Internship Report
on
Overall Banking Activities of Social Islami Bank PLC

Submitted by:

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Program: Bachelor of Business Administration (BBA)
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Submitted to:

Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of
Bachelor of Business Administration (BBA)



Sonargaon University (SU)
147/1 Green Road, Panthapath, Tejgaon, Dhaka

Date of Submission: September 05, 2026

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147/1 Green Road, Panthapath, Tejgaon, Dhaka

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Letter of Transmittal

September 05, 2026
Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Subject: Submission of Internship Report on **"Overall Banking Activities of Social Islami Bank PLC"**.

Dear Madam,

With due respect, I am pleased to submit my internship report titled **"Overall Banking Activities of Social Islami Bank PLC"** as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program at Sonargaon University (SU). This report has been prepared based on my internship experience at **Social Islami Bank PLC** and the knowledge gained during my academic studies. I have made every effort to follow the required guidelines and present the report in a clear, systematic, and comprehensive manner.

I sincerely hope that this report will meet your expectations and fulfill the academic requirements. I shall be grateful if you kindly accept this report. I will be pleased to provide any further clarification if required.

Thank you for your valuable time and consideration.

Sincerely yours,

Mst Maria Akter
ID: BBA2203027093
Program: Bachelor of Business Administration
Major: Accounting
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Declaration of Student

I am **Mst Maria Akter**, a student of the Bachelor of Business Administration (BBA) program with ID: BBA2203027093 at Sonargaon University (SU). I would like to sincerely declare that the report titled **"Overall Banking Activities of Social Islami Bank PLC"** has been prepared by me as a part of the requirements for the completion of my BBA program.

During the preparation of this report, I have made every effort to maintain academic integrity and ensure that all information, data, and references used in this report comply with ethical standards and proper citation practices. I also confirm that this report is my original work and has not been submitted previously to any other institution or organization for the purpose of obtaining any degree, diploma, or academic qualification.

Yours Sincerely,

Mst Maria Akter
ID: BBA2203027093
Program: Bachelor of Business Administration
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Letter of Authorization

This is to certify that the Internship report titled **"Overall Banking Activities of Social Islami Bank PLC"** has been prepared as a part of the completion of the Bachelor of Business Administration (BBA) program from the Department of Business Administration, Sonargaon University (SU).

The report has been carried out by **Mst Maria Akter**, bearing ID: BBA2203027093, under my supervision. The internship report and the information presented in this report will not be used for any other purposes without proper authorization.

The student has demonstrated sincerity, dedication, and responsibility throughout the preparation of this report. It has been a great pleasure working with her. I wish her every success in her future academic and professional endeavors.

Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgement

I would like to express my heartfelt gratitude to all those who have supported and guided me throughout the journey of preparing this internship report titled **"Overall Banking Activities of Social Islami Bank PLC".**

First and foremost, I would like to express my sincere appreciation to my internship supervisor, **Mst. Marium Akter**, Lecturer, Department of Business Administration, Sonargaon University (SU), for her valuable guidance, continuous support, encouragement, and constructive suggestions throughout the preparation of this report. Her expertise and insightful feedback have played an important role in completing this report successfully. I am also grateful to all the respected faculty members of the Department of Business Administration, Sonargaon University (SU), for providing me with the necessary academic knowledge, support, and a favorable learning environment throughout my BBA program.

I would like to express my sincere appreciation to the management, officers, and employees of **Social Islami Bank PLC** for their valuable cooperation, assistance, and support during my internship period. Their practical guidance and cooperation helped me gain a better understanding of the bank's overall banking activities, customer services, and day-to-day operations.

I am also grateful to all the officers and staff members of Social Islami Bank PLC who directly or indirectly contributed by providing the necessary information and support for the successful completion of this internship report. Their cooperation helped me gain practical knowledge about banking operations, financial services, and customer relationship management.

Finally, I would like to thank everyone who supported me throughout this academic journey and contributed to the successful completion of this report.

Executive Summary

Social Islami Bank PLC is one of the prominent Islamic banks in Bangladesh, providing a wide range of Shariah-based banking and financial services to individuals, businesses, and other customers. The main objective of this report is to analyze the **"Overall Banking Activities of Social Islami Bank PLC"** and to gain practical knowledge about the various banking operations and services provided by the bank.

This report has been prepared as a requirement for the completion of the Bachelor of Business Administration (BBA) program at Sonargaon University (SU). The report is based on my internship experience at **Social Islami Bank PLC** during **3 months**. Throughout the internship period, I gathered practical knowledge regarding the bank's general banking activities, account opening, deposit collection, cash transactions, clearing activities, investment operations, remittance services, customer service, and other banking functions.

The report focuses on the major banking activities of **Social Islami Bank PLC**, including deposit mobilization, account management, cash management, clearing and collection, investment and financing activities, remittance services, customer service, and other general banking operations. It also provides an understanding of how Islamic banking principles and Shariah-based practices are applied in the bank's day-to-day operations.

In this report, I have presented an overview of Social Islami Bank PLC, its organizational structure, major departments, products and services, and the practical banking activities observed during my internship. The report also highlights the importance of efficient banking operations, customer service, employee cooperation, and proper management in ensuring smooth and effective banking services.

The final part of this report includes the major findings, recommendations, and conclusion based on my study and internship experience. The recommendations are intended to improve the efficiency of banking operations, enhance customer satisfaction, and strengthen the overall performance of Social Islami Bank PLC. This internship experience has enabled me to relate my academic knowledge of Accounting and business administration to real-life banking operations and develop a better understanding of the overall activities of an Islamic commercial bank.

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List of Acronyms

Acronym	Full Form
SIBPLC	Social Islami Bank PLC
PLC	Public Limited Company
BB	Bangladesh Bank
BBA	Bachelor of Business Administration
KYC	Know Your Customer
AML	Anti-Money Laundering
CFT	Combating the Financing of Terrorism
ATM	Automated Teller Machine
POS	Point of Sale
SMS	Short Message Service
IT	Information Technology
ICT	Information and Communication Technology
NID	National Identity Card
TIN	Taxpayer Identification Number
MFS	Mobile Financial Services
EFT	Electronic Funds Transfer
BEFTN	Bangladesh Electronic Funds Transfer Network
NPSB	National Payment Switch Bangladesh
RTGS	Real-Time Gross Settlement
HPSM	Hire Purchase under Shirkatul Melk
HPSM-Ijara	Hire Purchase under Shirkatul Melk-Ijara
KYC	Know Your Customer
MDR	Merchant Discount Rate
ROI	Rate of Investment
NPL	Non-Performing Loan
SME	Small and Medium Enterprise
SWOT	Strengths, Weaknesses, Opportunities and Threats
FDR	Fixed Deposit Receipt
Mudaraba	Profit-Sharing Islamic Financing/Deposit Principle
Wadiah	Safekeeping-Based Islamic Deposit Principle
KYC	Know Your Customer
CBS	Core Banking System
POS	Point of Sale
CEO	Chief Executive Officer
MD	Managing Director

Chapter-1:
Introduction

1.1 Background of the Report

The banking sector plays a significant role in the economic development of a country by mobilizing savings, facilitating investment, providing financial services, supporting business activities, and maintaining the flow of funds within the economy. Commercial banks perform various activities such as deposit collection, account management, investment and financing, cash management, remittance, clearing, fund transfer, and digital banking services.

Islamic banking has become an important component of the banking sector in Bangladesh. Unlike conventional banking, Islamic banking operates according to Shariah principles and emphasizes ethical, asset-backed, and profit-sharing-based financial activities. Bangladesh Bank identifies Social Islami Bank PLC as one of the full-fledged Islamic banks operating in Bangladesh.

Social Islami Bank PLC (SIBPLC) was founded in 1995 and operates as a Shariah-based financial institution. The bank describes its approach as a three-tier banking model involving formal, non-formal, and voluntary banking activities. It also emphasizes technology-based services and customer-oriented banking.

The bank provides various deposit products and investment products. Its deposit products include Al-Wadiah Current Account, Mudaraba Savings Deposit, Mudaraba Term Deposit, Mudaraba Notice Deposit, Cash Waqf Deposit, and other Mudaraba-based schemes. Its investment products include Islamic Auto Finance, Islamic Home Finance, Islamic Consumer Finance, Bai-Muazzal, HPSM, HPSM-Ijara, Murabaha, Musharaka, and Bill Purchase.

The internship program provides BBA students with an opportunity to relate their academic knowledge to real-life organizational practices. Through practical exposure to banking activities, an intern can understand how theoretical concepts related to management, accounting, finance, customer service, and business operations are applied in a professional environment.

This report has therefore been prepared to provide a practical understanding of the overall banking activities of Social Islami Bank PLC. It focuses on the major banking operations, products and services, departmental activities, customer services, investment and financing activities, digital banking services, Shariah-based operations, and the practical experience gained during the internship.

1.2 Origin of the Report

The internship program is an integral part of the Bachelor of Business Administration (BBA) program. It provides students with practical exposure to a professional working environment and helps them understand the relationship between academic knowledge and organizational practices.

As part of the internship requirement, the student was assigned to complete an internship at Social Islami Bank PLC and prepare a report based on the practical experience gained during the internship period.

The report has been prepared under the title **"Overall Banking Activities of Social Islami Bank PLC".** The main purpose of preparing this report is to examine the major operational activities of the bank and understand how different banking services are performed in practice.

During the internship period, practical observations, discussions with bank employees, and exposure to different banking activities provided the basic foundation for preparing this report. Relevant secondary information was also collected from official publications, annual reports, Bangladesh Bank publications, and other reliable sources. The report therefore represents a combination of academic knowledge, practical observation, and secondary research regarding the banking activities of Social Islami Bank PLC.

1.3 Objectives of the Report

- **Broad Objective**

The broad objective of this report is to develop a practical understanding of the **overall banking activities of Social Islami Bank PLC** and examine how its major banking operations are performed in a Shariah-compliant and customer-oriented manner.

The main objective of this report is to gain practical knowledge about the **Overall banking activities of Social Islami Bank PLC** and relate theoretical knowledge with practical banking operations.

- **Specific Objectives**

The specific objectives are:

- To provide an overview of Social Islami Bank PLC and its organizational activities.
- To understand the major general banking activities of the bank.
- To examine deposit collection, cash management, clearing, fund transfer, and remittance activities.

- To understand the bank's investment and financing activities under Islamic banking principles.
- To observe the procedures related to investment application, approval, disbursement, monitoring, and recovery.
- To understand the bank's digital banking, card, and ATM services.
- To gain practical knowledge about Shariah-based banking and compliance practices.
- To identify the major findings and provide recommendations for improving banking operations.
- To develop practical banking knowledge, professional skills, and work experience through the internship.

1.4 Scope of the Report

The scope of this report covers the major banking activities and operational functions of Social Islami Bank PLC. The study focuses primarily on the banking operations observed during the internship period and the information available from reliable organizational and regulatory sources.

The major areas covered in this report are:

- General banking activities.
- Account opening and account maintenance.
- Customer service activities.
- Deposit collection and deposit schemes.
- Cash management.
- Clearing activities.
- Fund transfer activities.
- Remittance services.
- Investment and financing activities.
- Investment application, approval, and disbursement.
- Investment monitoring and recovery.
- Digital banking services.
- ATM and card-related services.
- Shariah-based banking practices.
- Compliance-related activities.
- Internship duties and responsibilities.
- Skills and knowledge gained through practical experience.

The report also provides an overview of the organizational structure, products and services, major departments, objectives, vision, mission, core values, and SWOT analysis of Social Islami Bank PLC.

However, the report does not attempt to provide a complete audit or detailed financial analysis of the bank. Certain confidential customer information, internal documents, transaction details, and restricted operational information have not been included due to banking confidentiality and organizational policies.

1.5 Research Methodology

This report has been prepared by following a systematic research methodology to collect, organize, analyze, and present information regarding the **overall banking activities of Social Islami Bank PLC**. Both primary and secondary sources of information have been used.

- **Secondary Data**

Secondary information was collected from:

- Annual reports of Social Islami Bank PLC.
- Official publications and financial statements of the bank.
- Bangladesh Bank publications and guidelines.
- Relevant books and academic materials.
- Banking-related journals and articles.
- Official website of Social Islami Bank PLC.
- Other relevant and reliable online sources.

- **Data Analysis and Presentation**

The collected information was reviewed, organized, and analyzed according to the objectives of the report. Qualitative information obtained from practical observation and discussions was used to describe the bank's operational activities, while secondary information was used to support the organizational and banking-related discussion.

1.6 Limitations of the Report

Although considerable effort was made to prepare the report accurately, several limitations were encountered during the study.

The major limitations are:

- **Limited Internship Period:** The internship period was limited, which restricted the opportunity to observe all banking activities in depth.

- **Confidentiality of Banking Information:** Banks maintain strict confidentiality regarding customer accounts, transactions, financial information, and internal documents. Therefore, certain information could not be accessed or disclosed.

- **Limited Access to Internal Systems:** As an intern, access to some banking software, internal databases, and operational systems was restricted for security reasons.
- **Limited Departmental Exposure:** It was not possible to gain extensive practical experience from every department of the bank.

- **Time Constraints:** Limited time was available for collecting, analyzing, and organizing information for the report.

- **Dependence on Secondary Sources:** Some organizational information was collected from publicly available sources because certain internal information was not accessible.

- **Changing Banking Policies:** Banking regulations, products, procedures, and operational practices may change over time due to regulatory and technological developments.

Despite these limitations, efforts were made to ensure that the report presents a clear and realistic overview of the banking activities of Social Islami Bank PLC.

1.7 Structure of the Report

The report is divided into five major chapters.

Chapter 1: Introduction presents the background, origin, scope, methodology, limitations, and structure of the report.

Chapter 2: Organization Overview of Social Islami Bank PLC discusses the historical background, vision, mission, core values, objectives, products and services, organizational structure, major departments, and SWOT analysis of the bank.

Chapter 3: Overall Banking Activities of Social Islami Bank PLC is the major analytical chapter of the report. It discusses general banking activities, account opening, customer service, deposits, cash management, clearing, fund transfer, remittance, investment and financing, investment approval and disbursement, investment monitoring and recovery, digital banking, and Shariah-based banking practices.

Chapter 4: Internship Duties, Responsibilities and Learning Experience describes the internship experience, roles and responsibilities, departments worked with, practical banking activities observed, and knowledge and skills gained.

Chapter 5: Findings, Recommendations and Conclusion presents the major findings of the study, recommendations based on practical observations, and the overall conclusion.

Chapter-2:
Organizational Overview

2.1 Historical Background of Social Islami Bank PLC

Social Islami Bank PLC is a full-fledged Islamic bank operating in Bangladesh. The bank was founded in 1995 with the objective of providing financial services based on Islamic Shariah principles. According to the bank's official profile, it was established as a value-added financial institution based on Shariah principles and developed a three-tier banking model involving formal, non-formal, and voluntary banking.

The establishment of Social Islami Bank was part of the development of Islamic banking in Bangladesh. Bangladesh Bank records that Social Islami Bank, then known as Social Investment Bank Ltd., received clearance in 1996 to operate according to Islamic banking principles.

Over time, the bank expanded its branch network, products, services, technological facilities, and customer base. The bank currently provides a variety of deposit, investment, payment, card, digital, and other financial services.

The bank's development has been associated with its emphasis on Shariah-compliant banking, customer service, technological advancement, and socially responsible financial activities.

According to Social Islami Bank's published financial information, its network and operational scale have expanded significantly over the years. The bank's official financial-at-a-glance information reports 125 branches and 2,363 employees in its latest displayed year, alongside a range of financial and operational indicators.

The bank also publishes annual reports, financial statements, regulatory disclosures, and other corporate information for stakeholders.

2.2 Vision

The vision of Social Islami Bank PLC is to become a trusted, customer-oriented, and technology-driven Islamic financial institution. The bank aims to provide quality Shariah-compliant banking services while contributing to the economic and social development of Bangladesh.

2.3 Mission

The mission of Social Islami Bank PLC is to provide comprehensive and efficient financial services based on Islamic Shariah principles while creating value for customers, shareholders, employees, and society.

The major elements of its mission include:

- Providing efficient and reliable banking services.
- Offering Shariah-compliant financial products.
- Mobilizing deposits and providing productive investment facilities.
- Improving customer satisfaction.
- Using technology to enhance service quality.
- Maintaining ethical and responsible banking practices.
- Supporting economic development.
- Promoting socially responsible financial activities.

The bank's official profile states that it works closely with clients and stakeholders and seeks to provide one-stop services and technology-supported products.

2.4 Core Values and Principles

The core values of Social Islami Bank PLC are closely related to Islamic banking principles, ethical business conduct, customer orientation, integrity, and social responsibility.

The major principles include:

Shariah Compliance
The bank conducts its Islamic banking activities according to applicable Shariah principles. Islamic banking emphasizes ethical financial transactions and avoids interest-based lending.

Customer Focus
Customers are central to the bank's operations. Efficient service delivery, convenient banking facilities, and customer satisfaction are important components of banking activities.

Integrity
Integrity is essential in banking because banks handle customers' money and confidential financial information. Employees are expected to maintain honesty, accountability, and professional conduct.

Transparency and Accountability
The bank's operations require appropriate documentation, internal controls, regulatory compliance, and accountability.

Social Responsibility
Social welfare is an important component of the bank's identity. The bank's official profile describes its three-tier banking model and welfare-oriented approach.

Innovation and Technology
Modern technology is increasingly important in banking. Digital banking, cards, online services, and technology-based customer service help improve accessibility and operational efficiency.

2.5 Objectives of Social Islami Bank PLC

The major objectives of Social Islami Bank PLC can be summarized as follows:

- To provide Shariah-compliant banking services to customers.
- To mobilize savings and deposits from individuals and organizations.
- To provide investment and financing facilities for productive economic activities.
- To provide efficient and convenient banking services.
- To maintain long-term relationships with customers.
- To promote ethical and responsible financial practices.
- To expand digital and technology-based banking facilities.
- To support entrepreneurs and businesses through appropriate investment facilities.
- To contribute to economic development.
- To maintain sound corporate governance and regulatory compliance.
- To improve operational efficiency.
- To contribute to social welfare and community development.

These objectives support the bank's broader emphasis on Shariah-based banking, customer service, technology, and social responsibility.

2.6 Products and Services

Social Islami Bank PLC provides various deposit and investment products along with general and digital banking services.

- **Deposit Products**

The bank's official website lists several deposit products, including:

- Al-Wadiah Current Account.
- Mudaraba Savings Deposit.
- Mudaraba Term Deposit.
- Mudaraba Notice Deposit.
- Cash Waqf Deposit.
- Al-Wasiyah Bil Waqf (Cash) Account.
- SIBL Super Savings Account.
- Other Mudaraba-based deposit schemes.

- **Investment Products**

The bank provides several Shariah-based investment facilities, including:

- SIBL Islamic Auto Finance.
- SIBL Islamic Home Finance.
- Islamic Consumer Finance.
- SIBL Retail Investment for Students.
- Bai-Muazzal.
- HPSM.
- HPSM-Ijara.
- Murabaha.
- Musharaka.
- Bill Purchase.

- **Other Banking Services**

The bank also provides services related to:

- Cash transactions.
- Clearing.
- Fund transfer.
- Remittance.
- ATM and card services.
- Digital banking.
- Customer service.
- Foreign exchange-related services.
- Payment and collection services.

The combination of deposit, investment, payment, and digital services allows the bank to provide comprehensive banking facilities to individual, business, and institutional customers.

2.7 Organizational Structure

The organizational structure of Social Islami Bank PLC consists of different levels of management and functional departments. The Board of Directors provides overall strategic direction, while senior management and various departments are responsible for implementing policies and conducting operational activities.

A simplified organizational structure can be presented as follows:



At the branch level, banking operations are generally divided into different functional areas such as:

- General Banking.
- Customer Service.
- Cash.
- Accounts.
- Clearing.
- Investment/Financing.
- Remittance.
- Foreign Exchange, where applicable.
- Digital banking/customer support.

The actual departmental structure may vary depending on the size and operational requirements of individual branches.

2.8 Major Departments and Their Functions

Different departments of Social Islami Bank PLC perform different functions to ensure smooth banking operations.

- **General Banking Department**

The General Banking Department handles many routine banking activities. These include account opening, account maintenance, deposit-related services, customer requests, cheque-related services, and other general banking functions.

- **Cash Department**

The Cash Department manages cash receipts and payments. It is responsible for receiving deposits, making authorized payments, maintaining cash records, and ensuring proper cash control.

- **Customer Service**

Customer service officers assist customers with account opening, account information, forms, service requests, documentation, and general banking inquiries.

- **Clearing Department**

The Clearing Department processes cheques and other instruments received from or sent to other banks through the applicable clearing system.

- **Investment Department**

The Investment Department handles Shariah-based financing and investment activities. It may deal with investment applications, documentation, assessment, approval, disbursement, monitoring, and recovery.

- **Remittance Department**

The Remittance Department handles inward and outward remittance-related services where applicable. It assists in processing remittance transactions and maintaining relevant records.

- **Accounts Department**

The Accounts function is responsible for maintaining accounting records, reconciliation, and financial reporting-related activities.

- **IT and Digital Banking**

The IT and digital banking functions support technology-based services such as online banking, mobile banking, cards, ATMs, and other electronic banking facilities.

- **Compliance and Shariah Functions**

Compliance-related functions help ensure that banking activities follow applicable laws, regulations, internal policies, and Shariah requirements.

2.9 SWOT Analysis of Social Islami Bank PLC

SWOT analysis is a strategic management tool used to identify an organization's strengths, weaknesses, opportunities, and threats.

- **Strengths**

- **Established Islamic Banking Identity:** Social Islami Bank has a long-standing presence in Bangladesh's Islamic banking sector.

- **Shariah-Based Products:** The bank offers various deposit and investment products based on Islamic banking principles.

- **Wide Range of Services:** The bank provides deposit, investment, card, digital, remittance, and other banking services.

- **Technology-Oriented Banking:** The bank emphasizes technology-supported banking services and has invested in digital infrastructure.

- **Growing Branch Network:** The bank has expanded its branch network over time. Its official financial information reports 125 branches in the latest displayed year.

- **Customer-Oriented Approach:** The bank emphasizes long-term customer relationships and one-stop services.

- **Weaknesses**

- Some banking procedures may remain documentation-intensive.
- Service quality may vary depending on branch capacity and operational workload.
- Dependence on banking technology creates the need for continuous investment in cybersecurity and system maintenance.
- Limited awareness of certain Islamic financial products among some customer groups may restrict product utilization.
- Operational efficiency can be affected when customer demand exceeds available staff or service capacity.

- **Opportunities**

- **Growing Demand for Islamic Banking:** Islamic banking continues to represent an important part of Bangladesh's banking system. Bangladesh Bank reported 10 full-fledged Islamic banks operating with 1,697 branches at the end of 2024.

- **Digital Banking Expansion:** Increasing smartphone and internet usage creates opportunities to expand digital financial services.

- **SME and Entrepreneurial Financing:** Growing small and medium-sized businesses create opportunities for Shariah-compliant investment products.

- **Financial Inclusion:** Islamic banking can reach customers seeking Shariah-compliant financial services.

- **Product Innovation:** New Shariah-compliant products can be developed for different customer segments.

- **Threats**

- **Intense Banking Competition:** The bank competes with other Islamic and conventional banks offering similar financial services.

- **Regulatory Changes:** Changes in banking regulations, monetary policy, and compliance requirements may affect operations.

- **Credit and Investment Risk:** Failure of investment clients to meet obligations can negatively affect bank performance.

- **Cybersecurity Risks:** Increasing digital banking creates exposure to cyber threats and fraud.

- **Macroeconomic Uncertainty:** Inflation, exchange-rate movements, economic slowdown, and other economic conditions can influence banking performance.

Overall, the SWOT analysis indicates that Social Islami Bank PLC has significant strengths in Shariah-based products, customer service, and banking experience, while technological development, competition, regulatory requirements, and investment risks remain important areas requiring continuous attention.

Chapter-3:
Overall Banking Activities of Social Islami Bank PLC

3.1 Overview of Banking Activities

The overall banking activities of Social Islami Bank PLC include a wide range of financial and customer-oriented services. These activities are designed to mobilize deposits, provide Shariah-compliant investment facilities, facilitate payments and transfers, manage cash, provide remittance services, and deliver digital banking facilities.

As a full-fledged Islamic bank, its operations are conducted within the framework of Islamic banking principles. Bangladesh Bank identifies Social Islami Bank PLC as one of the full-fledged Islamic banks in Bangladesh.

The major banking activities can broadly be classified into:

- General banking.
- Deposit mobilization.
- Customer service.
- Cash management.
- Clearing and fund transfer.
- Remittance.
- Investment and financing.
- Investment monitoring and recovery.
- Digital banking.
- Card and ATM services.
- Shariah-based banking.
- Compliance and internal control.

These activities are interconnected and collectively support the bank's day-to-day operations.

3.2 General Banking Activities

General banking is one of the most important operational areas of a commercial bank. It deals with routine banking services provided to customers.

Major general banking activities include:

- Opening different types of accounts.
- Maintaining customer accounts.
- Accepting deposits.
- Issuing cheque books.
- Processing customer requests.
- Providing account statements.
- Processing pay-orders and related instruments.
- Handling clearing-related services.

- Processing fund transfers.
- Providing customer information and support.
- Maintaining necessary records and documents.

General banking serves as the primary point of interaction between the bank and its customers. Efficient general banking operations help improve customer satisfaction and maintain smooth branch activities.

3.3 Account Opening and Customer Service

Account opening is one of the basic services provided by a bank. Customers are required to provide appropriate identification and supporting documents according to applicable regulatory and bank requirements.

The general account-opening process includes:

- Customer inquiry and selection of appropriate account type.
- Collection and completion of account-opening forms.
- Collection of identification and supporting documents.
- KYC verification.
- Verification of customer information.
- Obtaining required signatures and approvals.
- Opening the account in the banking system.
- Providing relevant account facilities.

Customer service officers also assist customers with account-related requests, information, forms, statements, cheque books, account updates, and other banking services.

KYC and customer identification are important because banks must maintain appropriate records and comply with applicable anti-money-laundering and regulatory requirements.

3.4 Deposit Collection and Deposit Schemes

Deposit collection is a fundamental banking activity. Banks collect deposits from customers and use the funds to support their financing and investment activities while maintaining required liquidity.

Social Islami Bank PLC provides several Shariah-based deposit products. These include Al-Wadiah Current Account, Mudaraba Savings Deposit, Mudaraba Term Deposit, Mudaraba Notice Deposit, Cash Waqf Deposit, and other deposit schemes.

- **Al-Wadiah Current Account**

This type of account is generally designed for customers who require frequent transactions and payment facilities.

- **Mudaraba Savings Deposit**

Mudaraba-based savings accounts are designed for customers who want to save money while participating in a Shariah-compliant profit-sharing arrangement.

- **Mudaraba Term Deposit**

This deposit scheme is intended for customers who want to maintain funds for a specified period under the applicable Mudaraba structure.

- **Mudaraba Notice Deposit**

This type of deposit provides a structured deposit facility subject to applicable notice and withdrawal conditions.

Deposit collection contributes to the bank's liquidity and provides a source of funds for Shariah-compliant investment activities.

3.5 Cash Management Activities

Cash management is an essential part of branch banking operations. The Cash Department handles cash receipts, cash payments, verification, balancing, and record maintenance.

Major cash activities include:

- Receiving cash deposits.
- Making authorized cash payments.
- Verifying notes and transaction documents.
- Maintaining cash registers and records.
- Managing daily cash balances.
- Reconciling cash at the end of the day.
- Maintaining appropriate security and control.
- Reporting cash positions according to bank procedures.

Cash transactions require accuracy and careful verification because errors can create financial and operational risks.

3.6 Clearing and Fund Transfer Activities

Clearing is the process through which banks settle cheques and other payment instruments between participating banks.

In a typical clearing process:

- The customer submits the cheque or instrument.
- The bank receives and verifies the instrument.
- Relevant information is recorded.
- The instrument is processed through the applicable clearing mechanism.
- The paying bank verifies the instrument.
- Settlement takes place through the clearing system.
- The customer's account is credited or adjusted according to the result.

Fund transfer services allow customers to transfer money between accounts and locations according to applicable banking procedures.
These services are important for business transactions, personal transfers, salary payments, supplier payments, and other financial activities.

3.7 Remittance Services

Remittance services are an important part of Bangladesh's financial system. Banks facilitate the transfer of money between individuals and organizations through appropriate domestic and international channels.

Social Islami Bank PLC provides remittance-related banking services. Remittance operations may involve:

- Receiving inward remittances.
- Processing remittance payments.
- Verifying customer identity.
- Maintaining transaction records.
- Providing funds to eligible beneficiaries.
- Following applicable regulatory and compliance requirements.

Remittance services contribute to financial inclusion and support households receiving money from family members working abroad.

3.8 Investment and Financing Activities

In Islamic banking, the term investment is commonly used instead of conventional interest-based lending. Social Islami Bank PLC offers various Shariah-based investment facilities.

The bank's listed investment products include Bai-Muazzal, HPSM, HPSM-Ijara, Murabaha, Musharaka, Islamic Home Finance, Islamic Auto Finance, Islamic Consumer Finance, and other products.

- **Murabaha**

Murabaha generally involves the bank purchasing an asset and selling it to the customer at a disclosed cost plus an agreed profit margin, subject to applicable Shariah and banking requirements.

- **Bai-Muazzal**

Bai-Muazzal is a deferred-payment sale arrangement where the payment is made at a future date or according to an agreed schedule.

- **Musharaka**

Musharaka is a partnership-based arrangement in which parties contribute capital and share the outcome according to agreed terms.

- **HPSM**

Hire Purchase under Shirkatul Melk (HPSM) is a Shariah-based structure commonly used for asset financing, particularly property or other eligible assets.

The objective of investment activities is to provide customers with financing facilities while maintaining compliance with applicable Islamic banking principles and regulatory requirements.

3.9 Investment Application, Approval and Disbursement Process

The investment process generally begins when a customer submits an application for a particular investment facility.

The major stages may include:

Step 1: Application

The customer submits an investment application with necessary documents.

Step 2: Customer and Business Assessment

The bank evaluates the customer's financial position, business activities, repayment capacity, purpose of investment, and other relevant factors.

Step 3: Documentation and Verification

Required documents are collected and verified. KYC and other compliance requirements are also considered.

Step 4: Appraisal

The investment proposal is assessed according to the applicable product, bank policy, risk considerations, and Shariah requirements.

Step 5: Approval
The proposal is submitted to the appropriate authority for approval according to the bank's delegated authority structure.

Step 6: Documentation
Necessary agreements and legal documents are completed before disbursement.

Step 7: Disbursement
After completion of required conditions, the approved investment facility is disbursed according to the approved terms and applicable Shariah structure.

Proper documentation and assessment are important to reduce investment risk and ensure regulatory compliance.

3.10 Investment Monitoring and Recovery Activities

Investment monitoring is necessary to ensure that funds are used for the approved purpose and that customers meet their obligations.

Monitoring activities may include:

- Reviewing customer repayment or payment behavior.
- Checking investment account status.
- Monitoring overdue amounts.
- Communicating with customers.
- Reviewing business performance where applicable.
- Maintaining investment-related documentation.
- Identifying potential problem accounts.
- Taking appropriate recovery measures.

Recovery is an important activity because delayed or unpaid investments can negatively affect the financial performance of a bank.

The bank's financial disclosures include information regarding classified investments and related indicators, demonstrating the importance of investment-quality management and risk control.

Effective monitoring helps the bank identify problems at an early stage and take appropriate corrective measures.

3.11 Digital Banking, Card and ATM Services

Technology has transformed the banking industry. Customers increasingly expect fast, convenient, and accessible banking services.

Social Islami Bank PLC provides technology-based services including digital banking and card-related facilities. The bank has also reported technological initiatives involving data-center and disaster-recovery infrastructure, core network improvements, and card-related services.

Major digital and electronic banking facilities include:

- ATM services.
- Debit/card services.
- Online banking facilities.
- Mobile and digital banking.
- Electronic fund transfer.
- Digital customer support.
- SMS and transaction notification services, where applicable.

Digital banking reduces the need for customers to visit branches for routine transactions and can improve service speed and accessibility.

However, digital banking also requires strong cybersecurity, customer awareness, authentication, data protection, and system reliability.

3.12 Shariah-Based Banking and Compliance Practices

Shariah compliance is a fundamental characteristic of Social Islami Bank PLC. Islamic banking operations are designed to follow Shariah principles and avoid conventional interest-based transactions.

The major principles relevant to Islamic banking include:

- Avoidance of Riba.
- Avoidance of excessive uncertainty or Gharar.
- Avoidance of prohibited business activities.
- Asset-backed or trade-related financing where applicable.
- Profit-sharing and partnership-based arrangements.
- Ethical and socially responsible financial practices.

Social Islami Bank PLC offers products based on structures such as Mudaraba, Murabaha, Musharaka, Bai-Muazzal, HPSM, and Ijara-related arrangements.

Compliance also involves following Bangladesh Bank regulations, internal policies, KYC requirements, AML requirements, documentation standards, and other applicable laws and regulations.

The bank publishes information regarding AML compliance and related regulatory matters through its official information channels.

Chapter-4:

Internship Duties, Responsibilities and Learning Experience

4.1 Internship Overview

The internship at Social Islami Bank PLC provided an opportunity to gain practical knowledge of banking operations in a professional environment. The internship helped bridge the gap between theoretical academic learning and practical organizational activities.

During the internship period, practical exposure was obtained to various banking activities, particularly general banking, customer service, cash and clearing-related functions, documentation, and investment-related activities.

The internship also provided an opportunity to observe how bank employees communicate with customers, process transactions, maintain records, follow internal procedures, and coordinate among different departments.

The experience was valuable for understanding the operational environment of an Islamic commercial bank.

4.2 Roles and Responsibilities

The responsibilities assigned to an intern generally involve assisting officers and observing banking procedures rather than independently approving or executing restricted banking transactions.

The major responsibilities and activities included:

- Assisting in organizing banking documents.
- Observing account-opening procedures.
- Assisting customers with forms and general information under supervision.
- Observing customer service activities.
- Assisting with document checking.
- Observing cash transaction procedures.
- Observing clearing activities.
- Assisting in maintaining and organizing records.
- Observing investment-related documentation.
- Learning about banking software and operational procedures under supervision.
- Maintaining confidentiality of customer and bank information.

The internship responsibilities helped develop an understanding of professional discipline, accuracy, communication, and banking procedures.

4.3 Departments Worked With

During the internship, exposure was obtained to several major operational areas of the bank.

- **General Banking**

General banking activities provided practical knowledge about account-related services, deposits, customer requests, cheque-related services, and routine branch operations.

- **Customer Service**

Customer service exposure helped develop an understanding of customer communication, information requirements, documentation, and service delivery.

- **Cash Department**

The Cash Department provided practical understanding of cash receipts, payments, verification, balancing, and internal control procedures.

- **Clearing**

The Clearing function provided an understanding of cheque processing and settlement between banks.

- **Investment/Financing**

Exposure to investment-related activities helped explain how Shariah-based investment proposals are processed, documented, approved, disbursed, and monitored.

The level of exposure to each department may vary according to branch requirements and the internship schedule.

4.4 Practical Experience in General Banking Activities

General banking was one of the important areas of practical learning during the internship.

The experience included observing:

- Account-opening procedures.
- Customer information collection.
- KYC documentation.
- Deposit-related activities.
- Cheque book-related procedures.
- Account statements.
- Record maintenance.
- Basic banking documentation.

The internship demonstrated that general banking requires accuracy, proper documentation, customer communication, and compliance with internal procedures.

The practical experience also showed that a bank employee must maintain professional behavior when dealing with customers because banking services directly involve customers' financial resources and confidential information.

4.5 Practical Experience in Cash and Clearing Activities

Practical observation of the Cash Department provided knowledge about the importance of accuracy and internal control in cash transactions.

The major learning areas included:

- Receiving cash deposits.
- Processing authorized cash payments.
- Checking transaction documents.
- Maintaining cash records.
- Understanding daily cash balancing.
- Observing security and control procedures.

The Clearing Department provided exposure to cheque processing and the settlement process between banks.

This experience demonstrated that both cash and clearing operations require careful checking, proper documentation, accuracy, and timely processing.

4.6 Practical Experience in Customer Service

Customer service is a major component of branch banking. During the internship, practical observation provided an understanding of how bank employees interact with customers and respond to different banking requirements.

The major areas of learning included:

- Understanding customer requirements.
- Providing general information.
- Assisting customers with forms.
- Explaining basic banking procedures.
- Guiding customers regarding required documents.
- Maintaining professional communication.
- Handling customer queries politely.
- Maintaining confidentiality.

4.7 Practical Experience in Investment/Financing Activities

The internship provided an opportunity to understand the basic operational aspects of Islamic investment and financing.

The major areas of practical learning included:

- Understanding investment application procedures.
- Observing documentation requirements.
- Learning about customer assessment.
- Understanding different Shariah-based investment products.
- Observing investment proposal processing.
- Learning about approval procedures.
- Understanding disbursement procedures.
- Observing investment monitoring and recovery activities.

The practical experience helped distinguish Islamic investment activities from conventional interest-based lending and provided a better understanding of products such as Murabaha, Bai-Muazzal, Musharaka, and HPSM.

4.8 Skills and Knowledge Gained

The internship helped develop both technical and interpersonal skills.

- **Banking Knowledge**

The internship improved understanding of general banking, deposits, customer service, cash, clearing, investment, digital banking, and Shariah-based banking.

- **Communication Skills**

Interaction with officers and customers helped improve professional communication and interpersonal skills.

- **Documentation Skills**

The internship demonstrated the importance of accurate documentation and record maintenance.

- **Customer Service Skills**

The experience helped develop patience, professionalism, and customer-oriented behavior.

- **Computer and Technology Skills**

Exposure to banking technology provided a better understanding of how computerized systems support banking operations.

- **Teamwork**

Working in a professional environment demonstrated the importance of cooperation and coordination among employees and departments.

- **Time Management**

The internship helped develop the ability to manage assigned tasks within a professional working schedule.

- **Professional Ethics**

The internship emphasized confidentiality, honesty, punctuality, responsibility, and professional behavior.

Overall, the internship transformed theoretical knowledge into practical understanding and provided valuable preparation for future professional employment.

Chapter-5:
Findings, Recommendations and Conclusion

5.1 Major Findings

Based on the practical observation, discussions, and analysis conducted during the internship, several major findings were identified.

- **Wide Range of Banking Services**

Social Islami Bank PLC provides a wide range of banking services, including deposit, investment, cash, clearing, remittance, card, digital, and customer services.

- **Strong Focus on Islamic Banking**

The bank's products and services are structured around Islamic banking principles. Products such as Mudaraba, Murabaha, Musharaka, Bai-Muazzal, and HPSM provide customers with Shariah-based financial alternatives.

- **Importance of Customer Service**

Customer service is an essential component of branch operations. Efficient and professional customer service contributes significantly to customer satisfaction.

- **Importance of Documentation**

Banking operations require extensive documentation. Proper documentation helps maintain transparency, accuracy, compliance, and operational control.

- **Growing Importance of Digital Banking**

Technology is increasingly important in banking operations. Digital services, cards, ATMs, and electronic banking facilities help customers access services more conveniently.

- **Importance of Investment Monitoring**

Investment monitoring is necessary to maintain investment quality and reduce recovery-related problems.

- **Need for Strong Internal Control**

Cash, clearing, account management, investment, and digital banking activities all require appropriate internal controls.

- **Compliance is Essential**

KYC, AML, regulatory requirements, internal policies, and Shariah requirements are important components of banking operations.

- **Teamwork is Important**

Smooth banking operations require coordination among different departments and employees.

- **Practical Experience Complements Academic Knowledge**

The internship demonstrated that theoretical knowledge becomes more meaningful when students can observe and experience actual banking operations.

5.2 Recommendations

Based on the findings and practical observations, the following recommendations may help improve banking operations and customer service:

- **Improve Digital Service Efficiency**

The bank should continuously improve the reliability, speed, and user-friendliness of its digital banking services.

- **Strengthen Customer Awareness**

Customers should be provided with clear information about available Islamic banking products, digital services, documentation requirements, and applicable procedures.

- **Enhance Employee Training**

Regular training should be arranged on Shariah-based banking, customer service, technology, cybersecurity, compliance, and risk management.

- **Simplify Routine Procedures**

Where possible, routine customer-service procedures should be simplified without compromising regulatory and internal control requirements.

- **Strengthen Investment Monitoring**

Regular monitoring of investment accounts can help identify potential problems at an early stage and improve recovery performance.

- **Improve Cybersecurity Awareness**

As digital banking expands, both employees and customers should receive regular cybersecurity awareness and fraud-prevention guidance.

- **Maintain Strong Documentation**

The bank should continue to emphasize accurate documentation, record maintenance, and proper verification in all banking activities.

- **Improve Complaint Management**

Customer complaints should be handled quickly and systematically, with appropriate follow-up to identify recurring service problems.

- **Expand Product Awareness**

The bank can increase awareness of its Shariah-based products through educational campaigns and clear communication.

- **Encourage Continuous Process Improvement**

Management should regularly evaluate operational processes to identify opportunities for reducing delays, improving efficiency, and enhancing customer satisfaction.

5.3 Conclusion

Social Islami Bank PLC is an established participant in Bangladesh's Islamic banking sector. Founded in 1995, the bank has developed a broad range of Shariah-based deposit and investment products and provides various general, digital, payment, and customer-oriented banking services.

The study demonstrates that the bank's overall banking activities involve several interconnected functions, including general banking, account opening, deposit collection, cash management, clearing, fund transfer, remittance, investment and financing, investment monitoring, digital banking, and Shariah-based compliance.

The practical internship experience provided valuable insight into how these activities are performed in an actual banking environment. It also demonstrated the importance of accuracy, documentation, customer service, confidentiality, teamwork, technology, and regulatory compliance.

Islamic banking continues to have an important position in Bangladesh's financial system. Bangladesh Bank's data show that full-fledged Islamic banks operate a substantial branch network across the country.

Overall, the internship at Social Islami Bank PLC was a valuable learning experience. It helped develop practical knowledge of banking operations and provided an opportunity to connect academic learning with professional practice. The experience is expected to contribute positively to future academic and professional development.

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