Independent University **Bangladesh (IUB)**

IUB Academic Repository

School of Business & Entrepreneurship Internship Reports

2011-11-23

Working report on the General Banking Activities in the department of financial control and Account Division (FCAD) of Head office of Southeast Bank Limited

Rahman, Ziad

http://hdl.handle.net/123456789/37

Downloaded from IUB Academic Repository

Working report on the General Banking Activities in the department of financial control and Account Division (FCAD) of Head office of Southeast Bank Limited

By

Ziad Rahman

ID no: 0730166

A Working Report Presented in Partial Fulfillment of the Requirements for the Degree
Bachelor in Business Administration

INDEPENDENT UNIVERSITY, BANGLADESH
Submission Date: 11th September 2011

Southeast Bank Limited
a bank with vision

Working report on the General Banking Activities in the department of financial control and Account Division (FCAD) of Head office of Southeast Bank Limited

Southeast Bank Limited
a bank with vision

Working report on the General Banking Activities in the department of financial control and Account Division (FCAD) of Head office of Southeast Bank Limited

by

Ziad Rahman

ID no: 0730166

has been approved

.....

Mr. Monzoor Morshed

Lecturer

Independent University,

Bangladesh.

Letter of Transmittal

Southeast Bank Limited
a bank with vision

Date: 11th September, 2011

Mr. Monzoor Morshed,
Lecturer of Human Resource Management,
School of Business
Independent University, Bangladesh

Subject: Submission of the internship working report

Dear Sir,

With due respect, I would like to inform you that it is a great pleasure for me to submit the report on “general banking of Southeast Bank Ltd.” as a mandatory requirement for BBA 499 (Internship) program. I have completed my internship program in Southeast Bank Limited at Head Office Branch from 7th June 2011 to 7th September 2011 as a part of my study. Here is my overview on The General Banking Ltd. I have tried myself to explain my learning and experience I have gathered from my internship program briefly in this report. So, your satisfaction will make me delighted and will offer me the reward of my effort.
Finally, you should be requested to inform me any kind of clarification on this report you need. I'll be available to your end With Pleasure. Thank you once again for supervising me during this difficult transitional time of my career.

Sincerely yours

_____

Ziad Rahman

ID: 0730166

ACKNOWLEDGEMENT

Southeast Bank Limited
a bank with vision

This Internship Report has been prepared as an integral part of BBA program at Independent University, Bangladesh. I am indebted to a number of persons for their kind advice, suggestions, directions and co-operation that have enabled me to prepare this paper.

It is a great pleasure for me to be assigned under the guidance of Lecturer of Human Resource Management, Mr. Monzoor Morshed. I am very much grateful to my honorable teacher for his kind co-operation and guidance in preparing this report. His guidance enriched me to a great extent at the time of preparing this report. I also grateful to Arun Chandra Paul, Vice President (VP) and also Abdul Alim, Senior Officer (SO) and Md. Gias Uddin, Principal Officer (PO) Southeast Bank Limited, Head Office Branch, for his kind advise.

Finally, I would like to thank all the members of Southeast Bank, Department of Financial Control and Account Division (FCAD) of Head Office Branch for their cordial support to enrich the work.

This paper is not free from limitations. There might be some mistakes such as typing errors despite my utmost care. I apologize for this.

Executive Summary

The study critically reviews the General Banking Activities in Department of Financial Control and Account Division (FCAD) in Head office of Southeast Bank Ltd.

First section of the report focused on Introduction of the report, Profile of the organization, Scope of the study, limitation of the study, Objective of the study, Methodology of the study etc. Second section of the report focused overall banking histories. Third section of the report based on organization over view, company profile, vision, mission, SEBL services etc. Fourth section focused on Study of general banking activities of Southeast Bank ltd. Fifth Section focused on other activities that I learned from Southeast Bank. Sixth of the report focused on findings, recommendation, conclusion and bibliography etc

Financial Control and Account Division (FCAD) plays significant role through providing different services for their customers.

At present, online banking is the common service in private commercial bank. The Southeast Bank Ltd is also providing this service with powerful software called BankUltimus. With this all the online banking activities become more fast and secure; more services are now available for the customers. The study critically reviews the General Banking Activities in Department of Financial Control and Account Division (FCAD) in Head office of Southeast Bank Ltd.

Table of contents

Serial No	Contents	Page No
Chapter- 01 (Methodology)		
1.1	Background of the report	1
1.2	Topic of the report	1
1.3	Rationale of the study	1
1.4	Objective of the Study	1
1.4.1	Primary objective	1
1.4.2	Secondary Objective	2
1.5	Origin of the report	2
1.6	Methodology of the report	2
1.6.1	Primary Data sources	2
1.6.2	Secondary Data sources	2-3
1.7	Scope of the report	3
1.8	Limitation of the report	3
Chapter-02 (Banking Sector in Bangladesh)		
2.1	Definition of Bank	4
2.2	Definition of bank given by some authors	4-5
2.3	Owners, clients and government's point of view	5
2.3.1	Objective of banking business- owner's view point	5
2.3.2	Objective of banking business- bank client's point of view	5-6
2.3.3	Objective of banking business- government's point of view	6
2.4	Historical Background of banking sector in Bangladesh	6-7
2.5	Beginning of Banking in Bangladesh	7

2.6	Nationalization of Banks in Bangladesh	8
2.6.1	Nationalization of Banks	8
2.7	Privatization of Banks in Bangladesh	8-9
2.8	Banking operation in Bangladesh	9
2.8.1	Micro operations	9-10
2.8.2	Macro operations	10-11
Chapter-03 (Profile of Southeast Bank Ltd.)		
3	Introduction of Southeast bank	12
3.1	Operational Areas	12-13
3.2	Customer Commitments	13
3.3	SEBL'S Vision	13
3.4	SEBL'S Mission	13
3.5	SEBL'S Core values	13-14
3.6	SEBL'S Core strengths	14
3.7	SEBL'S Core Commitments	14
3.8	SEBL'S Corporate Culture	14-15
3.9	SEBL'S Business Objective	15
3.10	SEBL'S Corporate Slogan	15-17
3.11	SEBL'S Organizational Structure	18-19
3.12	Banking operation of SEBL	19
3.12.1	Product and Services	19
3.12.1.1	SEBL'S Product	19
3.12.1.1.1	Conventional Banking	19

3.12.1.1.1	Details about conventional banking	19
3.12.1.1.1.1	Current Account (CD)	19-21
3.12.1.1.1.2	Savings account (SB)	21-22
3.12.1.1.1.3	Millionaire Deposit Scheme (MDS) Account	23
3.12.1.1.1.4	Double Benefit Scheme (DBS) Account	24
3.12.1.1.1.5	Fixed Deposit Receipt (FDR):	24-25
3.12.1.1.2	Loans & Advances	25
3.12.1.1.2.1	Working Capital Finance	25-26
3.12.1.1.2.2	Overdraft	26
3.12.1.1.2.3	Project Finance	27
3.12.1.1.2.4	Syndicated Loan	27
3.12.1.1.2.5	Packing Credit	28
3.12.1.1.2.6	Loan against Export Bill	29
3.12.1.1.2.7	Loan against Trust Receipt	29-30
3.12.1.2	SEBL Services	30
3.12.1.2.1	Small & Medium Enterprise (SME) Banking	30
3.12.1.2.1.1	Period of Loan	30
3.12.1.2.1.2	Loan Ceiling	30
3.12.1.2.1.3	Dual Currency VISA Credit Card	31
3.12.1.2.1.4	Remittance Business	31-32
3.12.1.2.1.5	Western Union Money Transfer Services	32-33
3.12.1.2.1.6	SWIFT Services	33

3.12.1.2.1.7	Locker Service	33
3.12.1.2.1.8	SMS Banking	33-34
3.12.1.2.1.9	ATM Services	34
3.12.1.2.1.10	Foreign Trade	34-35
Chapter-04 (My Duties and responsibilities)		
4.1	Prelude	36
4.2	General Banking	36
4.3	The specific activities I performed	36-37
4.3.1	How to create a Statement of bill payment	37-38
4.3.2	Sample of Debit Voucher	38-39
4.3.3	Sample of Credit Voucher	39-40
4.4	Other Activities	40
4.4.1	How cheque book is issued	40-41
4.4.2	The Process of Account Closing	41
4.4.3	How Pay Order (PO) makes	41
4.5	Human Resource Department	42
4.5.1	Recruitment Policy	42
4.5.2	Training	42
4.5.3	Job Evaluation	43
4.5.3.1	Rating is mainly done on following factors	43
4.5.4	Pension policy	43
4.5.5	Other facilities	44
4.6	Thing I have learned	44

Chapter-05 (Findings, Recommendation, Conclusion & Bibliography)		
5.1	Findings	45-46
5.2	Recommendation	46
5.3	Conclusion	46
5.4	Bibliography	47

Chapter- 01 (Methodology)

1.1 Background of the report:

As a student of Bachelor of Business Administration (BBA) everyone has to conduct a practical orientation in any organization for fulfilling the requirements of the 12 weeks Internship Program. The main purpose of the program is to expose the students to the real world situation .This report is done as a partial requirement of the internship program for the BBA students. This report is prepared for the internship program consisting of a major in depth study of the total banking business of Southeast Bank Ltd.

Practical knowledge is fundamental for the application of theoretical intelligence. Bearing this in mind and internship program was being included in the BBA curriculum. The goal of this analysis is to expose the student in the organizational work situation and also to provide an opportunity for applying classroom learning in practice. There are some difference between theories and practice.

1.2 Origin of the report:

This report is done as partial requirement of the 3 months internship program for the BBA students of Independent University, Bangladesh. During my internship period I joined Southeast Bank Ltd. at Head Office Branch. The chairperson of the Internship and Placement Committee advised to prepare reports on our assigned jobs after the completion of the Internship in the respective organizations. The title of the report is “General Banking Activities of Southeast Bank”.

1.3 Rationale of the study:

In order to fulfill the requirement of the Internship program it has chosen Southeast Bank Ltd, Human Resource Division (HRD) of Southeast Bank Ltd placed me to Department of Financial Control and Account Division of Head office Branch. The overall topic of the report has been given by course instructor .The topic of my report is “General banking Activities of Southeast Bank Ltd”.

1.4 Objective of the Study:

1.4.1 Primary objective:

- The primary objective of this report is to familiar with the working environment of present

institutions and also fulfill the requirement of BBA theoretical knowledge gained from the coursework of the BBA program in a specific field.

1.4.2 Secondary Objective:

- To Understand and analyze the over all activities of Southeast Bank Limited
- To evaluate the existing activities and techniques of Southeast Bank Limited
- To study the operational efficiency of southeast Bank Limited
- To suggest the ways and means for improvement in policy and techniques

To relate the theoretical learning with the real life situation

1.5 Topic of the report:

To write a report is necessary to select a topic. A well defined topic reflect what is going on to be discussed thought on the report the topic that has been assigned by supervision is "General Activities of Southeast Bank Limited" The report has discussed how the bank operates their activities with their regular customers

1.6 Methodology of the report

The study requires various types of information • past and present policies, procedures and methods of General Banking Operation. Both primary and secondary data available have been used in preparing this report.

1.6.1 Primary Data sources:

- Practical banking work.
- Personal discussion with the officers and executives of Southeast Bank Limited.
- Personal interview with the customers.

1.6.2 Secondary Data sources:

- Annual Report, Publications, Training materials of Southeast Bank Limited.
- Periodical statements of the Beak, Brochures, Booklets etc.
- Office circular

And carefully developed, disguised queries, trend and growth rate analysis, ratio analysis, graphical presentation such as pie chart, bar, graphs have been used. Raw data collected from various sources required to be processed, edited for the purpose of the study.

For this study mainly secondary source of data had been relied on, because secondary data can be an immediate and cost effective means to gaining valuable insight into research issues, provided that the information comes from reliable and timely sources. Its sample was small and no representative. The research has been started with secondary data and preceded to primary data only when the secondary data sources have been exhausted or yield marginal returns. An analytical approach has been followed to conclude the decisions. At last the study tries to give a comprehensive picture of the commercial banks' are Annual Report of SEBL. Printed forms and documents supplied by SEBL

1.7 Scope of the report:

This report covers Southeast bank's Products and Services, Organizational Overview, Management and Organizational Structure functions performed by SEBL. It also covers overview of the general banking division, processes and other functions.

1.8 Limitation of the report:

- The one of the main limitations of the research paper was to conduct a small scale survey on clients.
- Time period was the other limitation for collecting information, which was only three month long.
- Insufficient supply of relevant books and journals.
- The branch is too much busy branch as for this to operate the survey on the basis of questionnaire.
- Deficiencies in data required for the study.
- Field practice varies with the standard practice that also created problem.
- Time provided for conducting the study is another important constraint.
- The employees in Southeast Bank Limited are so much busy in their responsible fields; they could hardly provide little time to discuss with them.

Management Information Systems is a very wide spectrum. However the branch does not even have a separate MIS division. I could not therefore focus on MIS practices on local banks, as there is not much to deal with.

Chapter-02 Banking Sector in Bangladesh:

2.1 Definition of Bank:

“The bank is the life blood of modern economy”.

A bank is an establishment, which trades in money, an establishment for deposit custody and issue of money and for granting loans and discounting bills and facilitating transmission of remittances from one place to another. (Imperial Dictionary)

“A commercial banker is a dealer in money in substitutes for money, such as checks or bill of exchange”. (New Encyclopedia Britannica)

“The financial institution which earn profit through acceptance of deposit extending credit, issuing notes and cheques, receiving and paying interest is called Bank”.(Notes &Notes writer)

‘Bank’ is an organization chartered by the state or federal government, principal Functions of which are:

1. To receive demand deposits and pay customers cheques drawn against them.
2. To receive time deposits and pay interest thereon.
3. To discount notes, make loans and invest in govt. or other securities.
4. To collect cheques, drafts, notes etc.
5. To issue drafts and cashier’s cheques.
6. To certify depositors cheques and
7. When authorized by a chartering govt. it may act in a fiduciary capacity.

2.2 Definition of bank given by some authors:

- “The institution which accepts the checks of the persons from whom it collected money in current accounts is called banks”. (H. L. Hert)
- “A bank is an economic institution whose main aim is to earn profit through exchange of money and credit instrument”. (John Harry)
- “A bank is an institution the principal function of which is to collect the unutilized money of the people and to lend it to others”. (R. P. Kent)
- “Banks are the institutions whose debts are commonly accepted in settlement of the other people’s debt”. (Sayers)
- “Banks are a variety of firm for the safe keeping of money and for the granting and transfer of credit”. (Coulborn)

- "A bank may be a person or a firm or a company who deals with money like other business organization". (Prof. T. Hardy)

"Bank is a real financial institution which receives deposit from a group of vcpeople & lends it to other group of people". (Bar Bari Block)

2.3 Owners, clients and government's point of view:

2.3.1 Objective of banking business- owner's view point:

- **Earning profits**: It is main objective. Through transaction.
- **Good will:** By spreading banking business.
- **Raising efficiency:** Efficient banking system is necessary for maximizing profit.
- **Rendering services:** It gives various services to public and government.
- **Investment of capital:** proper investment of owner's share holder's capital is also a major objective of a bank.

2.3.2 Objective of banking business- bank client's point of view:

- **Deposits:** One of the banks main objectives is to accept its client's deposits. To receive time deposits and pay interest thereon.
- **Safety:** Clients expect safety of their deposits from the bank. Providing safekeeping of its client's monetary possessions and valuables is another one of banks essential objectives.
- **Advice and consultation:** Banks also give some advisory services to their clients.
- **Representative and trustee:** Banks also work as a Representative or as a trustee for their clients.
- **Raising living standard:** By providing interests against their deposits, banks help their clients to improve their living standard. Developing living status of people then consumption can be increase. In this reason industry and business can be developing.
- **Economic development:** It is an important objective of bank that can help economic development of any country.

2.3.3 Objective of banking business- government's point of view:

- **Issue of notes and currencies:** Bank plays the role of issuing notes, currency circulation and preservation as a medium of transaction.
- **Capital formation:** Banks encourage mass people to save. Small savings turns into capital. This capital is used in building industries and many development works.
- **Money market control:** Banks try to control money and credit market in order to bring stability in commodity price. Government tries to stabilize the money market through banks.
- **Employment:** As part of their primary macroeconomic objectives, they expect banks to provide employment for its people. Usually banking business requires many professionals. In this way it can reduce unemployment problem.
- **Advice in financial matters:** Another objective of a bank is to provide necessary data of the country and proper advice to the government. Since banks hire a lot of financial experts and advisors, it often seeks advice from banks to help them develop policies.

2.4 HISTORICAL BACKGROUND OF THE BANKING BUSINESS IN BANGLADESH:

The territories which now constitute Bangladesh were integral part of Mughal Empire and thereafter British-India and then Pakistan. Hence we have the common historical background of banking and banking institutions as that of Pakistan and India. For the beginning of banking in the territory now comprised Bangladesh, we must go back to the Calcutta Agency Houses. These trading firms started their banking operations for the welfare of their constituents. The important among those Houses were Messers. Alexander & Co. Messers. Fargusson & Co. both the firms started the business of banking with other business, and both were the predecessors of the early joint stock Banks in the then India. The Bank of Hindustan was the earliest bank started under the direction of the British rule in British-India.

After the partition of British-India into Pakistan and India, the territories now form Bangladesh became integral part of Pakistan and was called East Pakistan. Immediately after partition, as aforesaid, in 1987, an Expert Committee was appointed to study the issue of banking in the then Pakistan. On the recommendation of the Expert Committee the Reserve Bank of India

continued its function in Pakistan up to 30th September, 1948 and there after the State Bank of Pakistan, having been established on the 1st July, 1948 started functioning and assumed full control of banking and currency.

2.5 Beginning of Banking in Bangladesh:

After independence the Government of Peoples Republic of Bangladesh was formally to cover the charge of the administration of the territory now constitute Bangladesh. In an attempt to rehabilitate the war-devastated banking of Bangladesh, the government promulgated a law called Bangladesh Bank (temporary) order, 1971 (Acting President's Order No.2 of 1971). By this order, the State Bank of Pakistan was declared to be deemed as offices, branches and assets of Bangladesh Bank. On that date there existed 14 scheduled banks with about 3042 branches all over the country.

On the 16th December, 1971, there existed the following 12 banks in Bangladesh, namely:-

1. National Bank of Pakistan
2. Bank of Bahwalpur Ltd
3. Premier Bank Ltd.
4. Habib Bank Ltd.
5. Commerce Bank Ltd.
6. United Bank Ltd.
7. Union Bank Ltd.
8. Muslim Commercial Bank Ltd.
9. Standard Bank Ltd.
10. Australasia Bank Ltd.
11. Eastern Mercantile Bank Ltd.
12. Eastern Banking Corporation Ltd.

2.6 Nationalization of Banks in Bangladesh:

Immediately the Government of Bangladesh consolidated its authority, it decided to adopt socialist pattern of society as its goal. Hence in order to implement the above mentioned state policy; the Government of Bangladesh decides to nationalize all the banks of the country accordingly on the 26th March, 1972, Bangladesh Banks (Nationalization) Order, 1972(President order No. 26 of 1972) was promulgated.

The undertakings of existing banks specified in the 1st column of the table below stands transferred to and vested in, the new banks mentioned in the 2nd column of the said table:

2.6.1 Nationalization of Banks

Existing Bank	New Bank
1. National Bank. 2. Bank of Bahwalpur Ltd 3. Premier Bank Ltd.	Sonali Bank.
4. Habib Bank Ltd. 5. Commerce Bank Ltd.	Agrani Bank .
6. United Bank Ltd. 7. Union Bank Ltd.	Janata Bank.
8. Muslim Commercial Bank Ltd. 9. Standard Bank Ltd. 10. Australasia Bank Ltd.	Rupali Bank.
11. Eastern Mercantile Bank Ltd.	Pubali Bank.
12. Eastern Banking Corporation Ltd.	Uttara Bank.

2.7 Privatization of Banks in Bangladesh:

Until the early 1980's the Government owned, controlled, and directed Bangladesh's financial systems with the objective of allocating funds to priority sectors. In 1983 the

Government began to reform the financial sector interest rates on deposits were raised to provide a positive real return in deposits. Private Banks were allowed to enter, two NCBs were denationalized and another nationalized bank was converted into a limited liability company and partially privatized.

After the amendment in the nationalizing law, the Pubali Bank, the Uttara Bank and the Rupali Bank have been transferred to the private sector. These banks have now been re designated respectively as Pubali bank Ltd, Uttara Bank Ltd and the Rupali Bank Ltd. Further in order to

accommodated private sector share in Bangladesh Shilpa Bank, suitable amendments have been made in the Bangladesh Shilpa Bank Order 1972 (presidents Order No. 129 of 1972). It is expected that the bank will formally get listed in the private sector in the near future.

2.8 BANKING OPERATION IN BANGLADESH

The basic operation of a bank as a financial institution is to collect deposit and give loan. Other than that, for the industrial and business as well as social and economic development bank also perform some other activities. The overall banking functions can be divided into two broad categories, such as-

-Micro operations

&

-Macro operations.

2.8.1 Micro operations: The banking operations, which is directly related to clients.

- **Receiving Deposits:** Bank collects the scattered money from people and deposits those in different accounts, such as current, savings, fixed deposits account. As a result people become interested to save and bank gathers money for investment purpose.
- **Paying Interest:** Bank pays interest to the depositors for the deposited money**.**
- **Extension of Credit and Receiving Interest:** Bank grants short term, mid term, long term loan and collects interest from these loans.
- **Creation of Credit Deposits:** Before granting loan bank tells its clients to open an account (current or savings) in that particular bank and than deposits the loan amount on that account. In this way bank creates credit deposits account through credit extension.
- **Creating Medium of Exchange:** Bank Through checks, bill of exchange, bank drafts, pay order, creates a medium of exchange and perform the activities of financial transaction.
- **Issuing Checks:** Bank issue checks against current/savings accounts to facilitate payment. For example: bearer checks, cross checks, traveler checks etc.
- **Formation of capital:** This is an important function of banks. Banks gather the scattered deposits from the whole country and create capital for investment.
- **Issuing Notes:** Issuing different types of notes are one of the major functions of central bank.

- **Circulation of Money:** Commercial banks help in circulation of money issued by Central bank.
- **Act as a Trustee:** Bank often issues bank solvency certificate for its clients. Moreover it also works as a trustee for its clients.

2.8.2 Macro Operations: The operations not limited between the clients and the bank, rather help for the overall development of country are the Macro Operation of bank:

- **Investment of Capital:** Bank invests the capital to different profitable industry and business in order to raise the productivity and mobility of capital.
- **Role in the Economic Development:** Banks invests money for the development of industry, business and trade, housing, transportation, communication.
- **Transmission of Money:** Banks send and receive money from one branch to another branch, even one country to another country through checks, bill of exchange, drafts etc.
- **Safe custody of Money:** By depositing clients money banks provide safety from theft burglary etc. By spreading the banking activities all over the country it helps to create a good and safe environment.
- **Consultancy:** Banks provide important and valuable advice to business organization, individuals or industry.
- **Employment:** Banks create employment opportunity by opening new branches all over the country.
- **Controlling Money Market:** The economy of the country mostly depend on the money market. Central bank with the help of the other commercial banks controls this money market.
- **Credit control:** Banks through loan expansion and reduction control the credit amount of the country.
- **Industrial development:** Industrial and commercial banks provide long term loans for the industrial development of the country.
- **To set up relation:** Banks try to create relationship between local and foreign business organization.

CHAPTER-03 (PROFILE OF SOUTHEAST BANK LTD)

3. INTRODUCTION OF SOUTHEAST BANK:

Southeast Bank Limited is a scheduled Bank under private sector established under the ambit of bank Company Act, 1991 and Incorporated as a Public Limited Company under Companies Act, 1994 on March 12, 1995. The Bank started commercial banking operations effective from May 25, 1995 during this short span of rime the Bank had been successful to position itself as a progressive and dynamic financial institution in the country. The Bank had been widely acclaimed by the business community, from small entrepreneur or large traders and industrial conglomerates, including the top rated corporate borrowers for forward-looking business outlook and innovative financing solutions Thus within this very short period of time it has been able to create an image for itself and has earned significant reputation in the country's banking sector as a Bank with vision. Presently it has thirty four branches in operation.

The emergence of Southeast Bank Limited at the junction of liberation of global economic activities, after the URUGUAY ROUND has been an important event in the financial sector of Bangladesh. The experience of the prosperous economies of Asian Vision" has been preciously the essence of the legend of bank's success.

Southeast Bank Limited has been awarded license by the Government of Bangladesh as a Scheduled Bank in the private sector in pursuance of the policy of liberalization of banking and financial services and facilities in Bangladesh. In view of the above, the up capital adequacy requirement of Bangladesh bank.

3.1 OPERATIONAL AREAS

Southeast Bank Limited is a complete service Bank with a various array of all-inclusive range of suspiciously tailored financial services and customer friendly simple banking products and services geared for the needs of all customers segments. SEBL operations consist of:

- Real Time on line banking
- Credit Card
- Debit Card
- ATM
- International Trade finance
- Commercial Banking
- Investment Banking
- Investment Banking
- Project Finance
- Syndication Loan
- Mortgage Loan
- Hire Purchase
- Retail Banking
- Foreign Remittance

3.2 CUSTOMER COMMITMENTS

SEBL believe that customers' are the kings and they serve the kings. Southeast Bank Limited is a customer oriented modern banking institution and they believe in managing with a long-term approach. The employees of SEBL understand that providing better value to the customers is

their true competitive advantage, and they consider it in every decision they make. When SEBL participates with their customers and others they establish and maintain the highest standard of performance. The customer must be at the center of all their (SEBL) choices.

3.3 SEBL'S VISION

To be a premier banking institution in Bangladesh and contribute significantly to the national economy

3.4 SEBL'S MISSION

- High quality financial services with slate of the art technology.
- Fast & accurate customer service.
- Sustainable growth strategy.
- Follow ethical standards in business.
- Steady return on shareholders' equity.
- Innovative banking at a competitive price.
- Attract and retain quality human resource.

3.5 SEBL'S CORE VALUES

- Integrity
- Respect
- Fairness
- Harmony
- Team spirit
- Courtesy
- Commitment
- Service Excellence
- Insight and Spirit
- Enthusiasm for Work
- Business Ethics

3.6 SEBL'S CORE STRENGTHS

- Transparent and quick decision making;
- Efficient team of performers
- Satisfied customers
- Internal control

- Skilled risk management
- Diversification

3.7 SEBL'S CORE COMMITMENTS

Ours is customer focused modem banking institution in Bangladesh. Our business motives center on the emerging needs of the market our commitments to the clients re the following:

- Provide service with high degree of professionalism and use of modern technology.
- Create life-long relationship baaed on mutual trust and respect.
- Response to customer needs with quickness and accuracy.
- Sharing their values and beliefs
- Grow as our customers grow.
- Provide products and services at Competitive pricing
- Ensure Safety and security of customers' valuables in Crust with us.

3.8 SEBL'S CORPORATE CULTURE

Southeast Bank is one of the most disciplined Banks with a distinctive corporate culture.The people of bank can see and understand events, activities, objects and situation in a distinctive way They mould their manners and etiquette, character individually to suit the purpose of the Bank and the needs of the customers who are of paramount importance to them The people in the Bank see themselves as a tight knit team/family that believes in working together for growth. The corporate culture they belong has not been imposed; it has rather been achieved through their corporate culture.

3.9 SEBL'S BUSINESS OBJECTIVE

- Make sound investments.
- Meet capital adequacy requirement at all the time.
- Ensure a satisfied work force.
- Ensure 100% recovery of all advances.
- Focus on fee-based income.

Adopt an appropriate management technology

3.10 SEBL'S CORPORATE SLOGAN

.....A bank with vision

General Information	
Certificate of Incorporation	March 12, 1995
Certificate of Commencement of Business	March 12, 1995
Bangladesh Bank license	March 23, 1995
First Branch Opened	May 25, 1995
Dividend offered in 2008	35%
Number of Branches	78 as on 31/08/2011
Number of Employees	1231 as on 31/08/2011
Global Correspondents	587 as on 31/08/2011
Listing of Shares	DSE & CSE

Financial Stability (Taka in million)

Authorized Capital	June 30, 2009	10,000.00
Paid - up Capital	June 30, 2009	3,422.64
Total Capital (Tier I + Tier II)	June 30, 2009	7960.96
Deposit	June 30, 2009	80,235.51
Advances	June 30, 2009	63,108.25

Investments	June 30, 2009	18,698.40
Operating Profit	June 30, 2009	1,726.40

*** Initial public offering of shares of Tk. 150.00 million was completed in 1999**

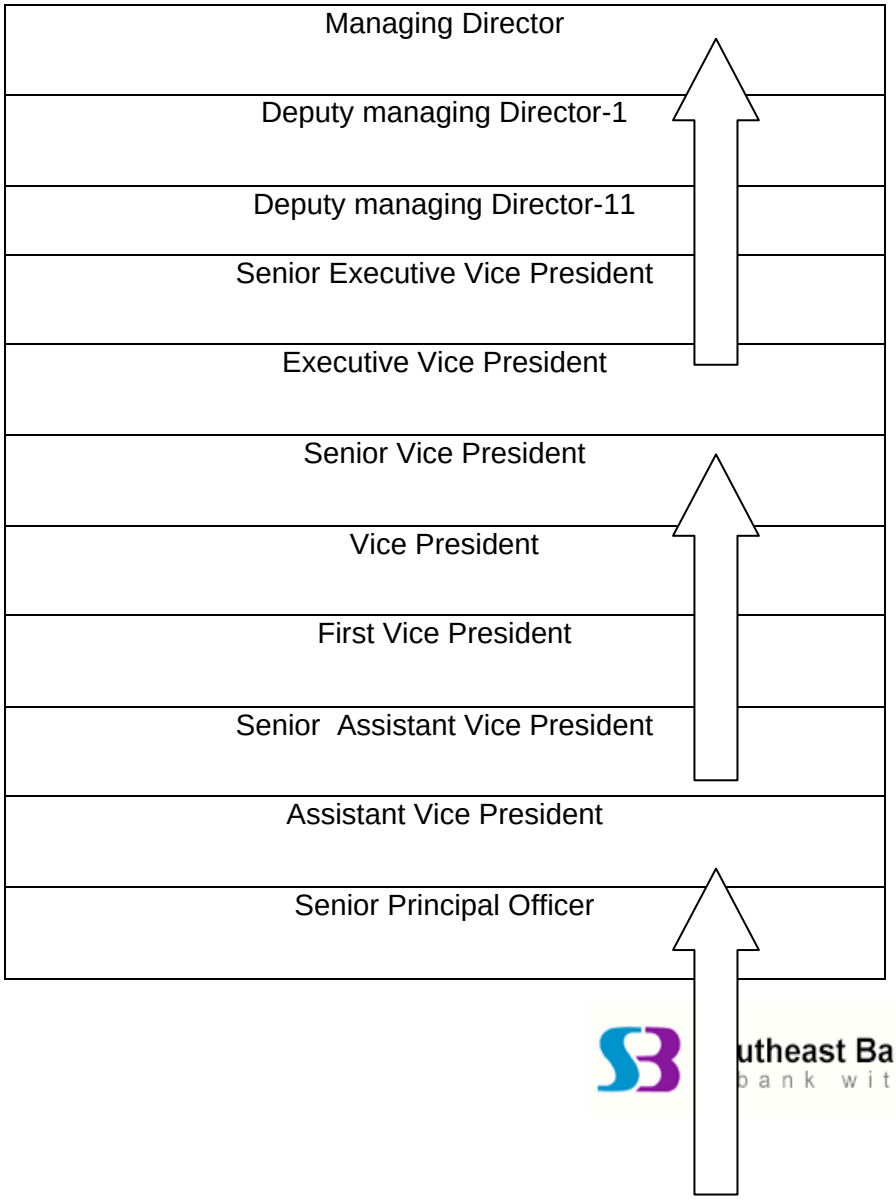
Chairman of the Bank	**Serving Period**
Mr. M.A. Kashem	March, 1995 - June, 1998
Mr. Ragib Ali	July, 1998 - June, 1999
Mr. Yussuf Abdullah Harun	July, 1999 - September, 2002
Mr. Ragib Ali	September, 2002 - August, 2003
Mr. Azimuddin Ahmed	August, 2003 - September, 2004
Mr. Alamgir Kabir, FCA	29th September, 2004 till date

3.11 SEBL'S ORGANIZATIONAL STRUCTURE

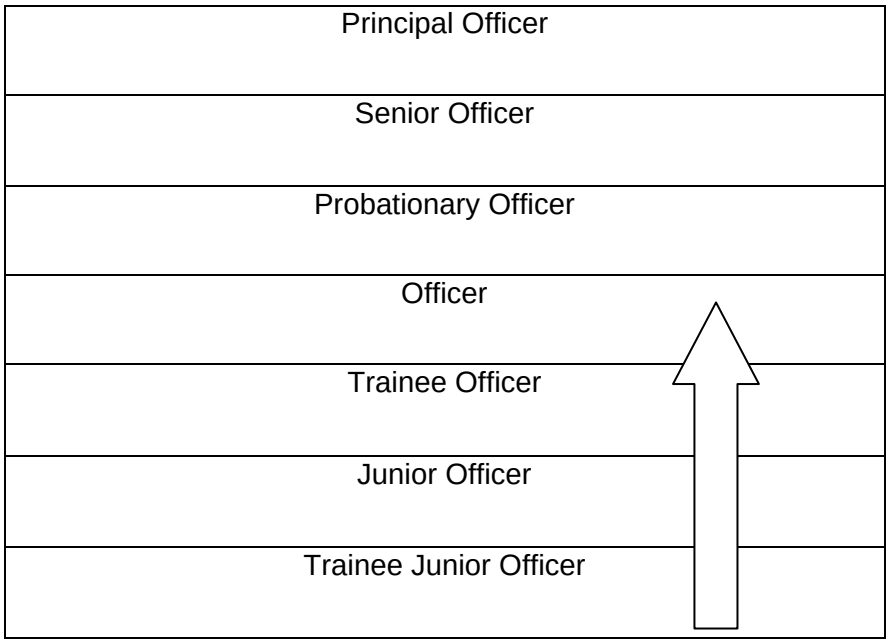
The Chairman is the head of the Board of Directors. There is one Managing Director who is also the President mainly controls and supervises the major division of the bank. One Deputy Managing Director reports to him. Four Executive Vice Presidents (EVP) and one Senior Executive Vice President (SEVP) report to the Deputy Managing Director. Executive vice President Control the Senior Executive Vice President controls the human resource and marketing divisions. Four Vice Presidents work under Executive Vice Presidents.

The organization structure of Southeast bank Limited is quite horizontal were each person reports to only one person which refers to a very group-working environment for example. Each officer reports to the FAVP or AVP or FVP or VP or SVP or EVP, AVP or FVP or VP or SVP or EVP reports to the SEVP; SEVP report to the Deputy Managing Director and he report to the Managing director.

In the organization structure of Principal Branch, SBL we can also observe that each person reports to only one person. One Executive Vice President is the head of branch one First Vice President (Operation Manager) and the in Charges of credit and foreign exchange department directly report to the EVP. The Operation Manager controls the general banking, cash, accounts and computer department.



utheast Bank Limited
bank with vision



3.12 BANKING OPERATION OF SEBL

3.12.1 Product and Services

3.12.1.1 (A)SEBL'S Product

3.12.1.1.1 Conventional Banking

- Savings (SB) Account
- Current (CD) Account
- Fixed Deposit Receipt (FDR)
- Double Benefit Scheme (DBS)
- Millionaire Deposit Scheme (MDS)

3.12.1.1.1. Details about conventional banking

3.12.1.1.1.1 Current Account (CD):

- Current Account can be opened for individuals and business concerns including non-profit organization.
- A current Account shall be opened with a minimum balance of TK.5, 000.

- A current Account shall be opened with an initial cash deposit.
- Minimum Balance 10 be maintained in current a/c is TK.5,000.
- Frequent transactions (both deposits and withdrawals) are allowed in the account.
- Cheque book shall issue to the account holder having a minimum balance of Tk.5,000
- A current Account holder can draw cheques on their accounts for any amount and any number of times in a day subject to the availability of balance.
- No interest shall be allowed on a current a/c.
- Statements of account shall be dispatched to all account holders by the bank specified in the A/c opening form while opening an a/c.
- A Current Account can be overdrawn subject to arrangement.
- The hank at its discretion shall realize charges for dishonored/bounced cheque drawn on bank but returned for insufficient balance as per his rate approved by Head Office from time to time.
- The bank reserves the right to reserves or close any account without assigning any reason thereof.
- Every change of address shall be intimated to the bank.
- “Notice” stopping payment of any cheque shall be made by account holder in writing, which shall be recorded.
- The bank shall accept “Standing Instructions” from the account holder(s) to make periodical payment to Insurance Companies, Clubs, Societies, and Landowners. Bills Payment to shopkeepers/Finns etc. against payment of prescribed service charge.

Documents required for current Deposit account:

The following documents duly completed shall be obtained from the customer at the time of opening of

I. Individual/Joint A/C

II. Partnership A/C

III. Proprietorship A/C

IV. Societies, Clubs. Associations A/C

- Current Deposit account opening Form

- Specimen Signature Card
- Two copies of Passport size photograph duly authenticated by (he
- Photocopy of the Trade License Duty Attested
- Mandate or authority form for operating on an individual. Proprietorship is to be obtained if a customer wants to authorize another person to operate an account on his behalf
- Certified true copy of bye-laws/rules and regulations/ constitutions in case of societies, clubs, associations and limited Companies in case of corporations and autonomous bodies, Act/Ordinance etc.
- Certified true copy of the Resolution Authorizing opening and opening and operating of account with the Bank passed by the Executive Committee/Managing Committee of the Society/Club or Association, Limited Companies etc. In case of corporations and autonomous bodies copies of the Act or Ordinance showing authority to open account and letter from the authorized person in the absence of any board.
- List of members of the Executive Committee/List of Directors.
- Partnership Deed or in lieu there of partnership letter in case of partnership firms.
- Copy of Passport/Nationality Certificate/Voter ID of the persons operating and account
- KYC. Transaction Profiles

3.12.1.1.1.2 Savings account (SB):

- Savings Bank Account shall be opened in the name of adult individual o jointly in the names of two or more persons payable either or both or all of them or to the survivor or survivors.
- Savings account shall be opened in the names of Clubs, Associations and similar institutions.
- A savings a/c shall be opened with an initial cash deposit.
- No person shall be allowed to open more than one a/c in his/her name. But this /her name in respect of each minor child.
- Present and permanent address of the person in detail shall be obtained.
- Cheque book shall issue to the a/c holder having a minimum balance of TK.5000/=
- A saving a/c depositor shall deposit money as often as he wishes.
- The minimum balance required to be maintained at all limes is TK.5000/- and the bank reserves the right lo change the minimum balance requirement and/or to close such

accounts without prior notice if the balance fails below this amount.

- A depositor can withdraw from his Savings Bank Deposit Account twice in a week, 25% of his/her balance or TK.25000/- whichever is lower. If any depositor wants to withdraw mote than 25% of (he balance or more than TK 25000/-.7 days prior notice is required to be served to the Bank for the information .otherwise the customer shall not be entitled to get interest for that month. To any depositor repeatedly withdraws more than 255 of the balance or more than TK.25000/- or more than twice in a week, service charge as applicable for Current Account shall he applicable to that SB account.
- Interest shall be applied on half yearly basis at the prescribed rates as advised by Head Office from time to time.
- Rates if interest shall be altered from time to time and the customer from die concerned Branch should ascertain this. Any alteration in me shall be displayed at the Branch premises.
- Interest shall be allowed only on account bearing a minimum balance of TK.5,000/- per calendar month. Subject to the foregoing, calculations shall be made for each calendar month on the lowest credit balance/monthly minimum balance in an account for that month.
- Statement of account shall be dispatched to all Account Holders by the Bank on a quarterly/half yearly basis as per desire of the customers to be specified in the a/c opening form while opening an a/c.
- It is in the interest of the account holder to inform the Bank of every change of address immediately for regularity of records.
- The Bank reserves the right to refuse or close any account without assigning any reason thereof.
- The bank reserves the right to stop issuance of new cheque book to any customer.
- Saving Bank Account shall not be allowed to be conducted as Current Account
- If the provisions of these rules are contravened continually the Bank shall be empowered to levy a service charge at its discretion.

- The depositor shall hold the Bank free from any and all responsibilities for and to indemnify the Bank against any loss or damage of funds, securities or properties deposited with the Bank due to any negligence on the part of the customer or any order of Government or other legal Authority, law, levy, tax, embargo, moratorium, exchange restriction or any other causes what so ever beyond Bank's control.
- A serving account shall not allow being overdrawn.

- "Notice" stopping payment of any cheque shall be made by account holder in
- The Bank shall accept "Standing Instructions" from die account holders to owner Bills Payment to shopkeepers/Firms etc. against payment of prescribed service charge

- **Documents required for savings accounts:**
  - Account Opening Form
  - Specimen Signature Card
  - Mandate or authority shall be obtained in case the customer wants to authorize another parson to operate the account
  - Two copies of recent photograph of the A/C holder and mandate duly attested by the account holder.
  - Copy of passport/Nationality Certificate/ Voter ID of the persons operating the account.
  - KYC. Transaction Profile.

3.12.1.1.1.3 Millionaire Deposit Scheme (MDS) Account:

Millionaire Deposit Scheme is a time specified monthly deposit scheme for clients where the deposited money will become millions on maturity.

Features and Benefits

- Tenor: 4,5,6,7,8,9 and 10 years term;
- Deposit on monthly installment basis;
- Attractive rate of interest;
- Account can be opened at any working day of the month;
- Monthly installment can be deposited through a standing debit instruction from the designated CD/SB Account;
- Monthly installment can be deposited in advance;
- An account can be transferred from one branch to another branch of the bank;
- Credit facility for maximum of 2 years can be availed at any time during the period of the scheme;
- Allowed to open more than one MDS Account for different amount at any branch of the Bank

Eligibility

- MDS Account can be opened both for Individual and Corporate bodies.

- Only Resident Bangladeshi National is allowed to open Personal MDS Account.
- Age bar for opening of Personal MDS Account: 18 years or above.
- Joint account can be opened.
- Minor account can be opened under the supervision of his / her / their guardian.

Fees & Charges

- Account transfer fee is Taka 500/-;
- Account closure fee is Taka 500/-;
- Penalty of Taka 200/- for failure to pay monthly installment within the stipulated time;
- VAT applicable for all fees & charges @15%.

3.12.1.1.1.4 Double Benefit Scheme (DBS) Account

Double Benefit Scheme is a time specified deposit scheme for clients where the deposited money will be doubled on maturity.

Features and Benefits

- Amount to be deposited TK 10,000 or its multiple;
- Deposited amount will be doubled in 7.5 years;
- Account can be opened at any working day of the month;
- Allowed to open more than one DBS Account at any branch of the Bank;
- Loan facility against lien of DBS Account;
- The Scheme is covered by Insurance and Insurance Premium is borne by the bank;
- Premature closure facility.

- Eligibility
  - DBS Account can be opened both for Individual and Corporate bodies.
  - Only Resident Bangladeshi National is allowed to open Personal DBS Account
  - Age bar for opening of Personal DBS Account: 18 years or above.
  - Joint account can be opened.
  - Minor account can be opened under the supervision of his / her / their guardian.

Fees & Charges

- No fees and charges

3.12.1.1.1.5 Fixed Deposit Receipt (FDR):

Fixed Deposit Receipt offers the customers the opportunity to invest a fixed amount for a fixed period at a fixed rate of interest. The customers have the option to re - invest their funds both principal amount and interest amount on maturity or principal amount and the interest amount being paid into their SB or CD accounts.

- Features and Benefits
  - Money can grow with attractive interest rate with flexible tenure.
  - Automatic renewal facility at maturity.
  - Loan facility against FDR to meet urgent financial needs.
  - The customer may avail loan facilities against FDR as security.
  - Premature closure facility at savings rate.

- Eligibility
  - FDR Account can be opened both for Individual and Corporate bodies.
  - Only Resident Bangladeshi National is allowed to open Personal FDR Account.
  - Age bar for opening of Personal FDR Account: 18 years or above.
  - Joint account can be opened.
  - Minor account can be opened under the supervision of his / her / their guardian.
  - FDR can be issued for senior citizen with attractive rate.

3.12.1.1.2 Loans & Advances:

- Working Capital Finance
- Overdraft (OD)
- Project Finance
- Syndicated Loan
- Packing Credit
- Loan Against Export Bill

- Loan Against Trust Receipt

3.12.1.1.2.1 Working Capital Finance: This is a loan facility designed to meet day to day operation of business concerns and manufacturing companies.

- Features and Benefits
  - Easy Documentation.
  - Fast Processing.
  - Any branch banking facilities.
  - Individual & Global limit facility for the customer.

- Eligibility
  - A viable business case for financing.
  - Feasibility report
  - Loan Application
  - Sets of documents based on financing requirements.
- Fees and charges
  - 13% p.a. at quarterly rests subject to change(s) that may be made by the Bank from time to time
  - Standard processing fee.

3.12.1.1.2.2 Overdraft:

This is a demand credit facility to meet day to day operational requirements.

- Features and Benefits
  - OD against hypothecation of stock of goods in trade / raw materials
  - OD limit against assignment of bills receivables / work orders
  - OD against cash collateral
  - OD under earnest money scheme
  - Tenure of OD is one year
  - Easy Documentation.
  - Lower Cost & Fast Processing
  - Easy to use and easy to pay facility
  - Freedom to use limit through Cheque Book, ATM, Online Transfer etc.

- Any branch banking facilities.
- Global limit exposure for the client
- Interest payable on the account utilized.

- Requirements
  - A viable business case for OD facility
  - Collateral securities
- Fees & Charges
  - 13% p.a. at monthly / quarterly rests subject to change(s) that may be made by the Bank from time to time.
  - Standard processing fee.

3.12.1.1.2.3 Project Finance:

This is a term loan facility provided by the Bank for acquisition of fixed assets and machinery for any Project.

- Features and Benefits
  - Term finance.
  - Financing for turnkey projects.
- Requirements
  - A viable business case.
  - Project feasibility report.
  - Loan Application.
  - Sets of documents based on type of project and nature of financing.

3.12.1.1.2.4 Syndicated Loan:

Large projects are financed through raising funds through participation of more than one bank by joint financing against a set of common terms and conditions laid down in a loan agreement.

- Features and Benefits
  - Borrowers can access from a diverse group of financial institutions for funding.
  - Funds can be raised at competitive price.
  - Flexibility in structuring & pricing
  - Save the time and efforts of approaching / negotiating with individual banks for sanction.

- We work as lead Bank / Arranger / Participant / Syndicate Agent.

- Requirements
  - A viable business case
  - Project feasibility report
  - Loan Application
  - Sets of documents based on type of project and nature of financing requirements.

3.12.1.1.2.5 Packing Credit:

We provide pre - shipment finance in the form of Export Packing Credit (PC) to assist cash flows for manufacturing or packing goods for export from Bangladesh.

- Features and Benefits
  - Easy Documentation.
  - Fast Processing.
  - It is a revolving limit for one year but renewable.
  - Allow the Exporter to purchase of raw materials, cost of processing the same to finished goods, packing and dispatching of goods.
  - PC disbursement made case to case basis with an expiry date up to 90 - 180 days.
  - Global Loan Limit exposure for the client.
  - Case to case PC limit determines against each export LC on the basis of export LC / Accepted BTB bills.
  - Increase the present cash flow of the exporter to improve the financial condition and strengthen the financial ability.
  - Online Banking facilities for repayment
- Requirements
  - Application received from the customer for disbursement of PC.
  - Photograph of signatory to be attested by Chairman of the company.
  - Copy of valid trade license
  - Official seal with designation
  - Tax Certificate

- KYC Form
- Transaction Profile

- Fees and charges
  - Application Form for request for loan facility – Taka 250/-.
  - 2% on approved loan amount.
  - We are realizing only interest (i.e. 7% p.a. at quarterly rest or as fixed by Head Office from time to time) from PC account.
  - Half yearly Service Charge:
  - Taka 1,000/- on each account for urban clients
  - Taka 500/- on each account for rural clients

3.12.1.1.2.6 Loan against Export Bill:

This is a demand loan facility for the exporters in the form of negotiation or acceptance of export bills by the Bank.

- Features and Benefits
  - Easy Documentation.
  - Fast Processing.
  - Local or Foreign Bill negotiation or acceptance.
  - Increase the present cash flow of the exporter to improve the financial condition and strengthen the financial ability.
  - Simplify the financial procedure.
  - Global loan limit exposure for the client.
  - Any branch banking facilities for repayment.
- Requirements
  - Export LC / Contract submission by the Exporter at the time of negotiation / collection of documents.
  - Photograph of signatory to be attested by Chairman of the company
  - Copy of valid trade license.
  - Official seal with designation.
  - Tax Certificate.
  - KYC Form.
  - Transaction Profile.

- Fees and charges
  - Application Form for request for loan facility – Taka 250/-.
  - 2% on approved loan amount.
  - 7% or 13% p.a. at quarterly rest or as fixed by Head Office from time to time.
  - Document negotiation charge @ minimum TK. 1000 per documents.
  - Postage charges at actual.

3.12.1.1.2.7 Loan against Trust Receipt:

We provide post shipment finance i.e. LTR to manage immediate liquidity of importers.

- Features and Benefits
  - Easy Documentation.
  - Fast Processing.
  - Allow an importer to take possession of the goods for resale.
  - Increase the present cash flow of the exporter to improve the financial condition and strengthen the financial ability.
  - Global loan limit exposure for the client.
  - Online banking facilities for repayment.
- Requirements
  - Application received from the customer for LTR facility.
  - Photograph of signatory to be attested by Chairman of the company.
  - Copy of valid trade license
  - Official seal with designation
  - Tax Certificate
  - KYC Form
  - Transaction Profile
- Fees and charges
  - Application Form for request for loan facility – Taka 250/-.
  - 2% on approved loan amount.
  - 13% p.a. at quarterly rests subject to change(s) that may be made by the Bank from time to time.
  - Half yearly Service Charge:

- Taka 1,000/- on each account for urban clients

Taka 500/- on each account for rural clients

3.12.1.2 (B).SEBL Services

3.12.1.2.1 Small & Medium Enterprise (SME) Banking

3.12.1.2.1.1 Period of Loan

- Continuous Loan: 01 (one) year.
- Term Loan: Maximum 05 (five) years.

3.12.1.2.1.1.1 Loan Ceiling

- For small enterprise: Taka 2.00 lac to Taka 30.00 lac.
- For medium enterprise: Taka 2.00 lac to Taka 50.00 lac.

3.12.1.2.1.3 Dual Currency VISA Credit Card

Feature and Benefits

- Single Card-Dual Use (Local & International)
- 20 - 50 Days Interest Free Credit Facility
- 50% Cash Drawing Facility at ATMs and any Southeast Bank Branch
- 100% Cash Drawing Facility at purchase mode through Card Cheque
- Easy Repayment
- Auto Payment facility
- Payment of International Roaming Bill of Mobile Phone
- Free Supplementary Cards
- SMS Push - Pull Service

3.12.1.2.1.4 Remittance Business

Our over six million expatriates are a source of pride for Bangladesh. They represent us abroad by building our image. They also spread the richness of our cultures across the globe. In that sense, they are the ambassadors of goodwill for Bangladesh. Their contribution is equally important, if not more, in the contribution they make to the economy of the country. The foreign exchange they send home is the second largest source of much needed foreign exchange for our economic development. In fact if we adjust import costs against export of the garments

sector that overtly brings more foreign exchange to the national economy, remittance will figure as the single largest source of foreign exchange for Bangladesh. Nationalized and private banks are the principal agents for bringing remittance to the country.

Although Southeast Bank has entered into remittance late compared to the other private banks, it has continuously strived to build its remittance business around quality service by making it easy for remitters to remit money through a network of agreements with reputed banks and remittance houses abroad and an extensive network in the country to deliver the money to the beneficiaries at their door in the quickest possible time and without hassles.

We delivered money to the beneficiaries without service charges. We assure confidentiality in transactions. Additional features of our one - stop remittance delivery service are:

- Use of mobile and SMS to contact the beneficiary.
- Home delivery of remittance business where necessary and possible.
- Initiate Remittance Card Service for use in ATM booths.
- Register data for later use for instant cash payment over the counters.
- On line account credit to those who have accounts with branches of Southeast Bank.
- Account credit services using on line facilities of other banks.
- EFF/TT services.
- Mail transfer (MT).
- Assist in opening Wage Earner Accounts.
- Assist in opening accounts under different types of savings schemes.
- Provide anti money laundering advice.

3.12.1.2.1.5 Western Union Money Transfer Services

Western Union, a global leader in money transfer service, helps to send money to loved ones quickly and reliably with convenience and control through more than 245,000 Western Union Agent locations in over 200 countries and territories. Western Union money transfer service is ideal for transferring money virtually at any time, anywhere, providing a high level of security, flexibility and reach with the fastest, easiest money transfer solutions.

With the signing of the Representation Agreement between Western Union Financial Services, Inc., U.S.A. and Southeast Bank Ltd., Bangladeshi Wage Earners abroad can now send their hard - earned money through Western Union and their families and friends can receive the

money in minutes by visiting any of the 56 branches and 10 SME locations of Southeast Bank Ltd. all over Bangladesh. The Beneficiary does not have to pay any fee to receive the money transfer.

With Western Union and Southeast Bank Ltd., money transfer has never been so easy; it is a 3 step process:

- The sender will receive money receipt with Money Transfer Control Number (MTCN) from any of the Western Union agent location outside Bangladesh after depositing money.
- The sender will inform the money transfer detail (amount of money sent, sender's name, receiver's name, destination country, and MTCN) to the receiver.
- The receiver will receive the money from any of the 66 Branches of Southeast Bank Ltd. by showing a valid Identification and filling a form

Money transfers can be received from 9.00 A.M. to 3.00 PM on Sunday through Thursday and from 9.00 A.M. to 12.00 PM on Saturday in 17 Authorized Dealer branches.

3.12.1.2.1.6 SWIFT Services

The Society for Worldwide Inter Bank Financial Telecommunication ("SWIFT") operates a worldwide financial messaging network. Messages are securely and reliably exchanged between banks and other financial institutions. Southeast Bank Limited has SWIFT services. The Bank's SWIFT address is SEBD BD DH.

3.12.1.2.1.7 Locker Service

A client must have a CD or STD or SB or any type of account in the respective branch where they wants to avail the locker service.

3.12.1.2.1.8 SMS Banking

- Pull Services:
  - Account Balance Inquiry
  - Foreign Currency Exchange Rate
  - Branch Location / Telephone No.

- ATM Booth Location

- Request Services:
  - Fund Transfer
  - Mobile Bill Payment
  - Cheque Book Request
- Execution Services:
  - Stop Payment
  - Stopped Cheque Leaf Reactivation
  - PIN Change
- Alert Services:
  - Debit Alert.
  - Clearing Cheque Return Alert.
  - Loan / Time / Scheme Deposit Maturity Alert.

3.12.1.2.1.9 ATM Services

Southeast Bank Limited is a member of the E-cash Shared ATM Network. E-Cash has a network of 32 ATM's located in strategically important locations on five important cities / towns of the country namely: Dhaka, Chittagong, Sylhet, Cox's Bazar and Rajshahi. We are providing ATM service coverage to our 30 branches.

- Eligibility
  - We are issuing ATM card against SB, CD & STD Account.

- Fees & Charges
  - TK 500 for annual / renewal fee.

3.12.1.2.1.10 Foreign Trade

Export

- Export LC Advising
- Export Packing Credit
- Export Bill Negotiation
- Retention quota facility for the exporter
- Provide complete documentation, lower cost, faster processing.

Import

- Import Services
- Import Letters of Credit
- Import Collection Bill Services
- Back to Bank L/C facility against Export LC.
- Post shipment finance such as LIM, LTR etc for your immediate liquidity.

Chapter-04 (My duties and responsibilities)

4.1 Prelude:

During my internship period, initially I was deputed to Head office Branch. So, I had the opportunity to know two types of working environment:

- General banking activities.
- Gathered some information about Human Resource Management.

In this chapter, I shall describe my activities at branch upon general banking and some part of Human resource management.

4.2 General Banking:

General banking is the most important division for any commercial bank. This division is designed to provide the customers in depositing money, smoothing transactions for people and ensure security of the precious wealth of the customers.

Financial institution/ intermediary that mediates or stands between ultimate borrowers and ultimate lenders is knows as banking financial institution. Banks perform this function in two ways- taking deposits from various areas in different for ms and lending that accumulated amount of money to the potential investors in other different forms. General Banking is the starting point of all the banking operating. General Banking department aids in taking deposits and simultaneously provides some ancillaries services. It provides those customers who come frequently and those customers who come one time in banking for enjoying ancillary services. In some general banking activities, there is no relation between banker and customers who will take only one service form bank. On the other hand, there are some customers with who bank are doing its business frequently. It is the department, which provides day-to-day ser vices to the customer s. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, demit funds, issue bank drafts and pay orders etc.

4.3 The specific activities I performed:

Before explaining core banking concepts I want to give a brief explanation of bank account entry system– debit (Dr.) and credit (Cr.).Credit in accounting means the amount that is owed too or due to be received by an account and debit means the amount owed by or due to be paid by an account. When someone deposits money in the bank, the cashier will tell him that he will credit his/her account. From that experience, most people assume that cash is a credit, and, so, credits are good. That is further reinforced when reductions in the accounts are referred to as debits. Actually there is nothing good or bad about credit and debit. This is a **double entry system.**

When the cashier is telling the person depositing money that he or she will "credit" your account, they are also entering a debit for the same amount. The same is true for the debits to the client s account- there is also a credit being made at the same time. The banks put the entry to their liability account. Since liabilities are credit accounts they are crediting our account. When they reduce their liability to the client, they are debiting their liability account

I worked in different activities of general banking, My Major Responsibilities was,

- Responsible to bill collection and created the corresponding voucher.
- Prepared and executed the inter branch credit advice and inter branch debit advice
- Performed posting the voucher to Bank software (BankUltimus) and other transactions to journals or ledgers and verified accuracy
- Authorized to all entries after vouchers are posted successfully.
- Issuance of Cheque books and Pay order (PO)
- Carry out departmental need by maintaining internal & external relationship
- Prepared spreadsheets and multiple account reconciliations
- File folder updating, organized files and documents.

4.3.1 How to create a Statement of bill payment:

I made everyday different types of statement of bill payment in Excel shit. Here I showed a sample of statement. For example, Bangla Phone is an internet service which is provided to SEBL for internal purposes. I collected their monthly bill papers and then making the whole branches bills together in one statement in Excel shit. The statement is given below:

Southeast Bank Limited

Head Office : FCAD

Bill payment to **"BANGLA PHONE Ltd."** for the month **August-2011**

Sl. No	Name	Bill Amount	VAT 15%	Total Bill
1	BASHUNDHARA	7,000	1,050	8,050
2	TONGI	7,000	1,050	8,050
3	PAHARTOLI	19,000	2,850	21,850
4	FENI	16,000	2,400	18,400
5	HALISHAHAR	19,000	2,850	21,850
6	RANGPUR	20,500	3,075	23,575
7	CHOWMUHUNI	16,000	2,400	18,400
8	RAJSHAHI	20,500	3,075	23,575
9	KHATUNGANJ	19,000	2,850	21,850
10	SHAJALAL UPASHAHAR	19,000	2,850	21,850
11	CHOUHATTA	19,000	2,850	21,850
12	MOULVIBAZAR	19,000	2,850	21,850
13	SATMAJID ROAD	7,000	1,050	8,050
14	MOHAMMADPUR	7,000	1,050	8,050
15	UTTARA	7,000	1,050	8,050
Total		222,000	33,300	**255,300**

4.3.2 Sample of Debit Voucher:

After that I created 15 inter branch debit advice for all branches. Advice number basically used for keep the data record in all branches. This advice number helped to record for posting to software of BankUltimus. Here I attached the sample of debit voucher.

Southeast Bank Limited
Head Office, Dhaka.

Date : **04-Sep-11**

				9	0	1	0	8	0	2	0	0	0	7

Taka : **8,050.00**

Debit **Head Office General A/C(Bashundhara)**

Amount paid to "Bangla Phone Ltd" against Bandwidth charge as per approval for m/o August,2011 Vide IBDA# Dt.04.09.2011

Amount : Taka Eight thousand Fifty only.

AUTHORISEDSIGNATURE **AUTHORISED SIGNATURE**

4.3.3 Sample of Credit Voucher:

After making of all debit vouchers then created one pay order for Bangla phone Ltd and deducted the amount of money for 15% VAT from total bill amount. Here I attached two credit vouchers, one for pay order and other one for 15% Vat.

Southeast Bank Limited
Head Office, Dhaka.

Date : **04-Sep-11**

				9	0	2	0	7	4	0	0	2	4	7

Taka : **222000.00**

Credit **Internet Service**

Amount paid to "Bangla Phone Ltd" against Bandwidth charge as per approval for m/o August, 2011 Vide IBCA# Dt.04.09.2011

Amount : Taka Two lac twenty two thousand only.

AUTHORISED SIGNATURE **AUTHORISED SIGNATURE**

Southeast Bank Limited
Head Office, Dhaka.

				9	0	2	0	7	4	0	0	2	4	7

Date : **04-Sep-11**

Taka : **33,300.00**

Credit Vat 15%

Amount paid to "Bangla Phone Ltd" against Bandwidth charge as per approval for m/o August, 2011 Dt.04.09.2011

Amount : Taka Thirty three thousand Three hundred only.

AUTHORISED SIGNATURE

AUTHORISED SIGNATURE

4.4 Other Activities:

4.4.1 How cheque book is issued:

Cheque, in Banking Practice, refers to the printed forms given by Banks to the Account holders to be utilized by them for operating their Accounts.

i) At first Cheque Book to be issued only after obtaining application for Cheque Book from the Account holder.

ii) The following columns of the application for Cheque Book should be filled in properly:

(a) Name of the Branch

(b) Date

(c) Account Number

(d) Full name of the Account holder

(e) Address

(f) Number of leaves of the Cheque Book requisitioned

iii) (a) Signature of the Account holder should be verified with that of signature card.

(b) In case of joint operation, application for Cheque Book must be signed by the operators of the Account.

After the above formalities over, record the account holder name, cheek series number in the cheek issuing register book. And account holder has sign in the register book. After that the customer will get the cheque book.

4.4.2 The Process of Account Closing:

If any account holder wants to close his or her account, he/she have to maintain following rules:

a). check the account holders name and account number.

b). the account holders have to return his/ her cheque book.

c). the account holder has to sign in the form which sign is given in the signature card.

e). this sign is verified by the authorized officer of general banking division.

If the above information is clear then open the account file, where application form is included, after taking his/her forms, written closed account with red pen. Than open the account register book, where record the account holder name and account number. After that cross his/her name from the register book with red pen. Bank normally has taken yearly bank charge from the account holder's account.

4.4.3 How Pay Order (PO) makes:

Pay order gives the payee the right to claim payment from the issuing bank. It can be en-cashed from issuing bank only. The following steps are followed to do a pay order:

- After made of all vouchers then I was created a pay order slip in Inter branch credit advice book.
- After written a pay order slip, it is sent to corporate branch of SEBL
- Then Corporate branch is made a pay order for the customers
- When it back to Head office branch then I wrote down the pay order number in the despatch book and gave to the customers. This despatch is used to record all of the pay number.

4.5 Human Resource Department of the Southeast Bank Limited:

The Human resource department of Southeast Bank performs many different roles and responsibilities. They take full responsibility for human activities like employment of recruiting, training and development, employee service, employee and community relations, personnel records, rewarding employees etc. The HR officers of this bank are very much concern to design and deliver efficient and effective HRM system, process and practices. They spend a lot of time to ensure employees satisfaction. They work on finding creative ways to ensure a positive work environment.

4.5.1 Recruitment Policy:

The goal of an organization recruitment program is to ensure that the organization has a number of reasonable qualified applicants to choose from when a vacancy occurs. As Southeast Bank is concern to bring about their long term objectives so that they accomplish the recruiting process cautiously. The process for the recruitment of Probationary Officer is:

1. Circular/Advertisements placed in different website and newspaper
2. Written test
3. Checking the test scripts
4. Call for interview
5. On the job training
6. Outside training (e.g. foundation training at BIBM)
7. Confirmation

Whole process takes maximum of one to two months. The incumbents are appreciated who have practical experience and knowledge in the relevant fields.

4.5.2 Training:

The bank is very much conscious for the training of their employees to make them master in knowledge, skill and behaviors in their day-to-day activities. The bank retains and motivates employees. Generally, Southeast Bank arranges training for junior level officers at Bangladesh Institution of Bank Management (BIBM), Mirpur, Dhaka to enhance their skill and efficiency. Executive officers are also required for training attending seminars in abroad to develop their managerial and operational proficiency.

4.5.3 Job Evaluation:

Job evaluation is very much necessary to measure internal job worth of an organization SEBL follows a performance evaluation strategy to evaluate their employees as well as to make them more effective and efficient in their responsibilities. Head office is monitoring of all branches employees. They complete a “Performance Appraisal From” to rate their employees. Generally it is employees by giving promotion or bonus to make them more productive.

4.5.3.1 Rating is mainly done on following factors:

- **Professional knowledge:** Knowledge of assigned, current trends and development in functional area.
- **Planning:** Ability to plan activities in advance and to accomplish by setting priorities.
- **Analytical ability**: Ability to analyze, assimilate and present facts clearly and concisely.
- **Judgment:** Ability to take decisions and the quality of the decisions taken.
- **Attitude:** How does he/she look upon his/her job and his/her associates? Can he/she make positive effect on others?
- **Communication:** The force and felicity with which thoughts are expressed in writing are to be considered.
- **Innovation:** Extent of imagination and the practicability of the ideas as applicable to the job.
- **Interpersonal relationship:** Ability to get along with superiors, equals, subordinates and customers.
- **Leadership:** Ability to inspire subordinates and to develop them
- **Resourcefulness:** Reaction towards difficulties and the drive and initiative displayed to overcome them.

4.5.4 Pension policy:

The employees are provided the following benefits during their pension:

- Insurance
- Gratuity
- Provident fund

4.5.5 Other facilities:

SEBL provides the following facilities to their employees:

- House building loan
- Marriage leave
- Maternity leave
- Festival bonus
- 10days as core leave
- 24days as privileged leave
- 14days of sick leave

4.6 Thing I have learned:

From general point of view, I gathered a lot of experiences in different areas of banking while working at Southeast Bank limited Bangladesh as an intern

- Worked in a corporate environment and interacted with employees from different hierarchies in a professional environment.
- Gained knowledge about their **prestigious banking software** "BankUltimus"
- Gained ability to interact with customers, to work in a team environment, to meet deadlines and to do work correctly and efficiently at the same time.
- One of the important mention is that one must always be careful while receiving checks the following instruments: Amount of taka, name of the payee, date, and account number.

Since this was the first time I got engaged in a corporate world, I was a bit confused about their working processes. One important aspect of working in a bank is meeting deadlines. Everyone in the bank must make sure that the day to day work has to be done on time and nothing should not be kept pending for the next day. This helped me to learn working within a set time limit and meet deadlines. Now I know how to finish work effectively and efficiently.

Chapter-05 (Findings, Recommendation, Conclusion & Bibliography)

5.1 Findings:

While working at Head office of Southeast Bank, I have attained to newer kind of experience. After the collection and analysis of data I have got some findings. These findings are completely from my personal point of view. Those are given below.

- Based on my experience, i can be said that Southeast Bank should reconsider it's and services. That better satisfy customer needs and requirements Bank should be more tactful in dealing with the customers and launch new products that fully meet customer expectations.
- Southeast Bank Limited has already established a favorable reputation in the banking industry of the country. It is one of the leading private sector commercial banks in Bangladesh. The bank has already shown a tremendous growth the profits and deposits sector.
- The bank successfully stepped in to the Fifteen year of operations having enjoyed the complete confidence of the depositors and achieving significant growth in the entire areas of banking operations
- The bank follow the online banking system to provide the customer better services; but all the brandies of South East bank are not follow the online banking system
- The consistent and increasing growth trend of the above mentioned performance indicators has increased depositors' confidence as well as good will/reputation of the bank to a great extent and these have contributed to increase the shareholders value.
- The bank focused on building high-quality human resources with expertise and professional skills adopting the Human Resources Re-engineering and Development Plan with a view to creating an excellent clientele service environment for ultimate achievement of sustained profit growth making no comprises with the quality asset creation
- The Bank's Human resources Development strategy is to build up quality manpower with conceptual/managerial Knowledge, skills through designing/arranging of continuous in-house and outside training programs
- The bank focuses on customer-friendly marketing approaches by offering various efficient delivery of personalized banking services at the clients door steps and caters to the ever-growing financing needs of clientele at a competitive price
- The company philosophy to workout best solutions for customers and clients as a business and customer friendly Bank

South East bank has an interactive corporate culture the working environment is very friendly, interactive and informal. And there are no hidden barriers or boundaries while communication between die superior and the subordinate. This corporate culture provides as a great motivation factor to the employees.

5.2 Recommendation:

Southeast Bank is one of the moat flourishing Banks of Bangladesh with wide growth opportunities the industry This report gave valuable insights as to where improvements were necessary to improve the quality of service. Southeast Bank with its strong corporate image and organization strength can successfully utilize the presented based on the findings.

5.3 Conclusion:

In today's world of business without bank's co-operation, it is almost impossible to run any business or production unit of business. Exports and import need finance in various stages of their activities. Southeast Bank Limited is playing a vital role in financing import and exports of the country and helping the businesses by providing funds to run.

There are lots of local and foreign banks competing in banking industry in Bangladesh and the Southeast Bank Limited is keeping its promises for about fifteen years among them very successfully. In this competitive market Southeast Bank has to compete not only the others commercial banks but also the public banks and other financial institution also. In near future I think bank and mobile companies will come together to foster the banking service and make it available to people's hand. To survive in this dynamic market and lead it from the front the bank must take every initiative very wisely and so far they have successfully utilized their human resource efficiently compare to other private and public banks.

Before internship I had idea about banking but that was only bookish. Now after completing my internship period and preparing term paper on it I got practical aspect of banking. It will definitely help me to see the things from banking perspective also. It provided me with a realistic work preview and offered practical, supervised learning experience.

5.4 Bibliography:

- L S Porwal (2009-10) Third Edition: Accounting Theory

- Bank Magazines, Brochures
- Several booklets of Southeast Bank Ltd.
- Other short notes provided by the bank in different times
- Web sources: http://www.sebankbd.com/profile.php
  http://www.sebankbd.com/conventional_banking.php
  http://www.sebankbd.com/performance.php
  http://www.sebankbd.com/annual_reports.php