

Internship Report

On

General Banking Activities of Export Import Bank of Bangladesh Limited

A case study on Shimrail Branch

Submitted To:

Department of Business Administration

Faculty of Business Studies

Sonargaon University (SU)

Green road, Dhaka-1215

Submitted By:

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ID: BBA 2001019045

Program: BBA

Major: Accounting

Department of Business Administration

Faculty of Business studies

Sonargaon University (SU)

Dhaka-1215

Date of submission: 5 January, 2024



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Submitted To:

Md. Shahbub Alam

Lecturer

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Letter of Transmittal

5 January, 2024

Md. Shahbub Alam

Lecturer

Department of Business Administration

Faculty of Business studies

Sonargaon University (SU)

Subject: Submission of Internship Report on "General Banking Activities of EXIM Bank Limited-A Study on Shimrail Branch"

Respected Sir,

With immense pleasure, I am submitting my internship report of **"General Banking Activities of EXIM Bank Ltd. – A Study on Shimrail Branch"**. I have tried my level best to complete this report with the necessary information and suggested proposal that you were provide me as your best as well.

I hope that the report will be completed as your expectations. I would be very grateful if you accept my report.

Thank you,

Sincerely yours

.....

Nabiha Chowdhury

ID: BBA2001019045

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Certificate of Supervisor

I am pleased to certify that the Internship Report on **"The General Banking Activities of EXIM Bank Limited – A Study on Shimrail Branch**" submitted as partial requirement of BBA degree at Sonargaon University (SU). This report has been prepared by Nabiha Chowdhury, bearing ID: BBA2001019045 of the Department of Business Administration, Program: BBA (Major: Accounting), Sonargaon University (SU) under my supervision and guidance. I am also pleased to certify that the data and the findings presented in the report seen to be authentic.

Nabiha Chowdhury bears a good moral character and a very pleasing personality.

I wish her all success in life.

_____

(Md. Shahbub Alam)

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Green Road, Dhaka-1215

Declaration of Student

This report is submitted ass a fulfillment of the requirement of Bachelor of Business Administration degree. I am Nabiha Chowdhury hereby declare that the work presented in this report titled **"The General Banking Activities of EXIM Bank Limited – A Study on Shimrail Branch**" has been carried out by me and has not been previously submitted to any other University/College or Organization for any academic qualification, certification or degree.

_____

Nabiha Chowdhury

ID: BBA2001019045

Program: BBA (Major: Accounting)

Department of Business Administration

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Acknowledgement

First and foremost, all credit goes to my Almighty Allah for giving me the strength to accumulate the relevant information which in hence helped me to do a report on “The General Banking Activities of EXIM Bank Limited – A Study on Shimrail Branch”.

I am deeply grateful to my internship supervisor **Md. Shahbub Alam**, **Lecturer**, Department of Business Administration, Sonargaon University (SU) for providing me invaluable guidance and support throughout my BBA internship. He provided me with clear direction and expectations and were always available to answer my questions and provide valuable feedback.

I want to thank all the officials of EXIM Bank Limited that were involved. I am deeply thankful for Manager and other officers of Shimrail Branch for giving me such opportunity of 3 months internship program. I would like to thank them for giving me the required information to complete this report.

Executive Summary

Commercial banks are one of the main contributors to the economy of developing countries. EXIM Bank Limited has started their journey as a privet commercial bank on August 3, 1999. It was a great opportunity to work under one of the best banks of Bangladesh that follows Islami Shariyah. I have tried my best to prepare this report to be as much informative and relevant as possible. This paper is the fruit of a three-month internship program that yielded excellent result.

During my internship, I was allocated responsibilities in EXIM Bank's numerous departments, eventually being involved in the general banking activities sector and seeing EXIM Banks operations. The overall aim of this study is to have a reasonable comprehension of EXIM Bank's general banking operations. Opening and closing accounts, issuing and delivering cheque-book, providing customers with account statements, and processing pay orders are all examples of general banking operations. The first three chapters provide a quick review of the background, company overview, and an organization profile with its vision, mission, and corporate culture, SWOT analysis. In the fourth chapter I discuss about the general banking, account opening and closing procedure, SMS banking, cash s action, remittance. In the fifth chapter, I concluded this study by making some recommendations and drawing some conclusions.

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Chapter: One Introduction

Introduction:

Bank play a critical role in a country's commercial sector and industrialization. Basically bank receive deposits from consumer at a rate of interest and lend the money to borrowers at a rate of interest for a set length of time. The bank provides numerous interest notes. The majority of the features are same across all banks. Only the customer service and other services differ. In this competitive environment in today's world, the entire bank increases their facilities in favor of their customers to retain them and capture more share of the market to be leader. The conventional banking systems are called interest- based system.

There are different types of banks like Commercial bank, Investment bank, Merchant bank etc. Our country is one of the largest Muslim countries of the world. The people of this country are deeply committed to Islamic way of life.

EXIM bank is the first bank in Bangladesh to have converted all of its operations of conventional banking into shariah- based banking, since July/2004.
Export Import Bank of Bangladesh Limited (EXIM Bank) is one of the leading privet commercial bank in our country. The Bank came into operation as a commercial bank on 3 August 1999 as per rules and regulations of Bangladesh Bank.

Background of the Report:

The internship report is a detailed component of the four year BBA program. I will be able to make network as a result of this internship program. In the real world, contacts can help us obtain a job. The student has the opportunity to train and prepare for the job market. In our country we have a large population of unemployed educated graduates. As an outcome, it is clear that the necessity of an internship as a fundamental requirement of four years of BBA degree is certainly justified. I completed my paper named "General Banking Activities of EXIM Bank Limited. The main focus of my paper is EXIM Bank Limited's General Banking challenges, which will help me to understand how things work in actual life. This is critical for every BBA graduate student since it helps to gain experience in an actual business environment. EXIM Bank Limited offers graduating students the chance to participate in an internship program.

Objective of the report:

The fundamental objective of this report is to present "General Banking Activities of EXIM Bank Limited- at Shimrail Branch meet the BBA program's requirements. However, the goal of this study is far broader.

The study's goals are summarized in the following way.

- To know the different types of product of general banking of EXIM Bank Ltd at Shimrail branch.
- To evaluate the performance of general banking of EXIM Bank Ltd at Shimrail branch.
- To accomplish the internship report obligation.
- To adapt theoretical knowledge in real life circumstances.
- To analyze the general banking activities of EXIM Bank Ltd.

Source of Data:

In this study, I had the opportunity to implicate my educational knowledge in practical field. I have collected data from two sources. They are :

1. Primary Sources.
2. Secondary Sources.

Primary Sources

- Personal interview-face to face communication with the Branch's appropriate officers and personnel.
- Informal communication with customers.
- An examination of relevant files as given by the officers in question.
- Practical work exposure on different area of the branch.
- Personal observation the procedures of banking activities followed by each department.

Secondary Sources

- Annual report of EXIM Bank Ltd.
- Website of EXIM Bank Ltd.
- Different circulars were issued by the EXIM Bank Head Office and the Bangladesh Bank.

- Relevant documents related to the study as provided by the officers of the branch.

Scope of report

This study provides a comprehensive overview of EXIM Bank's general banking operations. EXIM Bank Limited is one of Bangladesh's modern generation and shariah- based banks. The study's scope is restricted to the Shimrail Branch. The report includes the bank's organizational structure, background, functions, and performance. Because I've mostly worked in the general banking sector, my report covers all general banking activities at the Shimrail branch. EXIM refused to allow the interns to use their software. However, there are also valuable opportunities for their interns, such as developing solid communication skills, filling out forms, working in a beautiful office setting, having a lot of information, and so on. The viewers of this report will gain an understanding of the banking sector's general banking operations, client relationships with the bank.

Limitation

I have to prepare this report alone. Every task has some limitations. During my internship, I had to contend with several limitations as an intern. The limitations are listed below:

1. The time limit of 90th working days is insufficient to learn about all of the branch's activities and prepare the report.

2. The officials had some times been unable to provide information because of their busy working environment.
3. Some insufficient data information could not be collected due to confidentially of business.
4. It was quite difficult to gather information from diverse individuals due to their job limits.
5. This was my first time doing such a study, inexperience was one of the study's key obstacles

Chapter Two: Literature review

Literature review

In the Diamond—Dybvig model, for example, there is nothing to prevent banks from offering equity contracts which perform the insurance function (Jacklin (1985).

The seminal work of Jensen and Meckling (1976), which first noted the potentially great importance of ownership structure in settings with agency costs, may be used to support the view that these features of banking are interdependent.

This assumption is unnecessarily strong. What is essential is that bank credit and other sorts of credit not be perfect substitutes. There is evidence that the imperfect substitutability assumption is realistic; see, e.g., Fama (1985).
A bank is a licensed financial institution where people make deposits and take loans from it. Banks offer financial services, like capital management, current money exchange and secured deposit boxes (Barone, 2020).

Banks is the financial mediators that provides money deposits and use the profits to purchase securities (Fama, 1980). Banks and other refinancing institutions serve as a top-line of defense which constrains the scale of a project-development effort by limiting existing funds or raising profit rates (Manove & Padilla, 1999). Banks also provides exchanging deposits service and other forms of capital for currency (Fama, 1980).

According to (Barone, 2020), there are mostly two kinds of banks, first one is commercial or retail bank and second one is investment bank. In most of the

countries, national government or central bank regulates other banks. Commercial banks provide financial services like withdrawing and accepting deposits and also supplying short-term loans to individuals and small industries. Clients generally use these types of banks for primary checking and savings accounts, credentials of deposits and home loans (Barone, 2020).

accounts, credentials of deposits and home loans (Barone, 2020). Banks pay competitive returns on deposits by paying the returns that is earned by the depositors on securities or investments that have potential risk equals to the deposits, and is less than strongminded management fee competitively (Johnson, 1968).

Chapter Three: Overview of the Company

History of EXIM Bank Limited

Export Import Bank of Bangladesh Ltd. (EXIM Bank) was established in 1999 under the leadership of Late Mr Shahjahan Kabir, Founder Chairman who had been cherishing a dream of floating a commercial bank which would contribute to the socio-economic development of our country by facilitating industrialization, woman empowerment, foreign trade, infrastructural development, income generation for the marginal, and above all job creation. He had a long experience as a good banker. Indeed, all of them had already established themselves in their respective businesses as the most successful business personalities in the country with their innovations, intelligence, talents, industriousness and honesty.

The nucleic personality of the group, Mr Nazrul Islam Mazumder, who has now been leading the Bangladesh Association of Banks (BAB), the apex forum of the commercial banks of the country, and is honored as one of the most illuminated business tycoons in the garment business in the country, became the honorable Chairman after the demise of the founder Chairman. Under his leadership, BAB has emerged as an effective platform for exchanging views on problems being faced by the banking sector of Bangladesh and for formulating common policy guidelines in addressing such problems.

EXIM Bank starts functioning from 3rd August, 1999 with its name as Bengal Export Import Bank Ltd. On 16th November, 1999, it was renamed as Export Import Bank of Bangladesh Ltd. with Mr Alamgir Kabir as the Founder Advisor and Mr Mohammad Lakiotullah as the Founder Managing Director respectively with their long experience in the financial sector of our country. Under the leadership of Mr Lakiotullah, the Bank migrated all of its conventional banking operation into Shariah Based Islami Banking in July 2004.

In the year 2006, Mr Kazi Masihur Rahman became the Managing Director of the bank when Mr Lakiotullah left the bank after completion of his successful 7 years as MD. Mr Kazi served the bank for next five years. Under his leadership, the bank moved to a state-of-the-art centralized IT platform with world renowned core banking software TEMENOS T24 running on two modern data centres along with alternate delivery services like ATMs and SMS banking. On 25th August,

2011, Mr. Md. Fariduddin Ahmed joined the bank as Managing Director. With his long banking experience, EXIM Bank ensured full compliance in respect of capital adequacy and asset quality. After his retirement, Mr Ahmed continued his service for EXIM Bank as Advisor from 27th July 2012.

An Islamic banking scholar Dr Mohammed Haider Ali Miah initiated a new era succeeding Mr Fariduddin Ahmed on 25th July, 2012 as the first ever Managing Director from the EXIM staff. He had continued his successful career for long 10 years until he retired on 15 September 2022.

With the commitments of concrete-built resilience of the bank and tailor-made services for its dear customers, a foreign trade maestro Mr Mohammad Feroz Hossain succeeded Mr Mohammed Haider Ali Miah as Managing Director & CEO on 16th September, 2022.

Vision

The gist of EXIM vision is "Together Towards Tomorrow". Export Import Bank of Bangladesh Limited (Exim Bank) believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be constant pursuit of excellence in compliance with the Islamic *Shariah*. We believe the advantages of Islamic economy can best be extended to the people with a technology-driven modern banking system that upholds the Islamic values, and Exim Bank envisages making itself a perfect instance of that kind. The Bank's strategic plans and networking will strengthen its competitive edge over others in rapidly changing competitive environment. Its personalized quality services to the customers with trend of constant improvement will be the cornerstone to achieve our operational success.

Mission

The Bank's mission comprises:

- Extracting the full benefit of Islamic banking system for its customers.
- Providing with quality financial services especially in Foreign Trade.

- Maintaining and upgrading a technology-based professional banking environment.
- Maintenance of corporate and business ethics and transparency at all levels.
- Sound capital Base.
- Above all, to add to the national economy.

Corporate Culture

Organizational culture is considered as an essential component of business corporations as it has the ability to bind organizational members together. The culture and values of our bank have been proved as a source of competitive advantage for us and are acting as a key component to establish the relationship between the bank and our employees and, in turn, between our employees and our customers. Our culture and values also encourage customers and employees to join us and stay with us.

EXIM Bank has also been able to improve organizational performance via improving the performance of individual contributors and also recognizes existing talents to fill up the higher vacancies within the organization or place them in the right position, wherein the best use of their abilities can be ensured. Our culture promotes sharing of common goal which ensures harmonious relationship in the working environment.

SWOT Analysis of EXIM Bank

The overall evaluation of company's strengths. Weaknesses, opportunities, and threats is called SWOT analysis.

Strength:

- **Strong Board of Director:** The Board of Director of that Bank is more strong of than other Bank.

- **Top Management:** The top management of the Exim Bank Bangladesh Ltd. They contributed yearly towards the growth and development of the

Bank. The top management have long experience skill full and efficiency in the financial sector of our country.

- **Reputation of Exim Bank:** The Exim Bank Bangladesh Ltd. has attained reputed company in the Banking industries of Bangladesh and international. Then another Bank as a New corners.

- **Strong online facilities:** The Exim Ltd. has arrangement modern equipment and facilities for the prepare their work. The electronic facilities are telex Fax swift.

Weakness:

- **Adverting and promotion:** there are no aggressive marketing activities of Exim Bank Ltd. it important weakness for Exim Bank Ltd.

- **Geographical Coverage:** There are 66 district in of Bangladesh. But Exim Ltd. has a number of branches of Bank 24.

- **Disguised of employment:** Exim should be appointment by recruiting system. But reference appointment is very much attractive in the Exim Bank Ltd. them recruitment. It is harmful for organization.

- **Limitation of it system:** It system more important for the modern world. But Exim Bank Ltd. is not provided on time Banking system. The Bank used PC Bank. PC Bank is not comprehensive banking software.

Opportunity:

- **Implementation:** The Exim Bank Bangladesh should be strategy of their implementation strong will bring out best successful for the bank.

- **Online Banking:** Online banking facilities can make the operation of the bank more efficient**.**

- **ATM Banking:** Modern banking concept is ATM banking transaction customer can transaction on official day by A.T.M card. Standard chartered Bank, Islamic Bank Bangladesh Ltd.

Threats:

- **Competitor:** There are 53 Bank of Bangladesh. But a few Bank functioning by Islamic Banking system such as Islamic Bank (BD) Ltd. Al-Arafa Islamic Bank, Exim Bank, Based on Islamic Banking system. So the main competitor for Exim Bank Ltd. is based on Islamic shariah Banks.

- **Multinational Bank:** The Multinational Bank also competitors for the Exim Bank ltd. Existing foreign banks are standard chartered Bank.

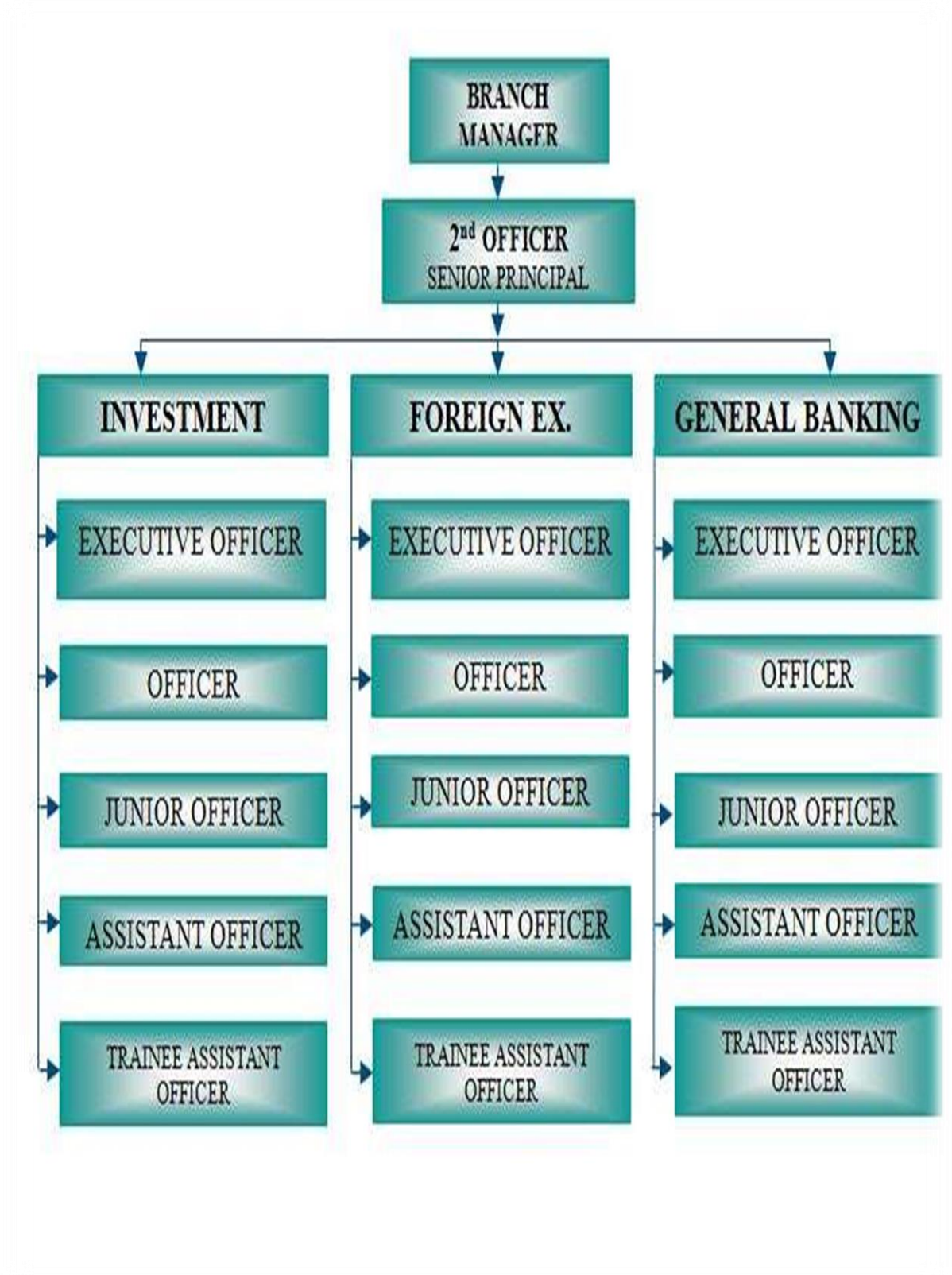
- **Default Culture:** Default culture is harmful for Banks. Because Default culture is very much familiar in the Bangladesh. Exim is new, it has not faced seriously yet.

- **Black Money:** It is another threat for organization. Black money destroy the organization quickly. Block money sources are-

    - Insurance premium
    - C & F Agent commission.
    - Courier commission
    - Bribe

- **satisfaction:** Satisfaction is a persons feeling of pleasure or disappointment resulting from comparing a products perceived performance or out come interrelation to his or her expectations.

Hierarchy Structure of EXIM Bank:



Chapter Four: General Banking Activities of EXIM Bank

General Banking:

General Banking is the basis of all the banking procedures and activities. It is considered as the direct customer service center. This department represents one of the most essential roles in the operations of commercial banks. General banking department deals with taking deposits and concurrently provides quality services to its customers.

Various Types Deposit Account:

EXIM Bank offers following types of deposit account. These are:

1. Mudaraba Saving Deposit.
2. AL-Wadia Current Deposit.
3. Mudarba Short Notice Deposit Account.
4. Mudaraba Term Deposits.
5. Mudaraba Education Deposit.

Deposits Schemes:

1. Mudaraba Monthly Savings Deposit Scheme.
2. MudarabaSu-Grehini Monthly Savings Scheme.
3. MudarabaFemina Monthly Savings Scheme.
4. Mudaraba Senior Monthly Savings Scheme.
5. Mudaraba Monthly Income Deposit Scheme.
6. MudarabaSu-Grehini Monthly Benefit Scheme.

7. MudarabaFemina Monthly Benefit Scheme.
8. Mudaraba Senior Monthly Benefit Scheme.
9. Mudaraba Multiplus Saving Scheme.
10. Mudaraba Super Saving Scheme.
11. Mudaraba Hajj Deposit Scheme.
12. MudarabaDenmohor / Marriage Deposit Scheme.
13. Mudaraba EXIM Student Saver.

General Procedure of Opening Account:

The clients must fulfill the following requirements before opening a bank account in EXIM Bank:

- The bank provides clients with an account opening form
- The client should correctly complete the form and the specimen should sign the card.
- The bank will next receive the application form, which must be signed by clients with two passport size photo.
- The bank officer check the form and verify the documents of clients.
- The officer will proceed with the account opening steps if no problems are discovered
- The authorized officer will issue a deposit slip on which the client must make a deposit.
- After that bank will make a cheque for the bank account and give them to the client
- The bank then keeps the sample card and finally opens the account.

Account Opening Requirements for AL-WADEEAH /CD /MSD /MSTD

The client must complete and sign a document to open the account.

- Two copies of each account holder's recent passport-size picture.
- A copy of the nominee's passport-size picture.
- To create an account, you'll also need a copy of your passport, national ID card, driver's license, office ID, Word Commissioner's Certificate, or any other ID card.
- An authenticated photocopy of a passport with a valid visa and work permit is necessary in the event of a "Foreign Currency Account."
- The bank requires the "Joint Account Declaration Form" to create a joint account.

Mudaraba Savings Account:

Mudaraba savings account is opened under the Mudaraba principal of Islami Shariah. Mudaraba Saving's accounts are mainly meant for Non-Trading customers who have some potential saving with small no. of transactions taking place. More than one person can open and operate a Mudaraba savings account. A guardian on behalf of a minor can open a Mudaraba Savings A/C. In which case a declaration stating the date of birth of the minor should be obtained from the guardian. To encourage savings habit amongst the general public, bank allows depositors to open savings account. As the name indicates, these accounts are opened for the purpose of savings. There are two types of Saving Account. One is "Single Saving Account" and another is "Joint Saving Account".

Minimum amount of Tk. 1000/= is required for opening this type of account.

Main Feature

- Attractive provisional rate of profit.
- Minimum initial deposit is Tk.1000.00
- Half-Yearly account statement.
- Debit card Facility with limited withdrawal.
- Free ATM Cash withdrawal from all ATM of EXIM Bank.
- SMS Banking for statement/Balance checking.
- Salary crediting facility.
- Cheque book facility.
- Fund transfer facility.
- Profit will be calculated on monthly basis.

Terms and Condition

- Account will be operated as per Mudaraba principals.
- At least 65% of investment income will be distributed among the Mudaraba Depositors as per weightage allocated for each accounts.
- Mudaraba Savings Deposit will bear 0.75 weightage.

Al Wadia Current Account:

Current account is an account where numerous transactions can be made by the account holder within the funds available in its credits. No profit is paid on those deposits and its yearly charges is Tk.1000/=. Current account is mainly suitable

for businessman though nobody is debarred from opening such an account for any purpose. Requirements to open an account are almost same to that of savings account except the initial deposit and the introducer must be the saving or current accountholder.

Main Feature

- Halal way or without Riba (interest or usury) transaction.
- Unlimited deposit or withdrawal.
- No profit will be given.
- Cheque book facilities.
- ATM Card.
- Free online transaction.
- SMS banking service includes balance inquires/Mini-statement by mobile phone.

Mudaraba Term Deposit Receipt

Mudaraba Term Deposit Receipt (MTDR) account is opened under the Mudaraba (Profit Sharing) principal of Islami Shariah. Any adult person (individually or jointly) having sound mind or any institution/organization can open MTDR account with any branch of the bank by depositing at least Tk10,000/- and above but multiple of Tk. 100/- (one hundred). One or more account can be opened in the same name at the same branch of the bank. Investment against lien of such receipt may be allowed up to 90% of deposited amount subject to normal terms and conditions of investment of the bank.

Deposit of MTDR Account will bear the following weightage:

Tenure/Period	Weightage
01 Month	0.83
02 Months	0.83
03 Months	0.88
06 Months	0.92
1 Year	0.96
2 Years	0.96
3 Years	0.96

Terms and Condition

- No profit shall be allowed for premature encashment within 01(one) month
- If the account is encashed after completion of any tenure but before maturity, depositors will be entitled to receive the benefit at the provisional rate of profit of Mudaraba Savings Account.
- The provisional rate of profit of Mudaraba Savings Account will treat the provisional rate of profit, which was prevailed at the time of opening the MTDR account.

Closing Procedure of Account:

There are many reasons of an account can be closed:

- If the client agrees to cancel his or her account.
- If EXIM Bank discovers that the account has been unused for a long time. If EXIM Bank obtains a court injunction.

Clients would be required to submit a request along with the unused leaves of the cheque books supplied to them in order to terminate an account. When the application is received, the following will be done:

- The account owner's signature will be confirmed, and the number of unused cheque leaves will be recorded.

- Before the account is closed, the branch-in-charge will accept the application.

- After declaring the obligation, if any, and incidental costs to be credited to the account.

- However, if an account is closed within three months of the promotional period, the closure charge is Tk.500 + 15% VAT.

- After the incidental costs have been deducted from the account, the client will be asked to withdraw the remaining amount of his or her account.

- Finally, the "Account Closed" stamp will be placed on the customer's account opening form and specimen signing cards.
- Once all of the conditions have been met, the application will be mailed together with the account opening form, and the specimen signature cards will be held under lock and key.

- Finally, the authorized bank officer will destroy the customer's unused cheque leaves.

SMS Banking:

EXIM Bank established SMS Banking services to enable customers with instant access to account information at any time. This service is simply accessible to any mobile phone user who has an EXIM Bank Limited account.

SMS Banking offerings include:

- Balance Check.
- Mini Statement.
- Account Information
- Help Service

How it works:

- Download the Application Form if customer want to use SMS Banking.

- Fill out the application form and return it to the nearest EXIM Bank branch (After fulfilling the form).

Section for clearing:

Clearing is a procedure that allows a bank to collect cash from other banks through a clearing house. A clearing house is essentially a location where representatives from different banks receive and distribute checks to and from another bank. According to Article 37(2) of the Bangladesh Bank Order, banks that are members of the clearing house are known as Scheduled Banks, and it is their role to accept and clear cheques from various banks.
Clearing is two types. They are:

1. Inward Clearing.

2. Outward Clearing**.**

Inward Clearing:

When a client's cheque is received for collection from another bank, the following should be carefully examined:

- The check must be crossed.
- The amount should be the same in both words and figures on the deposit slip.

- For more than six months, the cheque should not include a date that is older than the receiving

- The collecting bank must check to see if the endorsement has been completed properly.

Outward Clearing:

Outward clearing occurs when a bank's branches receive a check from a client written on one of the other banks in the local clearing zone for collection through the Clearing House.

- The following are the steps in the Outward Clearing process:
- After issuing an Inter Branch Debit Advice, deliver the instruments with schedules to the EXIM Bank Bangladesh Limited main branch (IBDA).
- Instruments are endorsed when a signature is authorized.
- The client receives the duty-signed instruments, as well as the branch code number appended to them.
- The "Outward Clearing" register keeps track of the instruments and vouchers.
- Instrument receipt and payment slip.
- Instrument inspection and payment slip.

Cheque:

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

Issue of a Cheque Book

The in charge of the departmental stocks of Cheque books will get to know and allow entering the DCBIR (Departmental Cheque Books Issued Register).

Separate foils in the register are allotted for CD accounts Cheque Books of 25, 50 and 100 leaves and SB account Cheque Books of 10 leaves. At the time of opening of an account, the customer is required to sign a Cheque Book Requisition Slip (No. SF-73). If the account opening form is found complete in all respects, a Cheque Book is issued to the client.

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

Remittance:

The word "Remittance" means sending of money from one place to another place through post and telegraph. Commercial Banks expose this facility to its customers by means of receiving money from one branch of the bank and making an easier arrangement for payment to another branch within the country. EXIM Bank sells and purchases PO, DD and TT to its customers only. It does not offer remittance service frequently to those other than its customer.

Cash Section:

Procedure of cash receipt

While receiving cash the receiving cashier should see that the paying in slip has properly filled in. The paying in slip does not bear the name of another branch or the customer has not mentioned the name of another branch. The title and number of accounts have been mentioned on the paying in slip and the counterfoil. The amount in words and figures are the same. The particulars and amount on the pay-in slip and the counterfoil are same. The Cashier should receive money, count it and mention the denomination of notes on the back of the paying in slip and see that the total tallies with the amount of the paying in slip. He should count the notes again and verify the amount from that mentioned on the paying in slip. He should enter the particulars as to the name of the party, account number and amount in the Receipt Register. He

should sign on both the parts of the paying in slip, Voucher and the counterfoil. He should then hand over the paying in slip and the receipt register to the authorized person, Officer in Charge/Head Cashier. Particulars of which are to be noted in the register, sign the vouchers and hand over the same to the authorized person for affixing the "CASH RECEIVED" stamp and obtain counter signature from the officer.

Procedure of cash handling

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

Pay Order

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

- The issuing branch and the paying branch are same.

- Application for payment within the clearing house area of the issuing branch. This may be open or can be crossed.

Demand Draft

The Process of Issuing a Demand Draft:

- Obtaining a demand draft application form that must be properly filled out and signed by the applicant.
- Receiving the transfer amount plus the commission charge.
- Inserting the test number.
- Entering the DD register and giving guidance to the payee branch.

Financial Highlights of EXIM Bank:

Sl.	Particulars	2018	2019	2020	2021	2022
1	Authorized Capital	2000.00	2000.00	2000.00	2000.00	2000.00
2	Paid-up Capital	1412.25	1412.25	1412.25	1447.56	1447.56
3	Statutory Reserve Fund	972.09	1070.60	1176.01	1251.95	1374.34
4	Deposits	30078.66	35581.65	39530.83	42170.60	42704.41
5	Investment (General)	30503.61	34328.74	39291.97	42820.49	45254.78
6	Investment (Shares & Securities Exclu. Subsidiaries)	2353.14	4208.96	3886.85	4132.30	3320.63
7	Foreign Exchange Business	**36653.34**	**37791.07**	**34442.90**	**49787.93**	**53290.68**
	a) Import Business	18953.04	20080.15	17782.52	28009.30	25013.78
	b) Export Business	17173.13	17065.26	16129.02	21197.45	27649.82
	c) Remittance	527.17	645.66	531.36	581.18	627.08
8	Operating Profit	686.39	691.99	631.36	564.36	676.13
9	Investment as % of total Deposit	* 93.78%	* 89.55%	* 91.14%	* 88.02%	* 95.47%
10	No. of Foreign Correspondent	394	396	386	389	392
11	Number of Employees	2964	2956	2910	3235	3351
12	Number of Branches	123	130	131	140	147
13	Return on Assets after tax	0.65%	0.61%	0.61%	0.37%	0.66%
14	Return on Equity (ROE)	8.22%	8.48%	9.33%	6.17%	11.41%

Chapter Five: Recommendation & Conclusion

Recommendation:

EXIM Bank has some problems in ordinary banking operations. In this regard, following specific recommendations are forwarded for the development of product management of EXIM Bank Limited.

- The bank should hire new personnel to better service its clients.
- The authorities should set up a comprehensive training and development program for its personnel so that they can carry out their tasks and obligations efficiently.
- EXIM Bank Limited has to be faster to honor its customers' cheque after submission.
- EXIM Bank Limited should take necessary step to increase their network facilities.
- They should use modern technology to improve their condition.
- They should hire sufficient employees for maintaining the activities of GB properly. It helps them to achieve the customer satisfactions.

Conclusion

In review this internship was an excellent and rewarding experience. It is an honor for me to work at EXIM Bank Limited's Shimrail Branch. I can't compare academic and practical knowledge since I don't have any. Due to a lack of time, learning all of a bank's sectors is impossible. It is feasible to understand all of the Banking operations more thoroughly if the internship term may be extended. I was able to attend this program for a duration of three months and during this period I was able to meet new people and learn a lot about the banking system. This was the first time I was being exposed to a company of this standard and the company official were really kind enough to provide me with all sorts of explanation regarding the General banking activities of Exim bank.EXIM Bank Limited, as a major new generation bank, is making a substantial contribution to Bangladesh's economy and has a bright

future. I am hopeful that EXIM Bank Limited would be able to expand their company by adding new schemes and other utility services.

Finally, I concluded that Exim bank is a good organization for a person for his long-term career working. Also, I can say that very short time the satisfaction level of the customers is much higher
than any other local commercial banks in Bangladesh.

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EXIM BANK
Shariah Based Islami Bank

Export Import Bank of Bangladesh Limited
Head Office

Human Resources Division

EXIM/HO/HRD/2023
05 September 2023

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INTERNSHIP

Muhtaram,
Assalamu Alaikum,

With reference to your letter dated 03 September 2023 regarding the above, we are pleased to accept **Ms. Nabiha Chowdhury**, student of your institute for doing 3 (Three) Months internship at our Shimrail Branch, Narayanganj.

The internship programme will be effective from the date of joining of the internee at the bank/branch. She will have to give regular attendance at the place where she will have deputed to work on her project. She will also require to submit 1 (One) copy of her internship report with accurate information on the project she will be working on at the Branch/Division concerned for their record and necessary action. Please be informed that we do not offer any pay and allowance in this regard.

We assure you of our best co-operation to your student during her stay with us.

Ma-Assalam

Yours faithfully,

05.09.23

Gazi Mahbubul Huqe
Senior Vice President
Human Resources Division

Copy to: Shimrail Branch/ Internee/ Office copy.

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