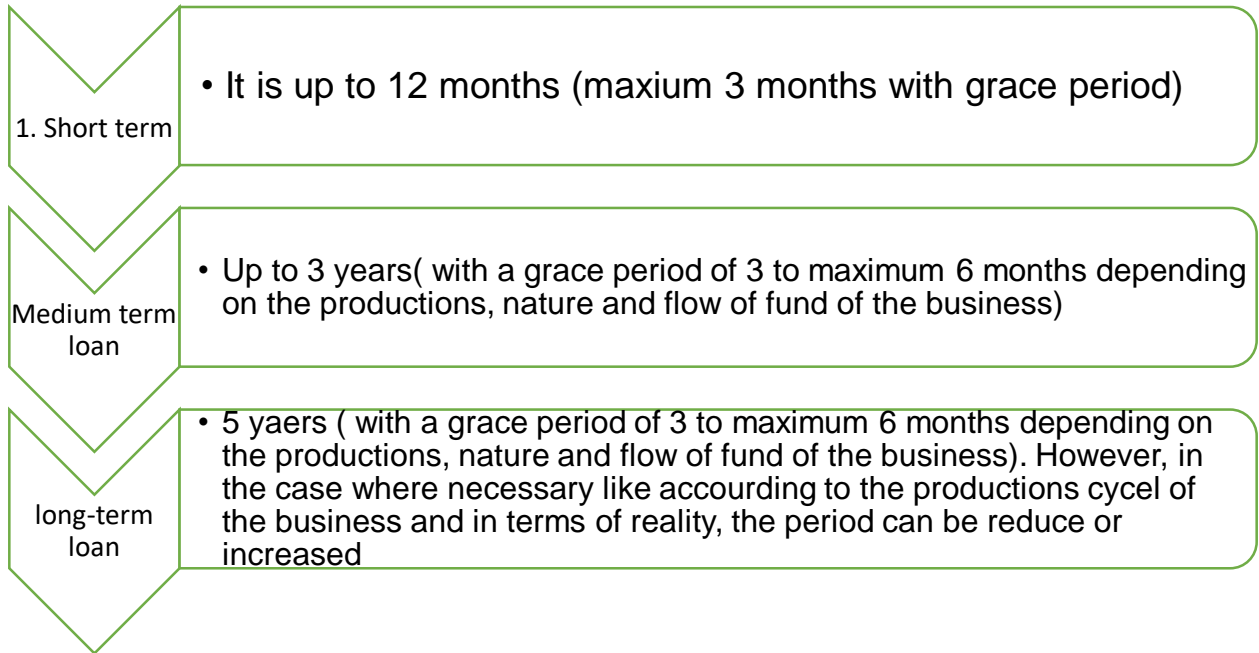
F. CMSME loan disbursing branch:

CMSME loan can be disbursed from all branches of BDBL.

G. CMSME cell:

Potential Entrepreneurs by verifying the eligibility of entrepreneurs on the basis of mutual consultation with the entrepreneurs. Election, provide Necessary Advice and Assistance on CMSME loan proposal, loan policy in the bank, all policies introduced by Government and Bangladesh Bank on CMSME, Industrial Policy, Import and Export Policy, Agriculture Productions processing Industry Information's, The SME Department of the Head Office comprises of the following rank officers in all the Zonal Offices and Branches to assists in creating potential entrepreneurs including providing clear idea about marking of products produced in Cottage, Micro, Small, and Medium Enterprises, giving clear idea about interest rate, loan repayment method etc. all the branch and office are given below:

Number	SME Department, Head Office		Zone Office		Branch Office	
1	DGM/ AGM	1 person	DGM/ AGM	1 person	AGM/SPO	1 person
2	SPO	1 person	SPO	1 person	PO	1 person
3	PO/SO	1 person	PO/SO	1 person	SO/O	1 person



Functions of SME Department of BDBL:

- Considerations of strategic plan on inclusive SME loan and advance
- Relating to sanctioning power that is relating to branch and zonal head
- Time to time SME department need to notify the updates, maintenance record, supervisions and monitoring

- Branch and zonal offices are monitoring the women's chamber and chamber of commerce and federations of chambers of commerce across the country.
- To collect the information and existing data up to rural areas and BSCIC, which is done by the help of women entrepreneurs.

CSME product of BDBL:

The type of product that BDBL own:

1. Ashar Alo (for women entrepreneur)
2. Koler Chaka Takar Jhaka (Industrial loan)
3. Khama bari (loan for the processing of agricultural products)
4. Proshar(Business loan)

A. AHAR ALO (for women entrepreneur):

Objective of this loan is to incorporate women power in economic development. Moreover, this loan sector is trying to encourage entrepreneurship to alleviate poverty and grass-root level. From all this beneficial they got respect and women power and worked on making them sufficient.

Characteristics of this loan:

- a. Provide suggestions to formulating the loan
- b. Granting the loan and supply as soon as possible
- c. With 14% interest rate it is also flexible along with easy term
- d. The grace period of this loan is 12 month
- e. Within 1 to 5 years the loan can be repaid by a simple installments.
- f. For granting maximum 5 lacs no collateral is needed but if the loan amount is more than 5 lacs then collateral is needed.

- g. There are ratios like for the small and the capital it is 60:40, and for the medium loan with the capital loan it is 50:50.

Borrower's characteristics for this loan:

- a. At least that person needs one year experience in opening a business.
- b. Legal trade license is mandatory
- c. Tax identification number.

B. KHAMAR BARI (Agro-product processing loans):

The Objective of this loan is to develop the country's agricultural sector, which is the major force driving our economic development. This sector loan also helps the country to solve the unemployment difficulty. Moreover, this sector focuses on producing export quality products to earn foreign currency and also increase the production of the country.

Characteristics of this loan:

- a. Providing different types of formulate to loan proposals.
- b. Granting the loan and supply this as soon as possible
- c. With the interest rate of 15% the loan criteria also flexible to the borrowers
- d. Repayment within 1 to 5 years like monthly, quarterly, and half yearly.
- e. Ratio between loan and fixed asset is 1:1.25.
- f. The ratio between small loans and the capital is 60:40. On the other hand the ratio between the medium loan and the capital is 50:50.

Borrower characteristics for this loan:

- a. They must have one year experience in operations business.
- b. Legal trade licenses.
- c. Tax identifications number
- d. Knowledge of how to do equity investment

C. KOLER CHAKA TAKAR JHAKA (Industrial/services loan):

The objective of this loan is to encourage the working class people in operating business and motivate them to give contributions in the economic development of the country. This loan mostly gives priority to work on reducing poverty issues from the country. In case of earning the foreign currency, it will be done by this sector loan and technology with raw materials. Additionally, to earn foreign currency with the help of producing export quality products.

Characteristic of this loan:

- a. Providing contrasting advice to overcome the proposal.
- b. Supplying this type of loan quickly.
- c. Flexible conditions with 15% interest rate.
- d. Their ratio between loan and fixed assets is 1:1.25.
- e. Also their ratio of small loan and capital loan is 60:40, in addition the medium loan and capital loan ratio is 50:50.

Borrower's characteristics for this loan:

- a. At least one year experience.
- b. Legal licence
- c. Tax identifications
- d. Have-to-abel for equity investment

POROSAR (Business loan):

The objective of this loan is to create a chance for the small and medium entrepreneurs to start a new business. With this help of the loan it will reduce the poverty issue along with unemployment. As a result it will increase our standard of living in our country.

Characteristic of this loan:

- a. Providing contrasting advice to overcome the proposal.
- b. Supplying this type of loan quickly.

- c. Flexible term and conditions along with 14% interest rate.
- d. This loan could be repaid in 1 to 5 years, installment like monthly, quarterly and half yearly.
- e. Also their ratio of small loan and capital loan is 60:40, in addition the medium loan and capital loan ratio is 50:50.

Borrower's characteristics for this loan:

- a. At least one year experience.
- b. Legal license
- c. Tax identifications
- d. Have-to able for equity investment

Target of SME credit:

The total estimate of **SME** credit is 23,995 (twenty three thousand nine hundred ninety five) worth. This financial estimation was done by the financial institutions for the first time in 2010 along with the perceptions that SME is going to take massive space for developing in our country. Along with Bangladesh bank all other banks are focusing on developing the sector more flexibly for the future.

Interest rate:

- I. In the section of project / term loan: 15% in monthly/ quarterly basis
- II. In the sections of Cash credit/ current capital: 15% in quarterly basis
- III. In the sections of Women Entrepreneur: 14% quarterly basis

Impact on SME financial sector for Covid-19:

Bangladesh Bank impose the allocations of fund under the time of Covid-19 in 13th April on 2020 that all the banks refinance scheme for the circumstance will be 5000.00 corer.

In this perspective all over the country the banks are orders by the central bank to set the target at 20 corer to refinance. And all most all the bank of Bangladesh along with BDBL make their achievement to 18 corer which is a very good side of refinancing. All the rules are coming from the Central bank by ACD circular. The amount can be reduced or increased by the circumstance of requirement.

4.3 Contributions to the Department Functions:

As an internship student in a bank I have done several activities through the banking department. Not only connected with the SME department but also connected with the department of BDBL. From every department I gained lots of experience along with doing several works with my partners and under the guidance of the manager. Here, I get the idea about general banking and also conducting numerous tasks as an employee at BDBL. The tasks that I was assigned are accounts opining, remittance providing, issues checkbooks, corporate with customers, which branch manager is doing which work and the way their controlling power works, foreign exchange departments activities. Moreover, my contribution to the department are:

- Loan department
- Foreign exchange department
- Green banking
- Accounts and finance department

And implications of all this work they verifiably needed customer NID, proper signature, relatable documentation verifications, accurate acceptable by the branch manager, zonal manager and many more. All the time I gave my best effort to help them out.

4.4 Evaluations:

It's been a great journey through the past two months, all the employees of BDBL are self- effacing, cooperating toward me and my group mate. As an intern my evaluation of this organizations is:

- All the tasks are done on time and nothing is left behind for the next day.
- Their internal interacting alignment is extremely adequate for that reason the work cycle is extremely faster.
- In every branch the branch managers are extremely friendly and evaluate all the subordinates without any bias.
- Their job applauded repeatedly and that reason motivated them to work.
- All the branches are controlled by the head office along with central banks to evaluate the daily performance.
- Customers of BDBL are tremendously happy with their daily services that is why the complaints against branches are not that high, if there's any issue then they try their best to slow down the matter.
- Employees of BDBL are exceptionally punctual and maintain their regular routine in terms of structured commendation.
- Each and every representative of the banks are assigned with separated work responsibility, they are all controlled by the managers along with the head to complete the specific responsibilities which are assigned to them in an alignment. Not only that in addition to all the responsibilities are given with a specific time, the reason behind that the duration time can motivate them to work faster.

4.5 Skills applied:

It's a great chance to work at a well-known commercial bank like BDBL as an intern. I have worked on an entry level and without any experience in the Motijheel branch. From the start of my day work all of the basic skills I applied to connect with other employees. The general abilities of the main Microsoft offices are skill like word, power point, excel, along with social media knowledge skills, interpersonal, written skills, presentation like communication skills. Moreover, I used my academic knowledge for solving different issues.

4.6 New skills developed:

First of all, it is a great chance to work in BDBL along with getting a chance to develop my knowledge about the general banking sector. Starting the day as an undergraduate

student without any knowledge about general banking, I have got a new area to develop my corporate skill, communication skills with general area moreover, banking software skills, develop my basic idea about banking field, how to perform under the pressure and also how to take decisions under any circumstances. Learned how to control the subordinates along with how to motivate them to do their work perfectly. Being a finance major student, my massive achievement here is getting the chance to experience as a corporate person. The most important thing that I learn through is the hierarchy process which is present in the controlling system throughout the offices. Besides all this lesson I also learned how to apply the right skills/ abilities in the right place. Moreover, working in two branches at the same time gave me the chance to develop my skills by working with them.

4.7 Application of academic knowledge:

Working as an internship student permits us to gather knowledge regarding the corporate world from our academic background. From the academic knowledge we get the sense of how to perform, apply, and develop finance and accounting, and all this we are implementing here when we start working as an intern. The sector is explaining where I use my academic knowledge is given bellow:

- 1. Sections of General Banking:** Each and every branch is working together and they are all part of the leading bank. The services taking people of BDBL are capable of taking all kinds of help throughout the country via their branches. In this section I applied my academic information in the primary sector line which is DPS, FDR opening also in the time of counting interest rate, developing their data and collecting all that at the same time. In the same way like our academic criteria the interest rate is based on 3 month, 6 month, 1 year, 5 years, 10 years. In that time I need to calculate the rate of interest for their FDR. Furthermore, the same procedure is used for calculating the interest rate of DPS. in this particular way, the academic knowledge has been used in the General banking segment.
- 2. Sections of SME Division:** In the sections of SME the way I did use my academic knowledge, by focusing on the financial sector, in the time of when they segment

their loan, moreover in the time of selecting the customer for granting the loan. In that position I applied the fundamental knowledge of ratio analysis, interstate calculation method, IFM thought, managing the final statement report, quick proportions and many more which can make the work easy. And all the concepts are used for implementing the solutions of the SME department.

CHAPTER IV: CONCLUSIONS AND KEY FACTS

5.1 FACTS THAT SHOULD IMPROVING IN FUTURE:

Bangladesh Development Bank Limited is a hugely well reputed commercial bank in Bangladesh. Their reputation over the country is extremely good. BDBL is always ready to provide any kind of service relating to loans along with any other sector for financial conditions.

Perhaps, at this moment as an intern few suggestions I like to recommended to BDBL:

- BDBL has potential employees, although it would be easier if their entire office was controlled by IT technology, somehow it can make all the work more easy and also can give their customer faster services.
- By this time if they improve their IT system then it will improve their documentary processing.
- BDBL is well-known for providing massive amounts of loan, for that criteria their local appraisal technique needs to be modernized.
- After setting up the IT sector their mutual based operations should be improved compared to the previous system.

- The information of the BDBL site is not sufficient in that case they need to focus more on improving their online site.
- The branches of BDBL should be better decorated, nowadays well decor offices attract the customer and give a good vibe on the working environment.
- Adequate more officers in the credit sector.
- Customer services sector should be more enhance.
- The foreign exchange sector needs to be more organized and they also need a more polish environment for daily activities.
- Some power should be given to the branch manager to make an immediate decision in some circumstances when communications with head-office are difficult.
- More training sector should be increased for the new employees along with existing employees for developing their skills more accurately.
- BDBL management should be more careful about their highly liquid ratio.

I believe that if they make a change to their strategy then it will help them to cooperate with new banks along with customer services.

5.2 Key understanding:

Through my internship day I have gathered lots of information and knowledge about general banking. Throughout this days the understanding about BDBL I have got is:

- BDBL teamwork became more challenging when the two known banks of Bangladesh were merged.
- For this purpose the managers of every branch of BDBL are trying to give their whole effort to achieve their organizational goals.
- All the managers are always ready to deal with any obstacle. Moreover, they are always busy motivating their subordinates.

- Like other banks BDBL is also trying to decor themself with high-tech technology, for that dealing with all these electric devices becomes more challenging than other banks.
- The superiors of BDBL are hugely humble and supportive of their subordinates.
- The rules and regulations via the BDBL organization authority are highly satisfactory and effective and efficient ways that can deal with the competitive environment in any circumstances.
- As far as BDBL is known as a loan providing bank, in this case the process of taking a big loan is a bit difficult in approval time from head office.
- The bank is 24/7 controlled by the Central Bank.
- While all the banks are upgrading with market needs, BDBL cannot make themself upgrading in that level.

5.3 Conclusions:

Most of the banks are trying to make themself eligible for competing with other banks. Not only this, every bank is extremely good in their daily basis work along with their process of handling banks is extraordinary. Every bank's strategy of processing to deal with competitors is extremely directed to their destinations. Particularly the way all the banks of Bangladesh want to be on the top by their remittance and liquidity, though it will be more good for the country if all the banks work together and peacefully by reducing their conflict.


BDBL is relatively better in all sections of banking services than other banks of the country. BDBL already achieves a good position in the customer mind by giving them satisfactory services and also offering new services. They have a dynamic management system and leadership among the organization. BDBL owned a very low rate of classified loans from the loan sections, which is approximately 4.93%. They are always taking the good path to recover their loan rather than going for legal actions. Through the bad days of Covid-19 BDBL is still trying to give their best to surviving their loan operations. The performance level of BDBL is increasing and maybe it is possible if the supporting system of the Central bank is expanded by their rules and regulations. BDBL is the best among

the public and private banks in Bangladesh and they are a way to make themselves modern via technology and modern banking system. Compared to all working conditions of BDBL is good but in the case of the credit sector and loan advance need to be more emphasized like other banks, however they have no massive issue to make their rank at higher positions in our country. SME sector are on way to progressive and make a positions in dynamic service by giving financial services. BDBL can make a good mark in the banking sector in our country if they keep dealing with all circumstances with their dynamic strategy.

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Appendix

 **বাংলাদেশ ডেভেলপমেন্ট ব্যাংক লিমিটেড**
BANGLADESH DEVELOPMENT BANK LIMITED
(A STATE OWNED BANK)
Training Institute

No. 06.5/ 28 January 2021
Head of the Department/Branch
Central Accounts Dept./Treasury Dept.
General Advance Dept./Human Resource Management Dept.
SME Dept./Loan Operation Dept./ Loan Recovery Dept.
Principal Branch/Karwan Bazar Branch/
Motijheel Branch/Elephant Road Branch
Bangladesh Development Bank Limited
Dhaka.

Sub: Permission for Internship of MBA/BBA or Equivalent Students.

Dear Sir,

In response to the written request of Prof. Dr. M. Abu Misir, Director, MBA (Evening) Program, Department of Finance, Jagannath University; Prof. Dr. Md. Golam Mostafa, Chairman, Department of Management Studies, Jagannath University; Mr. Sirajul Islam, Deputy Controller & HOD (SSW), Stamford University Bangladesh; Mr. Md. Edrich Molla Jewel, Assistant Professor & Co-ordinator, Department of Business Administration, Victoria University of Bangladesh and Mr. Manjurul Haque Khan, Director, Career Counseling Center, United International University regarding internship placement, the competent authority of the bank has approved the proposal for accommodation of 08 (Eight) students to pursue about 2 (two) months internship in the bank starting from 01 February 2021, among others on the following terms and conditions:

- The students of BBA/MBA or equivalent taking part in the internship program, will be given allowance/honorarium of maximum program amount of 3,000.00 (Three thousand) taka only;
- The internees, being present in bank, must sign in the signature sheet every working day;
- The participants in the internship program will have to undergo **On-Job-Training**;
- The participants must maintain secrecy of information provided by the bank and
- The participants must submit their internship reports within 01 (One) month of ending their internship program.

2. In this connection, 08 (Eight) students of the above mentioned Universities will report to you in 1(one) group as per schedule. List of internees and schedule of Internship program is attached herewith for necessary action.

3. It would be highly appreciated if you please discuss about function of your department/branch as per course schedule enclosed herewith and provide them with required information & data to be used for their academic purpose only. You are also requested to assign the internees with specific job during On-Job-Training period.

Thanking you,

Yours faithfully,
Sd./=
(Rubina Yeasmin Khan)
Deputy General Manager & Principal
Phone: 55011978

Encl: As above.

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