Internship Report

On

Development deposit products Of National Bank Limited

Prepared for

Nusrat Jahan

Assistant Professor

Department of Business Administration

Prepared by

Shahidul Islam

ID No: 2172011021

Batch: 43, Section- A

Major in Finance

Bachelor of Business Administration

Department of Business Administration

Uttara University

Date of Submission**:** May 22, 2021

Letter of Transmittal

1st April, 2021

To,

Nusrat Jahn

Assistant Professor

Department of Business Administration

Uttara University

Subject: Submission of Internship Report on" Development deposit Products of NATIONAL BANK LIMITED''.

Dear Sir,

I am very glad to inform you that it is a great achievement to work under your active supervision. I have completed my internship report on Development deposit Products of National Bank Ltd. This report is based on overall banking activities of National Bank Ltd. I have got the opportunity to work in National Bank Ltd. for twelve weeks; under the supervision of Nusrat Jahan in Sonargaon Janapath Branch, Uttara. This project gave me both academic and practical experience. First of all I learned about the organizational culture of a prominent bank of the country. Secondly, the project gave me the opportunity to develop a network with the corporate environment.

I shall be highly obliged if you are kind enough to receive this report and provide your valuable judgment. It would be immense pleasure if you find this report useful and informative to have an apparent perspective on the issue.

Sincerely Yours,

Shaidul Islam

ID: 2172011021

Batch: 43rd (A)

Major: Finance

Program: Bachelor of Business Administration

Department of Business Administration

Uttara University

Student’s Declaration

I am Shahidul Islam a student of Bachelor of Business Administration (BBA), in Uttara University. I am declaring that this practical report on this topic of “Development Deposit Products of National Bank Ltd.” it has only been prepared for the fulfillment of internship as the partial requirement of Bachelor of Business Administration (BBA).

……………..

Shaidul Islam

ID: 2172011021

Batch: 43rd (A)

Major: Finance

Program: Bachelor of Business Administration

Department of Business Administration

Uttara University

SUPERVISOR DECLARATION

This is to certify that Shahidul Islam is a student of BBA, ID no: 2172011021, successfully completed her internship program entitled “Development Deposit Products Of National Bank Ltd.” a study on NBL, Development Deposit Products Of National Bank Sonargaon Janapath Branch under my supervision as the particular fulfillment for the award of BBA degree. She has done her job according to my supervision & guidance. She has tried her best to do this successfully. I think this Program will help her in the future to build up her career. I wish her success & prosperity.

………………

Nusrat Jahan
Assistant professor
Department of Business Administration
Uttara University
Dhaka, Bangladesh

ACKNOWLEDGEMENTS

First of all, I wish to express my thanks to almighty Allah for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my faculty supervisor Nusrat Jahan for whole-hearted supervision during my organizational attachment period. I am also grateful to Imam hasan (my organizational supevisor) who helped me by providing informative instructions. I am also grateful to all staffs.

I was closely attached with them during my internship tenure. Without them this report would have been very difficult.

And finally, I express my sincere gratitude to all those participated to prepare the report. Most of them were busy employees of National Bank Limited.

This report is being prepared with full Technical assistance and support from Md. Shariful Alam (Branch Manager), Syed Mobasser Hossain (SPO & 2nd In-Charge of Branch),

Md. Sujon mia (Sr. Officer & Remittance Management In charge), Md. Nahiduzzaman (Cash In charge), Imam Hasan (Executive Officer), Md. Jasim Uddin (Officer) for giving me support all the moment of my attachment time and also for make an attractive working environment which I have really enjoyed very much.

At last I feel very pleased to thank all my fellow friends for their cordial cooperation in preparing this report

Executive Summary

Bank provides means and mechanisms of transferring commend over resources those who have an excess of income over expenditure to those who can make use of the same for adding to the volume of productive capital. The bank provides them with safety, liquidity and profit NBL of savings. **National Bank Ltd.** is scheduled commercial bank registered by the Bangladesh Bank. The functions of the bank cover a wide range of banking and functional activities to individuals. Firms, corporate bodies and other multinational agencies. The main objective of the study is to give an overview of NBL and identify the strength, weakness and critical risk factor of this bank.

Chapter one of this report consists of an introductory part which has been developed for the proper execution of the entire report.

Chapter two narrates the company profile including National Bank's history, their vision, mission and strategy, products and services, and operational network organogram.

Chapter three focus on the description of the topic. Here some important information about the topic which I took as my internship topic is given.

Chapter four is about collection and processing of data. In this chapter I described how I collected and processed data about the account opening process.

In chapter five I discussed on the study objectives. This is the main part of the project. It includes the board objective about analyzing the account opening process of National Bank Ltd. It also describes in details about the different types of account in NBL, an idea about the account opening procedure in NBL and the procedure of closing an account.

Chapter six is explanation of important outcomes and internship related special recommendations. Lastly at chapter seven I briefed about my internship experience and there is a list of reference.

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CHAPTER-1

Introduction

1.1 Background of the study

A bank is a financial institution and a financial intermediary that accepts deposits and channels those deposits into lending activities, either directly by loaning or indirectly through capital markets or it can be said that a bank is the connection between customers that have capital deficits and customers with capital surpluses In today's world, practical knowledge is essential to understand the real world and to apply knowledge for the betterment of the society as well as business. Education from the theoretical knowledge is obtained from courses, which is only the half way of the subject matter. Practical knowledge has no alternative. The perfect coordination between theoretical and practical is of paramount importance in the context of the modern business world in order to resolve the dichotomy between these two areas. Therefore, an opportunity is offered by Dept. of Finance, Uttara University, for its potential business graduates to get three months practical experience, which is known as "Internship Program". I have completed this internship program in "National Bank Limited". Internship program brings a student closer to the real life situation and thereby helps to launch a career with some prior experience.

This paper is entitled to 'Development deposit Products of National Bank Limited – A Study on Uttara Branch' originated from the fulfillment of the internship program. For the internship program, each student is attached with an organization. My internship was at National Bank Limited, Uttara Branch. During my internship, I had to prepare a report under the advisor of Nusrat Jahan, Assistant professor, Department of Business Administration, Uttara University.

1.2 Objective of the Study:

There are two types of objectives that are given below:

Broad Objective:

- The board objective of the study is to analyze the "Development Deposit Products of National Bank Ltd.

Specific objective:

The specific objectives are stated below:

- To discuss deposit schemes.
- To show the trend of deposit.

1.3 Major difficulties faced/ Limitation

However the some of the limitations I have face while preparing this Report are listed as follows:

- **Time Limitation:**
  To complete the study, time was limited by three months. It was really very short time to Know details about an organization like National Bank Limited..
- **Inadequate Data:**
  Lack of available information's about export & import business operations of National Bank Limited. Because of the unwillingness of the busy key persons, necessary data collection became hard. The employees are extremely busy to perform their duty.
- **Lack of Record:**
  Large-scale research was not possible due to constrains and restrictions posed by the Organization. Unavailability of sufficient written documents as required making a Comprehensive study. In many cases up-to-date information was not available.
- **Confidentiality:**
  For the bank's privacy is not unveiling some data and information for clear reasons, which would have been very much useful for the report.
- **Random changing system**
  As the bank is constantly improving its system is also changing time to time, it will be hard to discover the true performance of the bank each time.
- **Lack of experiences**
- **Non-disclosure of the bank's policy**
- **Difficulty in getting full cooperation**

CHAPTER-2

Company Profile

2.1 Profile of NBL:

National Bank Limited is one of the pioneers of first generation private commercial bank incorporated in 1983. Since inception, NBL to provide modern banking facilities to the mass people is opening branches in rural areas alongside urban areas giving due importance. Presently, the bank created a strong market base through 121 branches and 10 SME centers throughout the country. Customer's satisfaction and involvements gets priority in our daily activities.

The bank got priority as pioneer in different sectors for taking innovate steps in development of counter's economy and upgrading the socio-economic status of rural people. Moreover, to encourage expatriates and to generate trust in sending money through legal channel, the bank took some challenging steps and became the pathfinder.

Meeting the need of the customers through modern technology with efficiency and searching new sectors of business, the bank strives to increase its trends of growth. The not only dedicated to profit maximization, it also remains active in fulfilling its social responsibilities.

Besides participating in building national economy, NBL is always a caring bank in adding value to the assets of the shareholders. In short, these are the focus of our banking ethics.

2.2 Historical Background:

National Bank Limited has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain.

At present we have 149 branches under our branch network. In addition, our effective and diversified approach to seize the market opportunities is going on as continuous process to accommodate new customers by developing and expanding rural, SME financing and offshore banking facilities. We have opened 10 branches and 5 SME/Agri branches during 2011.

The then President of the People's Republic of Bangladesh Justice Ahsanuddin Chowdhury inaugurated the bank formally on March 28, 1983 but the first branch at 48, Dilkusha Commercial Area, Dhaka started commercial operation on March 23, 1983. The 2nd Branch was opened on 11th May 1983 at Khatungonj, Chittagong.

2.3 Vision

Ensuring highest standard of clientele services through best application of latest information technology, making due contribution to the national economy and establishing ourselves firmly at home and abroad as a front ranking bank of the country are our cherished vision.

2.4 Mission

Efforts for expansion of our activities at home and abroad by adding new dimensions to our banking services are being continued unabated. Alongside, we are also putting highest priority in ensuring transparency, account ability, improved clientele service as well as to our commitment to serve the society through which we want to get closer and closer to the people of all strata. Winning an everlasting seat in the hearts of the people as a caring companion in uplifting the national economic standard through continuous up gradation and diversification of our clientele services in line with national and international requirements is the desired goal we want to reach.

2.5 Commitments

- NBL is always ready to maintain the highest quality of services by upgrading banking technology prudence management banking and by applying high standard of business ethics through its established commitment and heritage.

- NBL always shows a strong and positive commitment to the services of the society. IN 1998, the bank donated Tk. 5.50 million to prime minister Relief fund for the flood-affected people of Bangladesh.

2.6 Brief profile of the company:

Name of the Company	National Bank Limited.
Date of Registration	15 March, 1983
1st Branch	Dilkusha Branch, Dhaka.
Opening Ceremony	23 March, 1983
Number of Branch	166
Nature of Business	Commercial Banking
Registered Office	Head Office 18, Dilkusha Commercial Area Dhaka-1000 Bangladesh.
Telephone No.	716872931,95508235,95630815,9550897
Fax No.	**+880-2-956-3953, 966-9404**
SWIFT Code	NBLBBDDH
E-mail	ho@nblbd.com
Web Page	www.nblbd.com

2.7 Products and services of National Bank Limited:

The products and services rendered by NBL are mainly Deposit products, Credit products and Card services.

Deposit:

Deposit products offered by the bank are:

- Savings Deposit
- Shadhinota Scheme
- Century Deposit Scheme.
- Apon Thikana Shanchoy Prakalpa
- Luxury Saving Deposit
- Current Deposit
- Term Deposit
- Foreign Currency Deposit
- Monthly Savings Scheme
- Monthly Income Scheme
- Double Benefit Scheme
- Millionaire Income Scheme

Credit or Loan:

The credit schemes provided by NBL are appended below:

- Overdraft
- Lease Financing
- House Building
- Small and Medium Enterprise
- Consumer Credit Scheme
- Agriculture Finance.
- Trade Finance

Cards:

- Credit Card
- Debit Card
- List of NRBGBL ATM’s

Services:

- Internet Banking
- Service Location

2.8 Markets:

The expectation of all class businessmen, entrepreneurs, and the general public is much more to NBL. At present, we have 166 branches. In addition, our effective and diversified approach to seize the market opportunities is going on a continuous process to accommodate new customers by developing and expanding rural, SME financing and offshore banking facilities. The emergence of NBL in the private sector was an important event in the Banking area of Bangladesh. The clients of NBL are BASIS, UNILEVER, IPDC, City Bank, Eastern Bank Limited, Brac Bank Ltd, IDLC finance ltd, American express, Bank Asia and UCB etc.

2.9 Intern Worked:

NBL I took the opportunity to do my internship in NBL has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. The expectation of all class businessmen, entrepreneurs and general public is much more to NBL. At present, we have 166 branches throughout the country.

Department NBL, Uttara branch has a few departments,

- Deposit department
- Accounts Department
- Cash Department
- Credit Department
- Marketing Department
- HR department

Intern, for my internship purpose I have worked in Deposit, accounts and cash department of NBL, Uttara branch. It was my first experience to work any organization. I have opened customer account and also writing the deposit slips and credit voucher of customers and cheek receive of customer. I also worked at opening FDR account. Most of the time I have worked in Product development. To collect information and write down the account form.

2.10 Elaborated description of internship work-related division

There are following:

1. Development deposit products.
2. Fixed deposits A/C
3. Short term deposits A/C
4. Savings deposits A/C
5. Current deposits A/C
6. Call deposit A/C
7. Sundry deposit A/C

CHAPTER-3

Data Collection and Processing

3.1 Methodologies of the study:

Several types of research methods are used in studies depending on the field or research. As this research is on Development deposit products, certain methods were followed to fulfill the objectives of the report, making the maximum utilization of the scopes and to avoid the limitations as much as possible to prepare the final outcome of the report. These methods are –

Sources of Data

Data have been collected from two sources such as primary sources of data and secondary sources of data.

Primary Sources of Data:

1. Face to face conversation with the employees, senior officers, SPO and the Manager.
2. Studying different relevant files like register books, statement of affairs, financial statements etc.
3. Practical work at NBL during my internship program to increase my knowledge.

Secondary Sources of Data:

1. Annual Report.
2. Website of NBL.
3. Journals and prospectus of NBL.
4. Different books, magazines and journals related to the finance and banking.
5. Different websites and blogs.

3.2 Data Collection Procedure:

I have worked in accounts and development deposit product department of National Bank Limited, Uttara branch. It was my first experience to work any organization. I have working development deposit products, also working writing the deposit slips and credit voucher of customers and cheek receive of customer. I also work at opening FDR account. I have worked in cash department to collected deposits and collected check from customer and wrote down the check number and amount in cash register book. This department is very important, performing different activities such as pay order issue, west tern union or other money transfer, clearing outward & inward, cash receive & payment, collected deposit from customer.

3.3 Data Processing Method:

Both quantities & qualitative techniques used to data processing, presentations (percentile, control, dispersion, graphical prostrations, etc.) & discussed in different times with concerned authority are used to preparing the report and finally submitted to evaluate my report.

Chapter-4

Discussion of the study objectives

4.1 Development Deposit Products of National Bank Ltd.:

Deposit: "Those who use time properly become successful; those who save money in due time, never face financial difficulties". --- Hazrat Ali (R :)

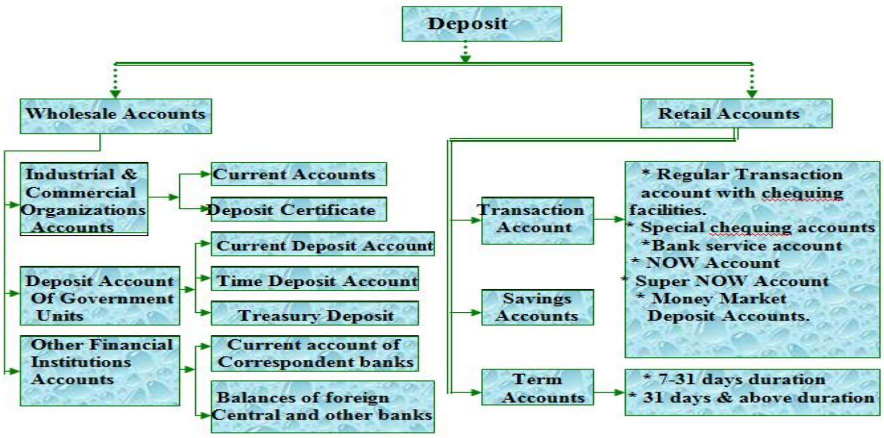
Bank Deposit refers to an amount of money in cash or cheque form or sent via a wire transfer that is placed into a bank account. The target bank account for the Bank Deposit can be any kind of account that accepts deposits. Another, a bank deposit is a sum of money deposited in a financial institution for the purpose of providing access to investments or storing the money in a secured location.

For example, a Bank Deposit is generally made when opening an account or in the course of routine business or personal transactions that involve placing funds with the bank for future use. Bank deposits can be made in a number of different ways. The most direct way is to walk into a bank or a bank branch in which you hold an account. You are then usually required to fill in a Bank Deposit slip with the particulars of your account and the amount of money you wish to deposit. In addition, Bank Deposits can be made via wire transfer, as well as through a direct deposit plan from employers in many cases.

4.2 Objective-1- To discuss deposit schemes:

Types of Bank Deposit

There are variations in the needs and demand of the people. It is almost impossible for banks to satisfy all these diverse demands with a single type of account. That's why banks generally offer the following types of accounts to satisfy customer's demand



Deposit Product and services are

1. Savings Deposit
2. Current Deposit
3. Term Deposit
4. Foreign Currency Deposit
5. Monthly Savings Scheme
6. Monthly Income Scheme
7. Double Benefit Scheme
8. Milliner Income Scheme
9. Serious Saver's Account
10. Super Saver's Term Deposit Account
11. School Banking

Savings Deposit

Savings accounts are accounts maintained by retail financial institutions that pay interest but cannot be used directly as money (for example, by writing a check). These accounts let customers set aside a portion of their liquid assets while earning a monetary return. For the bank, money in a savings account may not be callable immediately and therefore often does not incur a reserve requirement freeing up cash from the bank's vault to be lent out with interest. Mainly we see Saving Account open lower and middle classes people who have to save a part of their incomes to meet their future need intend to earn an income from their savings.
This cause people are encouraging savings of individual, jointly, non-trading people, institutions, society, and clubs and so on the depositing small amount of money in the bank.

Benefits and Restriction of Savings Account

By this savings account we can get some interest after half year for specific deposit amount. The rate of interest payable by the Bank’s on deposit mention in the savings account will determined by the respective bank. Interest is now calculated in the minimum balance to the credit of the account during the period from first to last day of each calendar month on every half year at the end of June and December. This interest rate may be 4% or 5%.
On the other hand NBL has some restriction such, account opening amount or initial deposit amount minimum TK. 5,000 which is some people burden. Minor problem is account introducer or reference which some people not found this time. Another problem is withdrawal facilities which one savings account customers can maximum 3/4 days transaction in a week. Interest rate is low.

Savings Account Opening Formalities

Saving Account can open individually or jointly any person but some NBL rules and regulation or formalities maintain which is discus below:

- **Collect Savings Account application from and fill up**

At first collect saving account application from and properly fill up persons account page, person related information from (if jointly need two person related information from), KYC from, Transaction Profile(TP) which is most important , transaction type, quantity etc fill up.

- **Collect Introducer**

Introducer means which person has savings account exists in this bank. By this introducer signature and his account number include in S/B account opening from. This system apply may be more security about in this account.

- **Specimen Signature**

Every customer is required to supply to the bank with his/her signature. These signatures are taken on cards, which are preserved by the bank, and the signature of the account holder on the cheques is compared with the specimen signature.

- **Mandate for operation of the account by an agent**

In case a customer desires to get his/her account operated upon by another person then the bank will obtain a mandate in writing to that effects as well as the specimen signature of the person in whose favor the mandate is given.

- **Opening and operation the account**

After the above formalities are over, the banker opens an account in the name of applicant. Generally the minimum amount to be deposited initially is Taka 5,000 for opening a current account. Then the bank provides he customer with.

Documentation of Saving Account

- Personal TIN certificate
- Two copies passport size photographs
- National ID card or Passport Photocopy
- Nominees photographs

Saving Deposit Slip Book

With a view to facilitate the receipt of credit items paid in by a customer, the bank will provide him/her deposit book either loose or in book forms. The customer has to fill up the pay in slip at the time of depositing the money to the bank. The cashier with his/her initials and stamps will return the counterfoil to the customer on the receipt of the money.

Saving Deposit Cheque Book

To facilitate withdrawals and payment to third parties by the customer, the bank will also provide cheque book to the customer. But it is noted that to get a cheque book, the customer has to dully fill up the cheque requisition slip to the banker.

Current Deposit

In deposit terminology, the term Current Deposit refers to a deposit to a bank account or financial institution without a specified maturity date. These types of Current Deposit account generally only earn demand deposit interest.

Current Deposit Example:

Current Deposit will often be made into a bank or other financial institution's account in the local currency. The deposit will then generally be made available to the customer for withdrawal at any time and without an early withdrawal penalty. Funds are typically made immediately available to the customer for withdrawal by writing a check. Such Current Deposit Accounts are generally used for businesses that have a need for issuing checks to pay employee salaries and bonuses, as well as to provide cash for inventories and other such business expenses. The bank or financial institution where the Current Deposit account is held usually pays out interest on the funds periodically, such as monthly or quarterly.

The special characteristic of a current account are as follows-

- The primary objective of current account is to save big customers as big businessman, joint stock companies, private limited companies, public limited companies etc from the risk of handling cash themselves.

- The cost of providing current account facilities is considerable to the bank since they undertake to make payments and collects the bills, drafts, cheques for any number of times daily. The bank therefore does not pay interest on current deposit while on the other hand some banks charge for incidental charges on such account.

- For opening of a current account minimum deposit of Taka 10,000 is required.

- Introductory reference is also required for opening of such account.

Documentation of Current Account

Proprietorship

- National ID card or Passport Photocopy
- Trade License
- Chairman certificate/ commissioner certificate
- Personal TIN certificate
- Two copies passport size photographs

For Partnership

- Partnership Deed
- TIN certificate of all partners personal
- Trade License
- Photocopy of all partners National ID Card and passport photocopy
- Passport size photograph of all partners and mention in from who operate this account.
- For Private & Public LTD Company
- TIN & VAT certificates of company
- Trade License up to date
- TIN certificate of all Directors Personal
- List of Directors duly signed by all Director's and forwarded by the Chairman/Managing Director
- Memorandum & Article of Association of the company duly certified by the RJSC/by law/constitution.
- Resolution of the board of Directors for opening and operate the Bank A/c.
- Certificate of Incorporation

- Photographs (2 copies) of all Directors duly attested by the introducer.
- Photocopy of passport/Chairman Certificate/Commissioner Certificate of other ID in connection of Nationality for all Directors.
- Company or personal Rubber Stump
- List of Directors as per return of joint stock Company with signature.

Fixed Deposit Account (FDR)

These are the deposit, which are made with the bank a fixed period specified in advance. It is purely a time deposit account. The bank does not maintain cash reserves against these deposits and therefore the bank offers higher rates of interest on such deposits. Interest is paid at rate determined by the length of the period of deposit; the higher is the rate of interest. Loan is sanctioned against FDR.

Opening and Operation of Fixed Deposit Account

The depositor has to fill in an application from wherein he/she mentions the amount of deposit, the period for which deposit is to be made the names in which the fixed deposit receipt is to be issued. In case of deposit in joint names, the banker also takes the instructions regarding payment of money on maturity of deposit ex, whether payable jointly or payable to either or survivor etc. The banker also takes the specimens signature of the depositors. A fixed deposit receipt is then issued to the depositor acknowledging receipt of the sum of money mentioned therein. It also contains the rate of interest and the date on which the deposit will fall due for payment. In this account no transaction is allowed and no cheque book is issued. Customers are given Fixed Deposit Receipt or Slip only.

Benefits of FDR

- Any amount can be deposited.
- Premature encashment facility is available.
- Overdraft facility available against term receipt.

Account Opening

- 1 copy of recent photograph of account holder.
- Nominee's Photograph.

Monthly Saving Scheme (MSS)

National Bank Limited offers monthly savings scheme for its retail customers. There are three types of saving scrim such as 3 years, 5 years and 8 years period in this account. After specific Time/period you get attractable amount by this scrim

Monthly Installment	Return after 3 years	Return after 5years	Return after 8 years
500	20,627	37,896	70,849
1,000	41,255	75,791	1,41,697
2,000	82,510	1,51,583	2,83,394
3,000	1,23,765	2,27,374	4,25,091
4,000	1,65,020	3,03,166	5,66,788
5,000	2,06,274	3,78,957	7,08,485
10,000	4,12,549	7,57,914	14,16,970
20,000	8,25,098	15,15,828	28,33,940
30,000	12,37,647	22,73,742	42,50,910
50,000	20,62745	37,89,570	70,84,850

Benefits of Monthly Saving Scheme

- Account may be opened for any installment and term, which is not changeable.
- You can open this account monthly installments of deposit will be Tk.500/-, Tk.1, 000/-, Tk.2, 000/- , Tk.3, 000, Tk.4000/- , Tk.5, 000/- and Tk. 10, 0000 or any countable amount (Highest Tk. 50,000).

- A person is allowed to open more than one account for different installment in a Branch/ Bank's no Monthly Installments (Taka) Amount to be paid on completion of Term
- This account open different name
- Below 18 years children can open this account with their guardian.

Account Opening

- 1 copy of your recent photograph.
- Nominee's Photograph.

Monthly Income Scheme (MIS)

Under this scheme one will deposit a minimum of tk.1, 00,000/- or its multiple for three years and will enjoy monthly benefit of Tk.1, 000/- for every Tk.1, 00,000/-.

Benefits of Monthly Income Scheme

- Deposit of Tk.1, 00,000/- and its multiple maximum of Tk 50, 00,000/- shall be acceptable under this scheme.
- The account may be opened either singly or jointly.
- Below 18 years children can open this account with their guardian.

One Time Deposit	Monthly Income
1,00,000.00	1,000.00
2,00,000.00	2,000.00
3,00,000.00	3,000.00
4,00,000.00	4,000.00
5,00,000.00	5,000.00
10,00,000.00	10,000.00
20,00,000.00	20,000.00
30,00,000.00	30,000.00
40,00,000.00	40,000.00
50,00,000.00	50,000.00

Account Opening

- 1 copy of recent photograph of account holder.
- Nominee’s Photograph.
- Valid photocopy of Voter ID card or passport.

Millionaire Deposit Scheme (MDS)

Your future life to bring ensures security for NBL come this Millionaire Income Scheme. Under this scheme one will deposit a fixed amount on monthly basis for 5, 7 or 10 years and on maturity he/she will be just a millionaire.

Benefits of Millionaire Income Scheme

- Deposit of fixed monthly amount for 5, 7 or 10 years. Deposit size will be based on tenure. Upon maturity the depositor will get Tk. 10, 00,000/-.

- A person is allowed to open more than one MIS Account.

- The account may be opened either singly or jointly. Installment Tenure On maturity
- Below 18 years children can open this account with their guardian

Deposit Quantity	Year	Payable Money
12,450.00	5	10,00,000.00
7,870.00	7	10,00,000.00
4,550.00	10	10,00,000.00

Account Opening

- 1 copy of your recent photograph.
- Nominee's Photograph.

Double Benefit Scheme (DBS)

Dreams come true. National Bank Limited now offers Double Benefit Scheme for its customers. The benefits under this scheme shall become double after 6 years.

Benefits of Double Benefit Scheme

- Deposit of Tk.50, 000/- and its multiple maximum of Tk 50, 00,000/- shall be acceptable under this scheme.
- A person is allowed to open more than one DBS Account.
- The account may be opened either singly or jointly.
- All DBS account holder shall be offered with free Life Insurance Policy under this scheme.
- Below 18 years children can open this account with their guardian.

Account Opening

- 1 copy of your recent photograph.
- Nominee's Photograph

School Banking

Adult or non-adult student can save their money for next time. They can also related country’s economic development activities by this money. For more interested to save their money NBL offer school banking. By this account they can save money and operate with their guardian.

Serious Saver Account

Serious Saver Account is an attractable scheme which offer NBL. You can easily open this account by monthly deposit minimum Tk. 20,000/10,000.

- By condition you can withdraw money next time deposit minimum Tk.10, 000/5,000 but you get extra 3% interest more than saving account.
- The account may be opened either singly or jointly.
- Below 18 years children can open this account with their guardian

Account Opening

- 1 copy of recent photograph of account holder.
- Nominee’s Photograph.
- Valid photocopy of Voter ID Card or passport.

Term Deposit

Term means specific time which can be short term, Medium Term or Long Term. Term Deposit is 1 year, 2 years, 3 years, 5, and 7, 10 years and after specific time we can get expected amount by this term deposit.

Short Term Deposit (STD)

It is also a time deposit account. The formalities for opening of this account are similar to those required for current account. The only difference is that 7 (seven) days' notice is required for withdrawal of any sum and interest is paid. If the withdrawal on demand is desired, it may be paid to the for-feature of interest for the period of notice or the expired period of notice. STD interest rate is 4.5%.

Special Notice Deposit (SND)

National Bank Limited offers interest on customer's special notice deposit account and gives facility to withdraw money any time.

➢ **Benefits of SND**

- Minimum maintenance charges half yearly Tk.500.
- Standing Instruction Arrangement are available for operating account.

➢ **Account Opening**

- Copies of recent photograph of account holder.
- Nominee's Photograph.
- Valid photocopy of Voter ID Card or passport.

Foreign Currency Deposit

National Bank Limited gives opportunity to maintain foreign currency account through its Authorized Dealer Branches. Bangladesh nationals residing abroad or foreign nationals residing abroad or Bangladesh and foreign firms operating in Bangladesh or abroad or Foreign missions and their expatriate employees can operate this account.

Benefits of Foreign Currency Deposit

- No initial deposit is required to open the account.
- Interest will be offered 1.75% for US Dollar Account, 3.00 % for EURO Account and 3.25% for GBP Account.
- They will get interest on daily product basis on the credit balance (minimum balance of US$ 1,000/- or GBP 500/- at least for 30 days) maintaining in the account.

Account Opening

- Copies of recent photograph of account holder.
- Nominee's Photograph.
- Passport Copy.
- ID of residence in abroad.

NFC Deposit

National Bank Limited gives opportunity to maintain foreign currency account through its Authorized Dealer Branches. All non – resident Bangladeshi nationals and persons of Bangladesh origin including those having dual nationality and ordinarily residing abroad may maintain interest bearing NFCD Account.

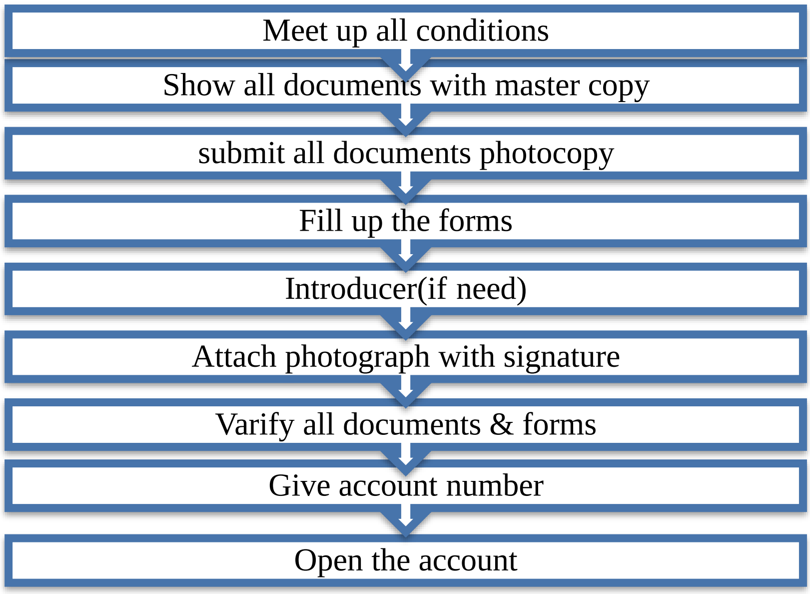
Benefits NFC Deposit

- NFCD Account can be opened for One month, Three months, Six months and One Year through US Dollar, Pound Starling, Japanese Yen and Euro.
- The initial minimum amount of $1000 or 500 Pound Starling or equivalent other designated currency.
- Interest is paid on the balance maintain in the Account. This interest is tax free in Bangladesh.

Account Opening

- Copies of recent photograph of account holder.
- Nominee's Photograph.
- Passport Copy.
- ID of residence in abroad.

NBL Deposit Account opening procedure



NBL Deposit Interest Rate at a Glance

SL.	Category Of Deposit	Revised rate of interest (p.a.) w.e.f July 01, 2011 (%)	
1	Savings	Below 1.00 Crore	4.00
		1 Crore to below 25 Crore	4.50
		25 Crore & above	8.50
		100 crore & above	9.00
2	Special Notice Deposit	Below 1.00 Crore	4.00
		1 Crore to below 25 Crore	7.00
		25 Crore to below 50 Crore	7.50
		50 Crore to below 100 Crore	7.75
		100 Crore & above	9.00
3	FDR for 1 month & above but less than 3 months	Any amount	10.50
			Up to 12.00
4	FDR for 3 months & above but less than 6 months	Any amount	11.00
			Up to 12.00
5	FDR for 6 months & above but less than 1 year	Any amount	11.00
			Up to 12.00
6	FDR for 1 year and above	Any amount	Up to 12.00

Present Deposit Scenario of NBL

NBL invests their funds in different sectors. They actually diversify their deposit by investing their funds in the share of different companies, zero coupon bonds, debenture, Govt. bond, Govt. security, and other bonds. The deposits of National Bank Limited for last five years are as follows-

Year	Deposit (in Millions)	Percentage Change (Increase / Decrease)
2007	47961.22	18.86 %
2008	60187.89	25.49 %
2009	76834.13	27.66 %
2010	102471.83	33.37 %
2011	128215.97	25.12 %

4.3 Objective-2- To show the trend of deposit:

Trend of Deposit

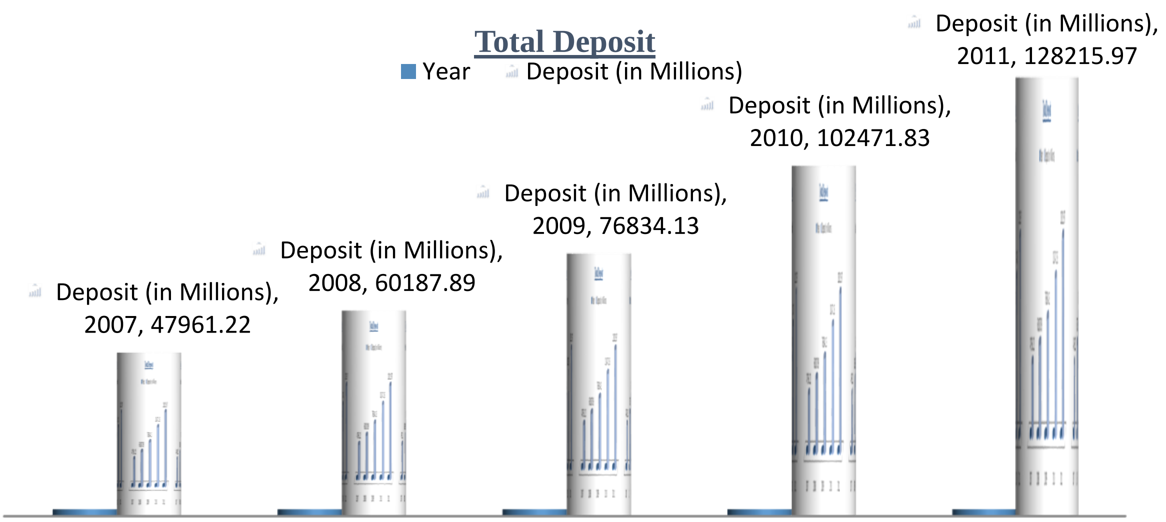


Figure: Deposit Condition from 2007 to 2011

The deposit for the year 2010 is 102471.83 million and in the year 2011 is 128215.97 million. In the year 2011 deposit amount is increased by Tk. 25744.14 million than the previous year. The main reasons for increasing deposit in 2011 are to reduce of the government securities and bond. NBL deposit increased during the year 2009 by Tk. 16646.3 million and stood at Tk. 76834.13 million as at 31 December 2009. In 2009 the investment is increased from the previous year. The Bank purchased government treasury bills to cover the increased SLR requirement. In addition to the above, NBL had to buy Government Treasury Bills which were devolved by Bangladesh Bank. There was no investment made by subsidiary and Off-Shore Banking Unit. From the analysis of last five years investment scenario, in 2007 the investment increased almost 18.86% rather than the previous year.

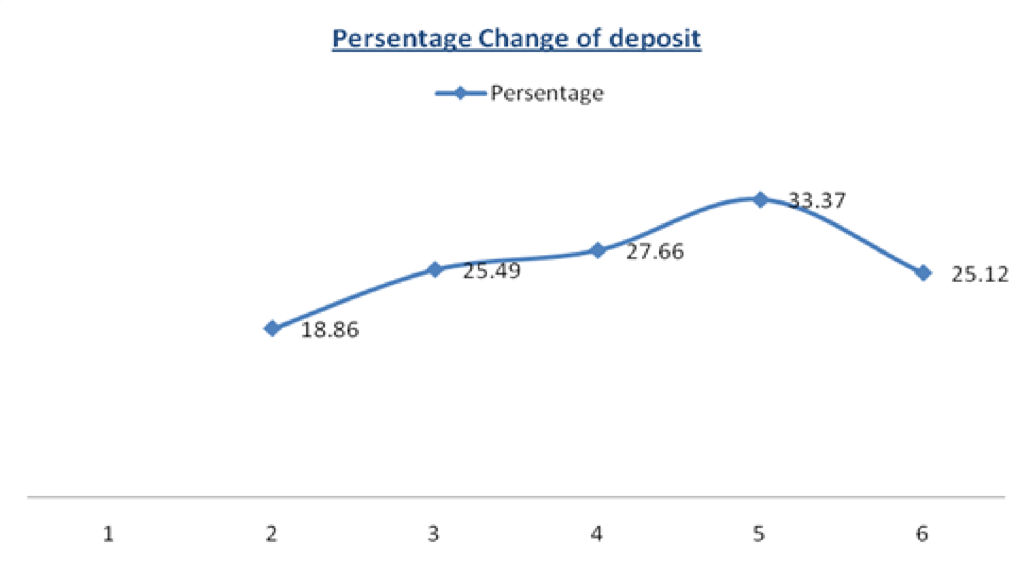


Figure: Percentage Change of Deposit from year to year

From the deposit trend graph we see that the deposit of NBL is in increasing trend in case of amount. But the percentage change from year to year has fluctuated year by year. The deposit increase 18.86% in 2007, 25.49% in 2008, 27.66% in 2009, 33.37% 2010 and in 2011 rather than the previous year and 25.12% increase in the last year. These percentage changes are in the decreasing trend from the previous year. Due to banking supervision and also bank's internal

Affairs, lack of proper projection and so on, this bank is in the serious trouble for decreasing trend in the deposit in the year 2010. Deposit is one of the major earning prospects of the bank but this bank's investment interest income decreased in the year 2010 and this affected the net operating income of the bank.

Deposit mix

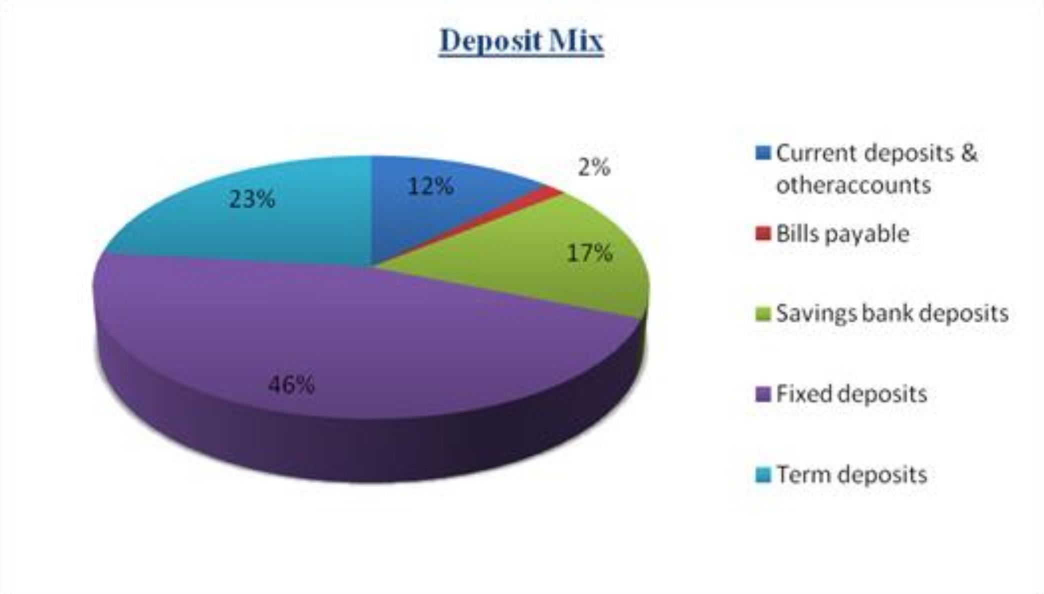


Figure: Percentage of Deposit Mix

This chart is showing the percentage of different type of deposit account. Current deposits & other accounts 16034.78, bills payable 2017.62, saving bank deposits 21930.64, fixed deposits 58519.63, term deposit 29713.3. We can see that from total deposit most of the account is fixed deposits which are 46%.

Index Analysis of Deposit

The bank's deposit changing information can be discussed below through index analysis, changing from base year 2007.

Year	**2007**	**2008**	**2009**	**2010**	**2011**
Total Deposit	Tk. 47961.22	Tk. 60187.89	Tk. 76834.13	Tk. 102471.83	Tk. 128215.97
% change from Base Year	100%	125%	160%	213%	267%

Table: Index Analysis of Deposit

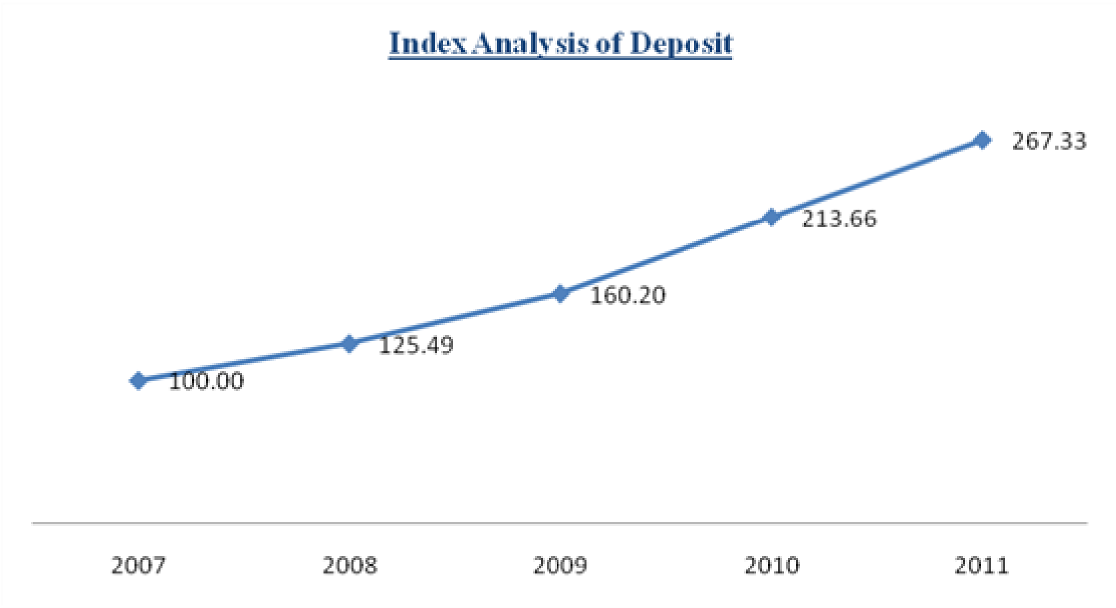


Figure: Index Analysis of Deposit

Here, the index analysis is performed according to the information of deposit of NBL from 2007 to 2011. The base year is 2007. From the above figure it is found that in 2011 National Bank Limited's deposit is much more flourishing rather than any other preceding year which was 267.33% change from base year 2007. This indicates that this bank is in increasing trend in deposit but with lower amount in different investment projects; government and others securities. From the base year 2007 in every year the deposit was increased in a significant amount. But in 2010 the investments are increased by 25744.14 million and an overall effect is 213.66% increased than the base year. In 2009 it was 160.20%, in 2008 it was 125.49% and in 2007 it was 100%.

Contribution of Deposit Income on Operating Profit

Year	Operating Profit (in million)	Deposit Amount (in million)	Contribution of Income (%)
2007	98	16	16.33%
2008	136	25	18.38%
2009	214	48	22.43%
2010	489	72	14.72%
2011	575	109	18.96%

Table: Contribution of deposit on Operating Profit

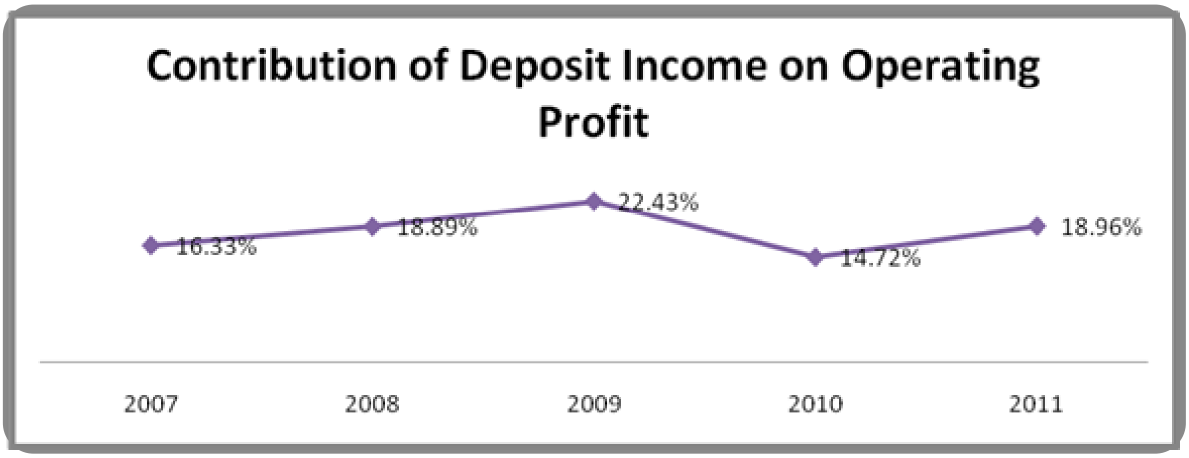


Figure: Contribution of Deposit Income on Operating Profit

Deposit plays a major role in operating profit of a bank. NBL deposited income consists of those customers who want to save money for future. Moreover, those persons who are unemployed after a time where they have no way are opened to work anywhere then the customer take money from the deposit amount and used it to any kind of need. Deposit Income (II) increased by Tk. 37 million during the year 2011 registering a growth of 30.84% during the year. Interest/discount received from treasury bills/bond contributed to the growth. In 2011 the investment incomes is Tk. 929 million and contribute 18.96% on total operating profit. This contribution trend to total operating income is gradually increasing year to year of this bank.

Cost of Fund on Average Deposit

Year	2007	2008	2009	2010	2011
Cost of Fund on Average Deposit	7.09%	8.15%	8.41%	8.55%	8.41%

Table: Cost of Fund on Average Deposit

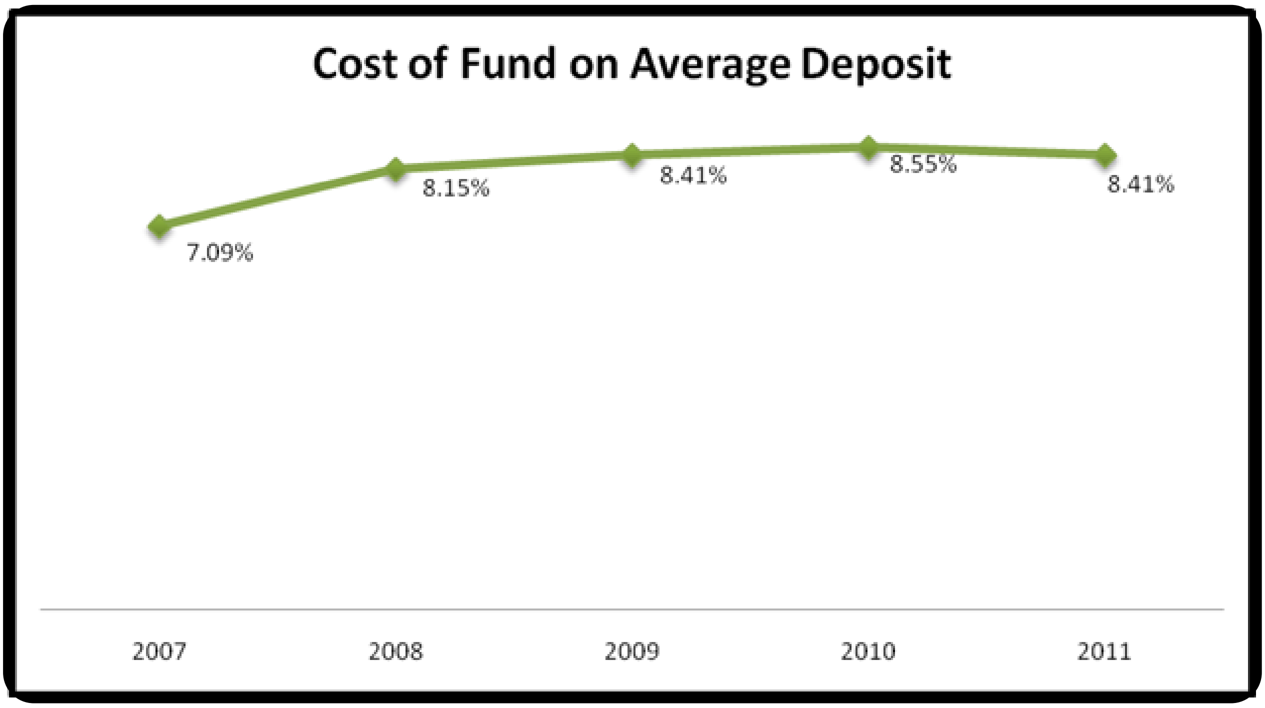


Figure: Cost of Fund on Average Deposit

In the deposit operations of a bank, the major concern is the costs of funds that are invest in different profitable sectors. The maximum portions of funds of a bank are collected from depositors. The bank has to pay interest to the depositors. From the figure we see that the cost of fund for the NBL is around 8%. In 2007 the cost of average deposit is 7.09% that is the lower among these 5 years. In 2010 the cost of fund on average deposit is 8.41% it indicates that the bank pay 8.41% interest on average deposit in 2010.

Chapter-5

5.1 Recommendations

- New investment schemes should be introduced to meet customer demands to stay ahead in competition and better satisfy customer requirements
- Proper future forecasting is much more needed in case of credit or investment opportunities.
- The productive sectors of our country are not so developed. $o the bank has to invest on the productive sector of our country to improve this sector for the betterment of our economic condition.
- Large investment risk must be minimized and should be emphasis to its SME and consumer credit scheme so that recovery rate may increase and risk may decrease.
- The bank has to improve their deposit policy. The deposit of the bank should be more diversified.
- In order to successfully implement the strategy, the in-house capacity development is important. This is to be done through continuous training of the employees.
- The bank has to ensure adequate and timely loan loss provisions are made based on actual and expected losses.
- They have to make the regular review of the worse accounts.
- Ensure the use of latest technology in banking operation to meet up the customers demand.

5.2 CONCLUSION:

The popularity of banks is increasing day by day which leads to increase competition as well. All the Commercial Banks are offering almost the same products and services and almost same their operation system. But the ways they provide the services are different from each other. So people choose their bank according to their satisfaction and need. They believe in developing strong interpersonal relationship with each other. As such, they are morally bound to provide high quality banking services with the latest technology to obtain optimum return on shareholder's equity ensuring safety of depositor's money and making all out efforts to introduce their innovative Islamic Banking products to their existing and prospective customers. Banks always contribute towards the economic development of a country. It is obvious that the right thinking of this bank including establishing a successful network over the country and increasing resources.

Chapter-6

6.1 Internship Experience:

My internship at NBL. Started on 28-02-2021 and it will end on 28-05-2021. During these 3 months. I was assigned at the Uttara Branch. I have enjoyed, but more importantly I finally understood working by actually being there. This practical orientating is necessary for the development and preparation of a person in the competitive job market. The things that I have learned at NBL. Are:

- Meaning of responsibility
- Necessity of commitment
- Punctuality and regularity is very important
- Ability to interact with different sorts of people
- How to give better customer service, official dress up and so on

NBL. has a prepared internship program for internees. Although it is rarely followed, it served as a guide for me. . I was rotated across all 3 different departments in the past 3 months.

6.2 Summary of the finding of NBL:

- This bank invests deposited funds maximum in the long term maturity bucket rather than short-term maturity bucket.
- NBL has more long term deposit than short term deposit, and due to competitive market NBL has to incur higher cost on their deposits.
- NBL has lack of manpower to serve the growing customer demand. So they not are being able to provide service to the customer in efficient manner.
- This introduced ATM facility to customers yet. But customers are not satisfied about this.
- The number of branches is not good enough.
- The Air conditions, fans and lights are not enough to create good environment.

Reference

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- Annual Report of NBL.
- http://www.bangladesh-bank.org/pub/annual/anreport
- http://www.wikipedia.org.

Appendix

Monthly Saving Scheme (MSS)

Monthly Installment	Return after 3 years	Return after 5years	Return after 8 years
500	20,627	37,896	70,849
1,000	41,255	75,791	1,41,697
2,000	82,510	1,51,583	2,83,394
3,000	1,23,765	2,27,374	4,25,091
4,000	1,65,020	3,03,166	5,66,788
5,000	2,06,274	3,78,957	7,08,485
10,000	4,12,549	7,57,914	14,16,970
20,000	8,25,098	15,15,828	28,33,940
30,000	12,37,647	22,73,742	42,50,910
50,000	20,62745	37,89,570	70,84,850

Benefits of Monthly Income Scheme

One Time Deposit	Monthly Income
1,00,000.00	1,000.00
2,00,000.00	2,000.00
3,00,000.00	3,000.00
4,00,000.00	4,000.00
5,00,000.00	5,000.00
10,00,000.00	10,000.00
20,00,000.00	20,000.00
30,00,000.00	30,000.00
40,00,000.00	40,000.00
50,00,000.00	50,000.00

Benefits of Millionaire Income Scheme

Deposit Quantity	Year	Payable Money
12,450.00	5	10,00,000.00
7,870.00	7	10,00,000.00
4,550.00	10	10,00,000.00

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