

2008-05-21

REPORT ON THE PROSPECT OF GENERAL BANKING IN THE CONTEXT OF THE CITY BANK LTD

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Independent University, Bangladesh

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CONTEXT OF THE CITY BANK LTD

By

Samia Sarwat

An Internship Report Presented in Partial Fulfillment
of the Requirements for the Degree
Bachelor of Business Administration

Independent University, Bangladesh

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Bachelor of Business Administration has been approved On May 21st, 2008.

Ms.Sylvana Maheen Ahmed

Interneesupervisor

School of business

Independent University, Bangladesh

21st May 2008

To,
Ms.Sylvana Maheen Ahmed,
Internee supervisor,
School of Business,
Independent University Of Bangladesh
Baridhara Dhaka

Subject: Submission of internship report.

Dear Madam,

I have the pleasure to submit an elaborate Internship Report, which is one of the most important requirements for the Internship Program. The Internship Report focus on the “ General banking of The City Bank LTD”. Here I tried to carry the overall general banking activities of The City Bank Ltd in an objective manner.

I would be honored if you go through my Report and find it worthwhile as I really put in a lot of effort while preparing it.

Thanking You

Sincerely yours

Samia Sarwat

ACKNOWLEDGEMENT

At the very beginning, I would like to express my deepest gratitude to almighty ALLAH for giving me the strength and the composure to finish the report.

At first, I want to acknowledge my gratitude to my Internship supervisor for the Internee report, Mrs.Sylvana Maheen Ahmed, for her valuable guidance and support throughout the preparation of this report. Without her direct support and kind attention this report would have never been possible.

I also want to thank Mr.Kamal Hossain, Senior Cash Officer, Mr. Md.Shahjahan Senior Executive Officer, Mr. Afsar Ali Senior Executive Officer The City Bank Ltd, Gulshan Branch for their continued support. In addition, I want to acknowledge the time and support extended by the executives of various departments while providing me the information to prepare the report.

Lastly, I thank, Mr.Nasir Uddin, Mr.Arif, Mr.Sk.SamadurRahman Vice President, Mr.ASM Shokrana First Vice President and Manager of Gulshan Branch for their support, instruction, guidance and cooperation to do my internship successfully.

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Executive summary

This report is prepared on the basis of my three-month practical experience at The City Bank Limited, Gulshan Branch. This internship program helps me to learn more about the practical situation of a financial institution. Banking system of Bangladesh has gone through three phases of development- Nationalization, Privatization, and Lastly Financial Sector Reform. The City Bank Ltd started its operation in 1983. This report has been presented based on my practical observation and experience gathered from the Branch and the focus is given on the General Banking.

General Banking is the starting point of all the banking operation. This is the busiest and important department of a branch, because funds are mobilized, cash transactions are made; clearing, remittance and accounting activities are done here. It provides day-to-day services to the customers. Everyday it opens different types of accounts for different customers. Under General Banking accounts department is the most important department in the bank because accounts department supplies all numerical data and information of the bank. Cash amount is the main source of all banking activities. Cash section has performed two types of work: cash receipt and cash payment. Clearing House is a place where the representatives of different banks get together to receive and deliver cheque with another banks. Bank can collect bills from two procedure: OBC And IBC. OBC means Outward Bills for Collection And IBC means Inward Bills for Collection. Remittance is the process of sending money to remove an obligation. Different instruments are used for remittance like payment order, Demand draft and telegraphic transfer.

Introduction:

Generally by the word “Bank” we can easily understand that the financial institution deals with money. But there are different types of banks like; Central Banks, Commercial Banks, Savings Banks, Investment Banks, Industrial Banks, Co-operative Banks etc. But when we use the term “Bank” without any prefix, or qualification, it refers to the ‘Commercial banks’. Commercial banks are the primary contributors to the economy of a country. So we can say Commercial banks is a profit-making institution that holds the deposits of individuals & business in checking & savings accounts and then uses these funds to make loans. For these people and the government is very much dependent on these banks as the financial intermediary. As, banks are profit -earning concern; they collect deposit at the lowest possible cost and provide loans and advances at higher cost. The differences between two are the profit for the bank.

Banking sector is expanding its hand in different financial events every day. At the same time the banking process is becoming faster, easier and the banking arena is becoming wider. As the demand for better service increases day by day, they are coming with different innovative ideas & products. In order to survive in the competitive field of the banking sector, all banking organizations are looking for better service opportunities to provide their fellow clients. As a result, it has become essential for every person to have some idea on the bank and banking procedure.

Internship program is essential for every student, especially for the students of Bachelor of Business Administration, which helps them to know the real life situation. For this

reason a student takes the internship program at the last stage of the bachelor's degree, to launch a career with some practical experience.

Historical Background Of The City Bank Ltd :

The City bank LTD was incorporated as a public limited company with limited liability on the 14th march, 1983 (formal inauguration march 27, 1983) under companies act 1913 in Bangladesh with the primary objective to carry on all kinds of banking business. The bank is listed with Dhaka Stock Exchange and Chittagong Stock Exchange Limited. Functioning as a conventional bank in the country since 1983, it has been able to consolidate its position in the banking sector. The bank has been able to establish a solid presence with the customers and general public, through its improved services, value addition in the economy and increasing shareholders value. At present it is also operating Islamic banking facilities.

It started its operation in 1983 with the authorized capital of Tk 200 million divided into 2,000,000 ordinary shares of Tk 100 each and paid up capital of Tk 34 million, of which Tk 30 million was paid up by its promoters and the remaining amount by the government of the People's Republic of Bangladesh.

Up to December 31,2005 authorized Capital Tk.1,750,000,000, Paid-up Capital of the bank stands at Tk. 720,000,000. At present the bank is operating through 86 branches at most key points of the country. It carries out all banking activities through its branches in Bangladesh. The bank is listed in the Dhaka and Chittagong Stock Exchanges as a publicly quoted company for its shares. Professional teams of Bankers are running the day-to-day operation of the bank.

Vision:

The City Bank LTD vision is to be the leading bank in the country with best practices and highest social commitment.

Mission:

The effort of The City Bank Limited is focused on delivery of quality service in all areas of banking activities with the aim to add increased value to shareholders investment and offer highest possible benefits to the customers. There must have the mission as well as vision what should back every efforts of the organization.

- To contribute to the socioeconomic development of the country.
- To attain highest level of customer satisfaction through extension of services by dedicated and motivated team of professionals.
- To maintain continuous growth of market share ensuring Quality.
- To maximize bank's profits by ensuring its steady growth.
- To maintain the high moral and ethical standards.
- To ensure participative management system and empowerment of Human Resources.
- To nurture an enabling environment where innovativeness and performance is rewarded.

Origin of the Report

This report is originated having 3 months long internship program originated after completing the BBA program from Independent University, Bangladesh This report is the outcome of the assigned internship suggested by the Independent University, Bangladesh.

I have done my internship in The City Bank Ltd. (Gulshan Branch) and the title of my internship is "General banking in the context of The City Bank LTD".

Scope of the report: The report will mainly focus on how Gulshan branch is providing service to its customers and how their services are making more acceptable. Basically this report is focus on General banking department.

Objective of the report:

Primary Objective:

- ☐ To describe the General Banking function of The City Bank Limited.

Secondary Objectives:

- ☐ To identify the functions of Accounts department, cash section etc.
- ☐ To describe all activities of the General banking section.

General Banking: Financial institution/ intermediary that mediates or stands between ultimate borrowers and ultimate lenders is known as banking financial institution. Banks perform this function in two ways- taking deposits from various areas in different forms 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 operations. General Banking department aids in taking deposits and simultaneously provides some additional services. It provides those customers who come frequently and those customers who come one

time in banking for enjoying additional services. In some general banking activities, there is no relation between banker and customers who will take only one service from 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 services to the customers.

Everyday 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. Since bank is confined to provide the service everyday general banking is also known as retail banking.

ACCOUNTS DEPARTMENT

Accounts department is the most important department in the bank. After completing the procedure at the counter, official recording system starts. It supplies all numerical data and information of the bank. Credit sanction, current deposit, staff payments, total assets and liabilities, and various income and expenditure are shown in the statement prepared by the accounts department.

Functions of Accounts Department:

- To prepare and maintain daily input journal, proof sheet and validation report.
- To prepare flash report of daily liquidity position.
- To maintain and prepare maturity balance sheet.
- To maintain detail balance and financial account system.
- To prepare manager audit report.
- Daily posting of vouchers issued by other departments.
- Maintaining adequate fund position.
- Financial control of the bank is done through this department.
- Other miscellaneous work of the department.

Statement prepared by accounts Department

- Statement of Weekly Positions.
- Statement of Sundry Debtors/Creditor.
- Statement of 15% VAT, TAX at source.
- Statement of Provisional Income, Expenditure and Consolidated.

- Statement of Cost of Fund.
- Statement of Deposit, Advance, Profit & Loss.

Cash section:

Cash department is an important department of any bank under accounts department. Cash amount is the main source of all banking activities. For that every day bank has to remain certain amount in cash in according with the rules and regulations of Bangladesh Bank.

Functions of Cash Section:

Cash section mainly performs the following functions:

- Cash Receipt
- Cash Payment

Procedures of Cash Receipt

- Credit voucher filled by the customer.
- Cash receiving officer will check the title number, Account number and amount in figure and words in the deposit slip of credit voucher.
- After receiving the cash, receiving officer verify the amount and voucher slip then recorded in computer by crediting party's account. Then receiving officer printed the voucher and checked again with signature.
- Again it will be checked and signed by the authorized officer.

Procedure of Cash Payment

- Instrument is checked by the cash in-charge whether the Account name, Account number and the amount in written in words and figures are correct.
- The officer in-charge also checks the instrument and signed in it.
- The particulars of the instrument is checked in the computer i.e. verify the Signature, who is the actual owner of this account etc.
- In case of any error, another signature will be needed.
- The payment is made if there is available amount in the account.
- Paid instrument are kept by the officer.

Any arrangement however named or described whereby a bank (the" issuing bank") acting at the request and on the instructions of a customer (the "Applicant") or on its own behalf.

In the account opening section, the relationship between the client and bank begins with the opening of an account; thus it is vital that bankers take good measures in making sure that the customers are eligible since a lot of forgery is initiated through improper identification. If any one wants to open a bank account at first a form (account opening form) including Nominal Form, Signature Card and Cheque Requisition slip is given to him from bank. The opener has to fill up the form according to the rules of the bank. In this form an introducer, who possesses an account (CD or SB account) in this bank attests the two PP size photograph and put his (introduce) signature and account number in an accepted place of the form. If everything is ok the banker will keep a number for the form and it will be noted as an account number and he will be given deposit slip to the customer.

It is also necessary to note who can open bank account. Further details will be provided when explaining each type of account but below is list of who can open different types of account:

- ❑ Individual
- ❑ Sole Proprietorship
- ❑ Partnership
- ❑ Private / Public Limited companies

As per Central Bank Instruction, all account opening files must contain the below:

- i. Customer Identification Profile.
- ii. Customer Transition Profile.
- iii. KYC (Know Your Customer for risk analysis)

Different types of Accounts

Savings Accounts	Current Accounts	Fixed Deposit Receipt (FDR)
a. Individual Account.	a. Individual Account	Short Term Deposit (STD)
b. Joint Account.	b. Proprietorship Account.	City Onayesh.
c. Non trading concern	c. Partnership Account.	City Projonmo.
	d. Limited Company Account.	City Icchapuran.

Savings Account

Savings account is meant for those who want to save a certain amount of their income and earn interest on that future needs. All features are more or less like that of CD Account except for some restriction that is imposed by the bank. Number of withdrawals over a period of time is limited up to eight times in a month.

Current Account

Individual, sole proprietorship firm, partnership firm, limited companies are private or public etc. may open current deposits accounts. Current accounts are most suitable for all type of organizations since frequent withdrawals do not result in a penalty. There is no interest earned from current deposit account.

Short Term Deposit

Short-term deposits accounts are special notice account, which are kept under short-term deposit ledger. The rate of interest on STD is subject to change from time to time. Any withdrawals from this account require **seven-day** prior notice.

Fixed Deposit Receipt

Fixed deposit accounts are repayable after the expiry of the predetermined period fixed by the customer. The period of the FDR ranges from three months to five year. Longer the period, the rate of interest is higher. Amount of FDR is payable at a time. If the client does not withdraw the amount and give further instructions for renewal within one month

from the date of maturity, then the FDR account would get renewed for a further three month and the rate of interest would be prevailing rate for fixed deposit.

City Onayesh:

City Onayesh is another type of Savings account. It is a new product of this bank. One can open this account by investing only 10000 taka. If a person opens this account by investing 25000 and keep at least same amount of taka, he/she must get 5.5% interest in everyday. Any one can apply for 90% loan against this account.

An exclusive savings account that gives interest at the end of the month on daily average balance, it's like a current account but producing interest on daily balance and credits in the account at the end of every month.

Eligibility:

* Must have one introducer. * Must be a citizen of Bangladesh. * Must be 18+ years old.

City Projonmo:

It is a long-term deposit scheme. This product specially designed for children's future. It is an amazing project for parents to keep their children free from any kind of financial hazards. Any child's guardian can open this account. The Duration limit is for 5, 10, 15, 20 years gradually. The condition is account holder must have a savings or current account with this bank.

A unique monthly deposit scheme for the parent/relative/guardian for their kids below 18 years to ensure a safe and secure future of their kids

Eligibility:

1. Must be a citizen of Bangladesh.
2. Must have City Onayash or Savings or Current Account.
3. Age between 18 to 55 years

Unique Feature:

- * 100% insurance coverage for maturity amount but no insurance premium cost.
- * Free medical check up for insurance coverage.
- * No initial Deposit, but good amount of return at maturity.
- * Monthly deposit amount: TK. 1,000 to TK.10, 000.
- * One can take any monthly deposit scheme for any one term of 5, 10, 15 or 20 yrs .
- * Attractive interest rate.
- * Loan available - up to 90% of deposit.

City Ichchapuron:

A monthly fixed income account against fixed deposit. A customer can receive interest every month and at maturity full principal amount.

Benefits:

From monthly fixed income a customer can do the following things:

- * Maintain daily family expenses.
- * Pay utility bills.
- * Tuition fees of a customer child.
- * Monthly deposit of a customer DPS accounts like City Projonmo etc.

Eligibility:

* Must be a citizen of Bangladesh. * Must be 18+ year old * Must have fixed deposit account.

Unique Features:

- * Monthly Interest will be deposited automatically in City Onayash or Savings or Current account till maturity of fixed deposit
- * Loan available - up to 90% of deposit
- * Very Attractive interest rate
- * A customer can open more than one City Ichchapuron Account from TK. 50,000 or its multiple of any amount

CBL VISA Electron Debit Card:

CBL VISA Electron Debit Card become hassle-free and safe; and it is VISA Electron branded, which makes the proud owner of a meaningful plastic.

Unique Features:

- ✓ With this card anyone can withdraw cash from more than 300 ATMs in the country. All ATMs displaying VISA logo will accept this card 24 hours a day and 365 days a year.
- ✓ With this card anyone can shop and dine at hundreds of outlets across the country displaying VISA logo
- ✓ It allows doing the right kind of financial planning. To put simply budgeting.

- ✓ Anyone spend money when they need and don't spend the way do with cash.
Self-discipline is what this card prompts anyone to adopt.
- ✓ It is, by all means more convenient than writing cheques and standing in queue at cash counters. Also it is safer than carrying cash.
- ✓ Account statement will show if money has been withdrawn at ATMs or spent at shops/restaurants. Such detailed record will give mental peace by allow tracking expenditure.
- ✓ It entails no extra expense, no interest, and no late payment charges.

Options offered by DEBIT card:

1. Balance inquiry.2.Cash withdrawal. 3.Fund transfer to credit card account.
- 4.Pin change.5.Mini Statement. 6.Cash deposit.7.Utility payment. 8.Purchase transaction.

Eligibility:

The city bank limited is offering this card for a customer who is maintaining a savings account/ City Onayash, Current or STD account, City icchapuran.

City card EMI Plan:

City card EMI plan is an installment plan that allows cardholder the flexibility to convert any retail purchase transaction into an installments scheme where the card holder pays back the amount at a lower variable rate of interest as low as 16.99% per annum over a tenor ranging from 6 months to 36 months. The customer enjoys the flexibility to buy

high value items on the City Bank Credit Card and conveniently pay in monthly installments at a lower interest rate.

Eligibility:

City Credit Cardholders (The portion of Local part) are eligible for city card EMI plan.

Applicability:

Any retail transaction with an amount of BDT 3,000 or above and Balance Transfer transaction can be transferred to the installment payment scheme.

Payment options:

The cardholder can pay back the amount over a period ranging from 6 months to 36 months depending on his preference. The installment payment options are 6, 12, 18, 24, 30, or 36 months.

The flexi Pay transaction amounts are capped at the cardholders limit level and there are no restrictions on the number of flexi pay schemes that a cardholder can avail of as long as each transaction amount is equal to or above BDT 3,000.

Locker Facility:

City Bank provides locker service to its customer. Three types of lockers are available these are: Large, medium and small. Customers can keep their important materials to these lockers. Basically most of the customers maintain one locker but sometimes a customer maintains two or more lockers. They select the lockers type on their need basis. Bank has maintained large books for this locker facility where all the necessary

information of the customers are noted down. City bank also provides free insurance facility for the lockers customers.

Clearing House:

A place that provides an arrangement by which various representatives of each Clearing Bank assemble there each business day to exchange local cheques, draft, bill of exchange etc. which are received by them for collection from their customers. Its object is to settle balances between the banks of a city, town or region with maximum of inconvenience and labour. Before the establishment of clearinghouse, the bank had to send their bill by clerks to other banks for getting cash against those cheques, which was a laborious, time-consuming process.

Types of Clearing:

- ✓ In-Ward Clearing
- ✓ Out-Ward Clearing

A) **Outward Clearing:** When the Branches of a Bank receive cheque from its customers drawn on the other Banks within the local clearing zone for collection through Clearing House, it is Outward Clearing.

B) **Inward Clearing:** When the Banks receive cheque drawn on them from other Banks in the Clearing House, it is Inward Clearing.

Types of clearing house: There are two type of clearing house: Those are

- 1) Normal clearing house
- 2) Same day clearing house

Normal clearing house:

- 1) 1st house: 1st house normally stands at 10 a.m. to 11a.m
- 2) 2nd house: 2nd house normally stands after 3 p.m. and it is known as return house.

Same day clearing house:

- 1) 1st house: 1st house normally stands at 11 a.m. to 12 p.m
- 2) 2nd house: 2nd house normally stands after 2 p.m. and it is known as return house.

Who will deposit cheque for Clearing: Only the regular customers i.e. who have Savings, Current, STD Account in the bank can deposit cheque for collection of fund through Clearing house.

Payment of Cheques through Clearing:

After receipt of the cheque through clearing, two vouchers are necessary, cheque will be the debit voucher and the amount will be debited to the concerned The City Bank Ltd of the party maintained in the computer. Single credit voucher to be prepared for credit the

balance.

Bills Collection:

In modern banking the mechanism has become complex as far as smooth transaction and safety is concerned. Customer does pay and receive bill from their counterpart as a result of transaction. Commercial bank's duty is to collect bills on behalf of their customer.

Types of Bills for Collection

- i. Outward Bills for Collection (OBC).
- ii. Inward Bills for Collection (IBC).

What is OBC?

OBC means Outward Bills for Collection .OBC exists with different branches of different banks outside the local clearing house. Normally two types of OBC :

- 1) OBC with different branches of other banks
- 2) OBC with different branches of the same bank

Procedure Of OBC:

- 1) Entry in the OBC register.
- 2) Put OBC number in the cheque.

- 3) “Crossing seal” on the left corner of the cheque & “ payees account will be credited on realization “ seal on the back of the cheque with signature of the concerned officer.
- 4) Despatch the OBC cheque with forwarding.
- 5) Reserve the photocopy of the cheque, carbon copy of the forwarding and deposit slip of the cheque in the OBC file.

Inward bills for collection (IBC)

When the banks collect bills as an agent of the collecting branch, the system is known as IBC. In this case the bank will work as an agent of the collection bank. The branch receives a forwarding letter and the bill.

Procedure of IBC:

1. IBC against OBC: To receive the OBC cheque first we have to give entry in the IBC Register .The IBC number should put on the forwarding of the OBC with date.
2. Deposit of OBC amount: OBC cheque amount is put into the “sundry deposit-sundry Creditors account”, prepare debit & credit voucher of it. If the OBC cheque is honored, send credit advice (IBCA) with signature & advice number of the concern branch for the OBC amount.
3. If the OBC cheque is dishonored, the concerned branch is informed about it .
4. Again place in the clearing house or send the OBC cheque with Return Memo to the issuing branch according to their information.

Types of Remittance

- ✓ In-ward Remittance
- ✓ Out-ward Remittance

In-ward Remittance

Inward remittance refers to the extent where the bank makes payment to the client against foreign demand draft, SWIFT message or Pay Order.

Out-ward Remittance

Outward remittance refers to the extent where the bank issues foreign demand draft. A foreign demand draft is a negotiable instrument issued by a bank drawn on other hand. SWIFT message or Pay Order also carries it out.

Functions of Remittance Division:

- Handling of all in coming and outgoing foreign and local remittance is the major function for this department.
- Handling of coming and outgoing D.D, P.O & SWIFT.
- Encashment and issuance of Travelers cheque.

Benefit of Remittance

- Easy.
- Rapidity.
- Least amount of cost.
- Less risk.

Instrument of Remittance

- Payment Order (P.O).
- Demand Draft (D.D).
- Telegraphic Transfer (TT).

Payment Order

A Payment Order is a written order, issued by bank. To pay a certain sum of money to a specific person or a bank. It may be said as to be a banker's cheque as it is issued by bank and payable by itself.

Issuance

- I. The application form must be filled up properly.
- II. Commission to be calculated.
- III. Total amount due must be paid by the customer at the cash receiver; the cashier will issue a voucher for the P.O issue department.
- IV. The P.O is prepared and entered in the P.O issue register.
- V. Along with the instrument and register, the voucher is then sent to the department in-charge for checking and signature.
- VI. Then the entire documents are sent to the branch in-charge for second signature.
- VII. After completing the above task, the P.O draft is given to the customer and his/her signature must be taken on the counter foil.

Demand Draft (D.D)

Demand draft is instruments in writing containing an order of the issuing branch upon another branch know as drawer branch for payment of certain sum of money to the payee or his order on demand by the beneficiary presenting the draft itself.

Telegraphic Transfer (TT):

It is an order from the issuing branch to the drawer bank/ branch for payment to certain sum of money to the beneficiary. The payment instruction is send by telephone and funds are paid to the beneficiary through his account maintained with the drawer branch. Client is charged for the TT and VAT, Commission and TAX at the rate prescribed by head office.

Test – key Arrangement:

Test key arrangement is a secret code maintained by the banks for the authentication for their telex messages. It is a systematic procedure by which a test number is given to the Telegraphic Transfer (TT) And Demand Draft (DD).

Foreign Remittance:

“Foreign Remittance” means purchase and sale of freely convertible foreign currency as admissible under Exchange Control Registration of the country. Purchase of foreign currencies constitutes inward foreign remittance and sale of foreign currencies constitutes outward foreign remittance.

Types of Foreign Remittance

Foreign Remittance deals with the following instruments:

- Foreign Demand Draft (FDD)
- Foreign Payment Order (FPO)
- Foreign Travelers Cheque (FTC)
- SWIFT

Key Function Foreign Remittance Section

The prime functions of the foreign exchange department are as follows:

- Overall supervision of Foreign Remittance Department.
- Correspondence to dormant Account
- TT Payment & Purchase of Foreign Demand Draft, Cheque & Preparations of FBP (Foreign Bills Purchase), LBP
- Assist in preparation of IBCA/IBDA etc
- Compliance of Audit & Inspection
- Issuance outward SWIFT & FDD
- Statement & all related works regarding deposit of Bangladesh Bank.
- Withdrawal from F.C, A/C
- Encashment of TC's & Cash Dollar and Sterling Pound
- Dedication of TAX and VAT
- Preparation of related statements including convertible Taka Accounts
- Preparation of IBCA & IBDA and Balancing of collection and other special assignment as desired by Department in charge.

- Issuance of TC & Cash Dollar, Correspondence with different Bank/Institution related to TC/Dollar)
- Student Case handing & preparation of related statements (Head Office and Bangladesh Bank)
- Balancing of Account Statements

The City Bank Limited has drawing arrangements/ remittance facilities with the following Foreign Banks, Exchange Houses and Subsidiaries

1. U.A.E. Exchange Centre LLC
2. Al-Ahalia Money Exchange Bureau, Abu Dhabi
3. United Traders Limited, UK
4. Rupali Exchange Inc, USA

Limitation of the study:

There are some limitations exist, which acted as a barrier to conduct the program. The limitations are:

- ☐ The research was limited only to the City Bank Ltd. Gulshan Branch.
- ☐ Time constraints for this study may be considered as limitations.
- ☐ As some of the fields of banking are still not covered by our courses, there was difficulty in understanding some activities.
- ☐ Because of the limitation of information, some assumptions were made. So there may be some personal mistake in the report.

Conclusion:

City Bank Ltd, Gulshan Branch is one of the most potential branches in the banking sector. It has a large portfolio with huge assets to meet up its liabilities and the management of this branch is equipped with the expert bankers and managers in all level of management. So it is not an easy job to find out the drawbacks of this branch. I would rather feel like producing my personal opinion about the ongoing practices in Gulshan Branch.

Reference:

1. Annual Report of The City Bank Limited-2006
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3. Several Booklets From The City Bank LTDBank
4. The City Bank Ltd Web Site: www.thecitybank.com