Thesis Report
On
“GENERAL BANKING ACTIVITIES”
Of United Commercial Bank
(Dinajpur Branch)

Submitted To

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Submitted By

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This thesis report submitted to the faculty of business studies Hajee Mohammad Danesh Science and Technology University, Dinajpur, in partial fulfillment of the requirements for degree of MBA (Evening).

Faculty of Business Studies

Hajee Mohammad Danesh Science and Technology University,

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Letter Of Transmittal

Date: 09.05.2016

To

Sourav Paul Chowdhury

Assistant Professor

Department of Management

Faculty of Business Studies

HSTU, Dinajpur

Subject: **Submission of Thesis Report**

Dear Sir,

It was a privilege and great pleasure for me to submit my Thesis report titled "GENERAL BANKING ACTIVITIES OF UCBL" that has been prepared as an essential part of my degree requirement.

As you know, I had completed my Thesis in Dinajpur branch of United Commercial Bank Limited which I got the chance to prepare my Thesis report on the above topic. While preparing this report I went through broad literature assessment and discussed with high bank officials. Surely ahead of any doubt it improves my understanding and also builds up my learning skill.

I hope to meet your expectation from this report. I would be obliged to receive your propositions and remarks regarding this.

Sincerely Yours

Md. Abdus Salam

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STUDENT’S DECLARATION

I, Md. Abdus Salam, student of Masters Business Administration, HSTU University, hereby state that the report offered in the name “GENERAL BANKING ACTIVITIES OF UCBL” Dinajpur Branch, Dinajpur, has been prepared and carried by me under the supervision of MD. Shahriar Karim, Branch manager, United Commercial Bank Limited. I also state that no part of this report has been or is being submitted elsewhere for the award of any degree.

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……………………………

Md. Abdus Salam

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Supervisors Declaration

I hereby declare that the concerned thesis report entitled GENERAL BANKING ACTIVITIES" Of United Commercial Bank (Dinajpur Branch), is submitted by Md. Abdus Salam Student ID:E-130502101, MBA (Evening) (Major in finance), Batch 2nd , Semester-V, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200, completed his thesis report under my supervisor and submitted from the partial fulfillment of the requirement of the degree of Masters of Business Administration (MBA evening) at HSTU, Dinajpur.

I wish his every success in life.

....

Sourav Paul Chowdhury

Assistant Professor

Department of Management

Faculty of Business Studies

HSTU, Dinajpur

Co-Supervisors Declaration

I hereby declare that the concerned thesis report entitled GENERAL BANKING ACTIVITIES" Of United Commercial Bank (Dinajpur Branch), is submitted by Md. Abdus Salam Student ID:E-130502101, MBA (Evening) (Major in finance), Batch 2nd , Semester-V, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200, completed his thesis report under my co-supervisor and submitted from the partial fulfillment of the requirement of the degree of Masters of Business Administration (MBA evening) at HSTU, Dinajpur.

I wish his every success in life.

....

Jahangir Alam Siddikee

Assistant Professor

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ACKNOWLEDGEMENT

First, I remember Almighty Allah for helping me to successfully prepare this report. I am thankful to the United Commercial Bank Limited authority that has assisted me by giving efficient preferred information from their portal. I shall have to put my heart rendering respect and appreciation for the consideration and co-operation which is given to complete my project work assigned report on the topic "***GENERAL BANKING ACTIVITIES OF UCBL*"**.

I express my profound thanks to Sourav paul Chowdhury, HSTU, for being a co operative and very accommodating advisor and providing me appropriate direction in carrying out my Thesis Report, as a part of the obligatory prerequisite for the Masters of Business Administration (Evening) Program.

I heartily thank all the officials of UCBL and my friends who directly or indirectly provided me their support in this regard.

Finally, I would like to humble thanks to all of my family members who gave me physical, psychological and economical supports to complete my MBA Program.

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CONTENTS

Chapter-1 (Introduction)

1.1 Introduction

Bank is a financial institution which deals with money. Not all banks are the same. There are different types of banks: co-operative banks, savings banks, investment banks and central banks. Because of its transitional role, banking system occupies a vital place in a country's economy. It confirms distribution and re-allocation of assets and keeps up the motion of economic activities. As monetary intermediaries, banks stand between investors who invest capital and debtors who demand capital. It assembles asset for both the public and private sectors, and provides inventive answers to meet the requirements of entrepreneurs and government agencies. Thus the banking segment plays a key role in the evolution of Bangladesh's economy. After the independence of Bangladesh in 1971, six state owned commercialized banks were composed, two state owned banks that specialized in lending to the agriculture and industry, three foreign banks including standard chartered bank. The banking industry has faced momentous expansions from 1980's. Private Banks has entered in banking industry, Micro finance banks grew rapidly, which has provided assistance to meet the needs of poor citizens.
Foreign trading is a large business which is run by commercial banks. Foreign trade means the exchange of capitals and services across the border. Expertise is provided by commercial banks. Foreign trade requires a flow of goods from seller to buyer and payment from buyer to seller. Here, bank plays as a conciliator between the buyer and seller.
The United Commercial Bank (UCB) was established in Bangladesh as a banking company. I worked in the General Banking (account opening, clearing, transfer, deposit and cash), loan department, and LC department of this bank. This gave me the opportunity to know more on
different aspects of the company. So, I have prepared my Thesis report on "general banking" of United Commercial Bank Limited.

1.2 Origin of the report

The Thesis program is an essential part of and this report is prepared as a part of my Thesis. Every student must take a three month attachment with an organization to take part in different types of works. The organizational supervisor assigns the report and the faculty advisor endorses the report. This assignment is given to collect practical knowledge and experience of corporate life. I got the opportunity to complete my assignment in United Commercial Bank Limited, Dinajpur branch,. It was a three month long program. My supervisor asked me to conduct my study on "General Banking" and also authorized to prepare a report on it.

1.3 Objective of the Report

General objective:

♦General objective is to prepare and submit a report on the topic "General Banking".

♦To get idea about the relationship between real life learning and theoretical learning of UCB ltd.

Specific objective:

♦To apply hypothetical knowledge in real-world field.

♦To observe the purposes of general banking.

♦Getting idea about how commercial bank works.

♦To understand entire branch banking procedures.

♦To gain practical experience that will help us in our practical life.

♦To understand how other departments of the branch function.

♦To know the strength and weakness of the bank.

♦To understand in which sector the bank is working with proper efficiency.

♦To find out the problems of the bank and suggesting the way to solve the problems.

♦To analyze the current performance and making future predictions.

1.4 Scope of the Study

This report is based on my practical work experience with United Commercial Bank Limited. It will also help the students to reduce the distinction between realistic and hypothetical knowledge. This report significantly helped me a lot to understand the atmosphere and environment of an organization.
As I am an internee of UCBL, I have access to many different sectors like account opening, clearing, cheque division, pay order writing, accounts etc. It was almost impossible for me to learn everything about all banking sectors as it was a large financial sector with limited time.

1.5 Methodology of the Study

I have designed the methodology of the study in the following way:

♦Data sources:

1. Primary data sources: Inspection in different desks, talking with professionals in casual manner and planned analysis are the Main resources.
2. Secondary data sources: Leaflets and manuals of UCBL, different publications of Bangladesh Bank and yearly reports are the secondary data sources.

Extensive study of the existing files, convenient case clarifications, observation and reimbursement practice interview with the employee were done to identify the execution and control and monitoring of the banking system.

1.6 Limitations of the Study

Current study of this report was limited. But as I was an internee, it was a big chance for me to know the actions and behaviors of banking system, especially UCBL.I had to face some obstacles while doing this report. Some of them are given below:
Lack of Time: As there was only three months to complete the report, it was almost impossible to cover the performance of the bank fully, where a regular employee gets awarded after 1 or 2 year of his probationary period.

Limited data resources: All types of information were not available for access, so it was not possible to access and summarize them properly. Though I had assistance from other employees but it was not enough for me due to their high work pressure in the bank. Some assumptions were made due to limited information, so there may be some personal mistakes.

Lack of experience: It was my first time, doing a report on a banking system in a practical corporate life. So my limited experience was the main obstacle of this study.

Privacy of Information: Every establishment has its secrecy that is not shared with everyone. So this confidentiality of information was also an obstacle faced in this study.

Chapter-2 (Introduction of BD Banking Sector)

2.1 Concept of Bank

The financial institution which deals with money and money worth instruments is called Bank. A bank is a financial in-between option that accepts deposits and channels those deposits into lending activities. They do it either directly or through capital markets. In 1901, Justice Holmes wrote, in an Irish case (Re Shields Estate): "The real business of the banker is to obtain deposits of money which he may use for his own profit by lending it out again.". "Banking means the accepting, for the purpose of lending or investment, of deposits of money from the public, repayable on demand or otherwise, and withdrawal by cheque, draft, order or otherwise" – According to Section 5(b) of Banking Regulation Act, 1949. “The few who understand the system will either be so interested in its profits or be so dependent upon its favors that there will be no opposition from that class, while on the other hand, the great body of people, mentally incapable of comprehending the tremendous advantage that capital derives from the system, will bear its burdens without complaint, and perhaps without even suspecting that the system is inimical to their interests.” The Rothschild brothers of London writing to associates in New York, 1863.

2.2 Brief History of Banking System in Bangladesh

The name bank derives from the Italian word banco which means “desk/bench”. This word used during the Renaissance by Jewish Florentine bankers, who used to make their transactions above a desk covered by a green tablecloth in ancient times. If we talk about history of banking in Bangladesh, the banking system at independence consisted of two branch offices. One was former State Bank of Pakistan and another consisted of seventeen large commercial banks, two of which were controlled by Bangladeshi interests and three by foreigners except Pakistanies. There were fourteen smaller commercial banks. Virtually all banking services were concentrated in urban areas. The newly independent government immediately designated the Dhaka branch of the State Bank of Pakistan as the central bank and renamed it the Bangladesh Bank. The responsibility of Bangladesh bank was

- ✓ regulating currency,
- ✓ controlling credit,
- ✓ monetary policy,
- ✓ administering exchange control and
- ✓ the official foreign exchange reserves.

Then the Bangladesh government initially nationalized the whole conjugal banking system and proceeded to rearrange and rename the different banks. Foreign-owned banks were permitted to continue doing business in Bangladesh. The insurance business was also nationalized and became a source of potential investment funds.

2.3 Banking Industry

During year 2008 there was major indicator of the banking system that have shown improvement. Total deposit increased by 16.03% and advances of the banking sector increased by 18.84% in 2008 compared with their 2007 levels of deposit and advances of the banking sector. The country's banking system remained safe from the global financial havoc mainly because of low level of global, integration and good health by sound management of president. The major of contribution of this growth came from following bank's consistent growth of loans and deposits:

- ✓ private commercial banks (PCB),
- ✓ foreign commercial banks (FCB), and
- ✓ specialized development banks (SDB)

2.4 List of Banks

The banking system is composed of Banking System of today's Bangladesh is composed of several categories. They may be categorized from functional, ownership & location

point of view. One of these banks owned Nobel-prize called Grameen Bank. This is a specialized micro-finance institution, which revolutionized the concept of micro-credit. This bank worked for poverty reduction and the empowerment of women in Bangladesh. From functional point of view, the following are the types of banks.

- Central Bank
- Commercial Banks
- Specialized Development Banks

2.4.1 Central Bank: Bangladesh Bank

Bangladesh Bank is the Central bank of Bangladesh. In 1972 the Government of Bangladesh modernized the Dhaka branch of the State Bank of Pakistan as the central bank. According to the effect from 16 December 1971 named it Bangladesh Bank. Bangladesh Bank has been working as the central bank since independence of Bangladesh. Bangladesh Bank performs all the functions that a central bank in any country is expected to perform. Its prime job is issuing of currency, managing the country's foreign exchange and regulating the banking sector of the country. Other functions include credit control, acting as a clearing house, job creation, agricultural development, SME development, industrial development, and development of natural resources. The Bangladesh Bank has a governing body of nine members including the Governor as its chief. Apart from the head office in Dhaka, it has nine more branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogra, Sylhet, Rangpur and Barisal.

2.4.2 Commercial Banks

Commercial banking is a division of a bank that faces customers and their banking needs most directly possible. When a customer need to open a new account, register for a credit card deposit a cheque or withdraw some cash, he has to use the commercial services of a bank. But through a historical process, these banks are now also engaged in long, medium & short-term industrial lending, agriculture financing including development financing. The commercial banks are three types.

1. The state-Owned Commercial Banks	It dominates the banking system of Bangladesh.	Sonali Bank Limited Janata Bank Limited Agrani Bank Limited Rupali Bank Limited
2. The private Commercial Banks	These are the highest growth sector due to offering better service and products.	AB Bank Limited Bangladesh Commerce Bank Limited Bank Asia Limited Bank Limited
3. The foreign Commercial Banks	Foreign commercial banks can provide more loans than subsidiary banks.	Habib Bank Limited HSBC (The Hong Kong and Shanghai Banking Corporation Ltd.) Standard Chartered Bank

2.4.3 Specialized Development Banks

Specialized Development Banks are specially planned for some special sector. Some banks are designed for reducing poverty and some are for agricultural development in a country. Also there are some specialized banks working for development of the country.
Out of the specialized banks two banks were created to meet the credit needs of the agricultural sector while the Bangladesh Development Bank Limited (BDBL) is for extending term loans to the industrial sector.

1. Bangladesh Krishi Bank and
2. Rajshahi Krishi Unnayan Bank

Focusing on particular departments other Specialized banks are:

- Grameen Bank,
- Bangladesh Krishi Bank,
- Bangladesh Development Bank Ltd,
- Rajshahi Krishi Unnayan Bank,
- Basic Bank Ltd,
- Bangladesh Somobay Bank Limited

BASIC Bank Limited.

2.5 Financial Institutions:

Non-banking financial institutions are not banks. It got license under Financial Institution Act, 1993 to operate these institutions cannot perform all functions of banks.

In this group are (i) leasing companies (ii) house building finance companies (iii) investment company (iv) stock exchange.

2.6 Branch & Unit Banking:

Banking system in Bangladesh operates through branch banking principle. Under branch banking, business is carried out by a single office through a network of branches while in

unit banking; business is carried out by a single office. For convenience of their operations, they establish correspondent relationship with other unit banks.

In Bangladesh branch banking operations are pre-dominant. All the scheduled banks operate through many branches located within & outside the country. They have correspondent relationship with the foreign banks.

2.7 Historical Background of United Commercial Bank Limited (UCBL)

United Commercial Bank Limited was built-in as a public limited company under the Companies Act. 1994. UCBL's rules and regulations were established under of Bangladesh bank and the Bank companies' Act 1991, on the 3rd June 1983, The founder chairman and the leader of that time during the leadership of Late Mr. Shahjahan Kabir. He was founder chairman, who had a long dream of floating a commercial bank which would contribute to the socio-economic development of our country. He had a long experience as a good banker.

To get the dream done few highly qualified and successful entrepreneurs joined the chairman. With proper hardworking, intelligence and talent each and every entrepreneurs proved themselves in different field of business in the journey of UCBL. According to the process Mr. Nazrul Islam Mazumder became next chairman after passing Mr. Shahjahan Kabir the founder of UCBL.

Government contributed to United Commercial bank Limited along with some self-motivated and hardworking entrepreneurs and distinguished industrialists of the country. It was formed as a public company in Bangladesh on the 26th June, 1983 under the company Act 1994 and listed in Dhaka Stock Exchange limited on the 30th November, 1986 and Chittagong Stock Exchange Limited on the 15th November, 1995.

2.8 Overview of United Commercial Bank Limited

Alike other banking institutions United Commercial Bank does not produce any tangible product but it offers a variety of money related services to its customers. However, United Commercial Bank started as a small Bank in mid 1983 and established itself as one of the largest first generation banks in Bangladesh. It distinguishes itself from other private banks by its personalized services, innovative practices and effective management system. Also a huge networking system of 148 branches made it easier to success.

The Bank has its in different and diverse segments of banking like Retail Banking, SME Banking, Corporate Banking, Off-shore Banking, and Remittance etc. United Commercial Bank has lengthened its arena by diversion among different segments of banking like:

- Retail Banking: Retail Banking is a mass-market banking where customers use all banking services from local branches of larger commercial banks. Services include personal loans, opening and checking different account, issuing debit or credit card etc.

- SME Banking: Small and medium enterprise banking works for creating jobs for low income people. They help increasing economic growth, social stability, and they contribute to the development of a dynamic private sector. Bank also assess and monitor business loans, managing business financing risks, pricing products and working for further development of SME.

- Corporate Banking: Corporate banking, also known as business banking, refers to the aspect of banking that deals with corporate customers. It is also the source of regular write-downs for loans that have sourced. Its Corporate banking service consists of simple business of issuing loans to more complex matters, such as helping minimize taxes paid by overseas subsidiaries, managing changes in foreign exchange rates or working out the details of financing packages necessary for the construction of a new office, plant or other facility.

The Bank also provides its clients with both incoming and outgoing remittance services. Thus the expatriates find an easy way to send money through proper channel. The Bank, aiming to play a leading role in the economic activities of the country, is firmly engaged in the development of trade, commerce and industry by investing in network expansion and new technology adoption to have competitive advantage.

2.9 Board of Directors

Board of Directors of UCBL includes the high professional and high-qualified business men of Bangladesh. Well-designed directions of those bodies help the management to achieve the ultimate goal of the bank. The members of the Board of Directors are the very renowned business Man of Bangladesh. The flow of board of directors of the UCBL is added in appendix.

2.10 **Management**

The Bank has in its Management a combination of highly skilled and eminent bankers of the country of varied experience and expertise successfully led by Mr. Muhammed Ali, a dynamic banker, as its Managing Director and well educated young, energetic and dedicated officers working with missionary zeal for the growth and progress of the institution.

2.11 Corporate Information at a Glance

Corporate Information is given in the appendix

2.12 Objectives of UCBL

To provide quick and superior service by applying modern information technology.
In all aspects the UCBL lanced development growth of the bank to be sustained and this technique is to be maintained.
By improving congenial relationship between the Bank and the customers, we want to come closer to play a vital role in national development.
By investing the liquidity of our valued shareholders income generating projects and give them maximum dividend.
In this competitive market, the bank is to provide new innovation banking services to its valued customers and build up its own image.
To ensure the improvement of professional quality of man power by increasing the work efficiency and technological knowledge.

To its own position by creating creative banking service in competitive market.

2.13 Mission

To offer financial salutations that create, manage and increase our clients' wealth while improving the quality of life in the communities we serve.

2.14 Vision

To be the bank of first choice through maximizing value for our clients, shareholders & employees and contributing to the national economy with social commitments.

2.15 Core Values

There are some core values of UCBL as follows.

We put our customers first

We emphasize on professional ethics We maintain quality at all levels

We believe in being a responsible corporate citizen We say what we believe in

We foster participate management

2.16 Business Motto

United Commercial Bank Ltd. started its journey with the motto of socio-economic development of the country about three decades ago. It will keep continue to provide best financial services in coming days as well. The corporate motto of UCBL is –

“Happy Banking”

2.17 Strategic Priority: Strategic objectives ranked by their importance in achieving the strategic goals. All subsequent operational or tactical planning and resource allocation is based on strategic priorities.

2.18 Branches and Network

UCBL always put utmost importance on the client service. To make customer service more available to the customers Bank continued its personalized approach to improve services. Presently the number of branches stands at 148 covering almost all the important places of the country. UCBL maintained proper equipment along with computers in addition to modern facilities, logistics and professional competent manpower in each and every branch it has. Number of authorized branches are 21. UCBL has tried to expand its branches all over the important countries. Till now UCBL has arranged a number of exchange houses at Singapore, U.A.E, Oman, Qatar and Kuwait to facilitate remittance from expatriate Bangladeshi’s.

Presently the number of branches stands at 148 covering almost all the important places of the country. Division wise urban and rural branches are given below.

Division Name	**Urban**	**Rural**	**Total**
Dhaka	41	26	67
Chittagong	29	19	48
Rajshahi	7	7	14
Rangpur	8	1	9
Sylhet	2	1	3
Khulna	6	0	6
Barisal	1	0	1
Total	**94**	**54**	**148**

2.19 Product and Services

Deposit Account	Saving deposit Short term deposit Fixed deposit Foreign currency deposit A/c NECD (Non Resident Foreign Currency Deposit Account) RFCD (Resident Foreign Currency Deposit Account)
Deposit Schemes	UCB Multi Millionaire UCB Money Maximizer UCB Earning Plus Time Deposit Scheme Monthly savings scheme Deposit insurance scheme Consumer credit scheme
Schemes	Underwriting & bridge financing Export finance Working capital finance Trade finance Industrial finance
Computer Services	SMS banking services Online service One stop service Any branch banking Integrated system Signature verification
Card services	UCBL debit card UCBL credit card VISA classic blue –local/ dual/ international VISA Gold-dual/ international VISA classic black- local/ dual VISA classic pink-local/ dual Supple card-local gold/ dual /international classic Supple card-dual/international gold.
Other services	Travelers cheques Inward & outward remittances Locker services

2.20 Risk Management and decision making of UCBL:

It's natural that there will be risk in all the main business areas of the bank. Proper risk management is one of the core foundations of banking. As a commercial bank, UCBL adds full significance to direct business risk to ensure prolonging performance and expansion. Appropriate and effective risk management is its main point of importance. A broad range of risk issue is covered up by the bank. Foreign exchange risk, internal control and compliance risk and credit risk, asset liability management, laundering risk- these are the five main banking areas to be covered but the risk management section of the bank. Protecting the bank's assets, financial supplies, market status and productivity are the standard goal of risk management section. The bank took following steps to make this effective:

1. Foreign Exchange Risk

The possible alteration in earning occurrence due to alteration in market prices is explained as foreign exchange risk. All possessions that are available to foreign investors are openly influenced by the market (e.g. Justice, country union, personal assets, manufacturing etc). A major role is also played by foreign exchange rates in deciding which finance government arrears, which purchases equities in companies and exactly change and manipulates the financial scenario.

The jobs of treasury functions are critical because of high risk market. UCBL has separated the front and back office per Bangladesh bank guidelines to operate treasury functions properly. Front office autonomously carries out the transactions and the back office is in charge of confirming of the contracts and passing of their entries in books of accounts. All foreign exchange transactions are valued again at Market-to-Market rate as directed by Bangladesh Bank and all accounts are signed again on month to month basis.

2. Credit Risk Management

The chance that the borrower or country party is will not be successful to meet their responsibilities according to the agreement terms is considered as credit risk. This failure happens when the country party is unwilling to accept their responsibilities or their financial situation is weak. If the bank deals with or lends to corporate, individuals, other banks or financial institutions, this risk arises then. To carry out marketing responsibilities and credit product assessment, to maintain strong relationship with customers and finding out new business possibilities, the bank formed a detached credit division since its inspection. safety of the planned credit capacity, manufacturing investigation, customer's chronological performance, includes borrower risk analysis, financial statement analysis, market status of the borrower and safety of the planned credit capacity are the functions of credit risk management. Lending decisions which are made by UCBL are based on appraisal statement prepared by assessment squad.

3. Internal Control and Compliance Risk Management

A serious part of bank administration and base of the safe and sound function of banking institution is internal control and compliance (ICC). A strong internal control and compliance system is needed to make sure that the bank will meet its aims and objectives, will achieve long term productivity targets and uphold dependable fiscal and supervisory reporting. Because of insufficient well-built internal control and compliance culture, error may arise and operational loss may happen. Useful internal control and compliance is needed to make sure that the bank complies with laws and regulations as well as rules, preparations, internal rules and actions, and reduces the threat of unpredicted losses and harms to the banks status. To make this effective, the bank has formed an ICC division which is leaded by senior executives. Audit & Inspection Department, Compliance Monitoring Department are the three separated departments of ICC. An internal control and compliance policy was also developed by the bank which was approved by the board of directors.

Cyclic and unique audits are commenced by the audit and inspection team. the fiscal reporting prices, the method of internal control, the procedure of auditing and the bank's compliance method with rules, guidelines and code of conduct etc are reviewed by the audit committee.

4. Prevention of Money Laundering

A main risk to the fiscal services community is money laundering. It is important for the administration of banks and other monetary instructions to view the impediment of money laundering as a part of their risk management plans. UCBL's administration is completely alert that the fiscal structure cannot be used as way of illegal actions. To make sure it stays like this, co-operation and co-ordination among related parties are required. Chief Anti Money Laundering Compliance Officer (CAMLCO) at head office and compliance officers at branches has been appointed by the bank to evaluate the transactions of the accounts to recognize mistrustful transaction.

5. Asset Management

An almost common and acknowledged approach to risk management is asset or liability management. From the time when assets and productivity are closely associated, the asset or liabilities of UCBL are being supervised by the bank so that nonstop productivity can be guaranteed and the bank can uphold and enlarge its assets resources. Unbiased decisions are made by the assets/liability management committee for the financial movement of the bank. It is ALCO's aim to direct and utilize the resources, recognize balance sheet matters which are similar to balance sheet gaps, interest rate gaps. Liquidity eventuality preparation and implementation of liability pricing policy for the bank are also reviewed by ALCO.

2.21 Development of Human Resources

To meet business needs and to fill the posts of retired employees from banking service, UCBL has been providing necessary abilities which are needed in the development requirements of employees. Through an accurate selection procedure, HR of the bank has continued to introduce fresh graduates and post graduates.

Expert and competent human resources are the requirement of triumph to any establishment which is obvious and needless to say. Reimbursement, employment, performance supervision, organizational progress, protection, fitness, profits, employee enthusiasm, contact, management and preparation for work etc UCB staff member related issues are dealt by Human Resources Department. Human Resources Division of UCBL always gives attention to employee improvement, employee preservation, assisting managerial improvement plans and thus makes contributions to the accomplishment of the goals of the organization. Top priority is given from UCBL to ensure pleasant working atmosphere for the staff members to uphold team fortitude and prop up a high level of honesty, devotion, promise and dedication among the staff members. Besides arranging Job Fair in BBM and other reputed organizations, UCB takes on reputed and sovereign organizations to carry out viable written test for the bank to uphold simplicity and liability in the course of enlisting staff members. A variety of banking and professional trainings which includes base course, anti money laundering, overseas remittance, customer service, information technology, workshops and colloquiums are arranged by UCBL. These processes help the bank to supply staff members to contribute efficiently for the general expansion of the bank. Yearly preparation calendar are also arranged by HR department in assistance with the training institution. After evaluating the training requirement of all employees, trainings are being presented. Training institution performs the time fitting exercise for identified staff members by the help of HR department. However, participants are being sent from UCB to BIBM and other reputed institutions with a purpose of achieving related banking and specialized information. Yearly performance review for every person of the bank is also arranged by Department and

this department where endorsement and raise on payment are accordingly made.

2.22 UCBL's corporate social responsibilities:

As UCB is one of the leading banks, it admits its tasks to the general public as a whole in which we exist. We are concerned about all share holders, admiration for human beings and for atmosphere, respect for environment and disseminate information on CSR policy, ethical functioning and respect for employee's rights and welfare. Participation in societal improvement, edification, healthiness, games, atmosphere etc are also done by UCB.

2.23 Corporate Governance

The standards of Corporate Governance are responsibility, equality, clearness and dependability.

UCB gives importance on the corporate governance in endorsing a well-organized and clear administration. The purpose of the bank is to act in accordance with all dictatorial necessities, making sure fair management of all stakeholders, verify full and just revelation of fiscal and all other substantial details and show admiration for rules of business principles and societal tasks. A large part of the associates of the Board are well-

known and valued persons in their relevant part of work. The Audit Committee, Board of Directors and Executive Committee of UCB carry out their job with responsibility and clearness. The bank follows the guidelines to ensure corporate governance is given below:

According to the regulations of Bangladesh Bank, the Directors in the Board are 13 in number. The bank is also fulfilled with the regulations of safety and Exchange Commission.

Executive Committee and Audit Committee are the two committees of the board of directors.

The Board makes sure the compliance with the rules and regulations of Securities and Exchange Commission (SEC) and other regulatory bodies.

The execution of the rules, guidebook, directions and Central Bank's regulations are examined by the audit committee. The audit compliance of the bank is also guaranteed by it. It converses bank's audit preparation and risk management method with the administration and exterior auditors.

With the permission of board, the administration carries out actions according to the plans and restrictions.
The bank's risk management, resources sufficiency, per share earnings related information and other revelation as prerequisites is given in the yearly Report to ease the respected shareholders to obtain a summary of the bank.

2.24 Functions of UCBL

To ensure the improvement of professional quality of man power by increasing the work efficiency and technological knowledge.

To make investment.

To provide new innovation banking services to its valued customers and build up their own image.

To maintain all types of accounts deposit.

To come closer to play a vital role in national development by improving congenial relationship between the bank and the customers.

To conduct foreign exchange business.

To be sustained and techniques to be maintained in all respect the UCBL launched development growth of the bank

To conduct all kind of banking services.

To its own position by creative banking service in competitive market. To conduct social wellbeing activities.

To provide quick and superior service. By applying modern Information technology.

Chapter-3 (General Banking)

3.1 Introduction

Banking financial institution is a monetary establishment which works as a negotiator or mediator between two parties: borrower and lender. This negotiation or mediation is done by taking money from various forms of lenders and lending them to other several forms of potential investors. Different forms of accounts and special saving schemes under general banking are provided by the bank. Several sections are created to function banking operation properly and to provide better customer service.

3.2 General Banking:

Everyday transaction of banking system is the main operation which is handled by general banking sector. It has to meet the customers demand for cash and to receive investment from them. It opens new accounts, forwards customer's money from one place to another through issuing bank draft, pay order, endorsement, collects all bills like local cheque collection, inward and outward bills collection for customers. General banking is also known as Retail Banking. In UCBL, Mirpur Road Branch, departments under general banking section are**:**

1) Account opening section
2) Cash section
3) Deposit section
4) Remittance section
5) Accounts section
6) Clearing section
7) Other Customer Service section

3.2.1 Account Opening Section

Responsibility of the customer service starts with opening of new account in the name of new customer. This is the starting point of the client bank relationship. By opening an account, the bank bridge it's customer to avail the facilities provided by the bank. This is one of the most important sections of a branch, because by opening accounts bank mobilizes funds for investment. Many rules and regulations are followed and various documents are taken while opening an account. UCBL has several types of deposit accounts for its customers

This type of account is opened by both individuals and business concerns. Frequent transactions (deposits as well as withdrawal) are allowed in this type of account. It is

purely a demand deposit account. Some Important Points of current accounts are as follows-
Minimum opening deposit of TK.1000/- is required; No withdrawal limit. No interest is given upon the deposited money; Minimum Tk.1000/= balance always must be maintained.

Savings Account:

Individuals for savings purposes open this type of account. This deposit is primarily for small-scale savers. Based on deposited amount Interest is given here. Interest on this account is calculated and accrued monthly and credited to the account half yearly. Important Points of savings accounts are:
Minimum opening deposit of Tk.1000/= is required;
Minimum Tk. 500/= balance must always maintain.
Withdrawal amount should not be more than 1/4th of the total balance at a time Withdrawal limit is twice in a month.
If withdrawal amount exceeds 1/4th of the total balance at a time no interest is given upon the deposited money for that month.

Special Notice Deposit (SND) FORMER STD Account

Any individual or corporate body can open Special Notice Deposit Account, which is an interest bearing deposit account, for a short period of time. However, 7 days of notice is required if the customer wishes to withdraw money from this account. Interest rate on SND accounts will be varied based on the amount and not on the customer or tenure. Interest is calculated based on daily minimum product and paid two times in a year.

Call Deposit

When the money market is tight such deposits attract higher rate of interest and then to be treated as banker's borrowings as call loans. Sometime the banker secures funds from the money markets usually from other bankers against receipt to meet his purely temporary shortage of funds. These debts are repayable immediately at call.

Formalities for Opening an Account:

For opening the account, the first hand requirements: Application on the prescribed form Introduction of the applicant Specimen signature. Two copies of passport size recent photograph with attested by the introducer.
At first customer service desk want to know whether the customer has introducer to open the account or not? If yes then give him/her a printed Account opening Form along with Specimen Signature Card, Customer Transaction Profile Form and Information form on Money Laundering. After that, request customer to fill up the form duly and submit the form with required documents.

Steps taken at the Time of Opening the Account

Before opening of a current or saving account, the following formalities must be completed.
Inform customer of the essential conditions under which the account will be operated (e.g. charges, minimum balances etc.).
Receive completed appropriate account opening form and other required documents including two recent photographs for each signatory. Obtain identification of client, verify signature of introducer. Have all documentation approved/ initiated and cancels blank spaces on signature card. Take approval of General Banking In-Charge / Manager. Allocate account number and have initial deposit slip prepared and deliver to cashier. Must be 18+ and with sound mind.

Documents Required:

1. Two Copies of Passport size photographs of the applicant attested by the Introducer and one copy passport size photograph of the Nominee attested by the applicant. Copy of passport/National Identity Card/ Voter ID Card Details of occupation/employment and sources of wealth or income Joint Declaration Form (For joint a/c only). Employee's Certificate (in case of service holder).

2. Partnership Account

Introduction of the account. Two photographs of the signatories duly attested by the introducer.
Partnership letter duly signed by all partners (Sign should be similar as stated in Partnership Deed). Partnership Deed duly certified by Notary public. Registration (If any). Updated Trade license.

2. Limited Company

Introduction of the account. Two photographs of the signatories duly attested by the Introducer. Valid copy of Trade License. Board resolution of opening A/C duly certified by the Chairman/ Managing Director. Certificate of Incorporation. Certificate of Commencement (In case of Public limited company). Certified (joint stock) true copy of the Memorandum and Article of Association of the Company duly attested by Chairman or Managing Director. List of directors along with designation & specimen signature. Latest certified copy of Form – xii (to be certified by register of joint stock companies) (In case of Directorship change). Rubber Stamp (Seal with designation of each person) Certificate of registration (In case of **Insurance Company** – Obtained from department of Insurance from the Peoples Republic of BD).

4. Proprietorship Account
Introduction of the account. Two photographs of the signatories duly attested by the introducer. Valid copy of Trade License. Rubber stamp. TIN number certificate. Identity (Copy of passport). Permission letter from DC/ Magistrate (in case of newspaper)

5. Club / Societies Account
Introduction of the account. Two photographs of the Signatories duly attested by the introducer.

Board Resolution for Opening A/C duly certified by President/ Secretary. List Existing Managing Committee. Registration(if any). Rubber Stamp. Permission letter from Bureau of N.G.O. (In case of **N.G.O**. A/C).

Account closing procedure:

To close account, a customer has to provide a written application. After submitting the application he has to submit the final cheque to withdraw full amount from his account. Bank charge will be deducted and after submitting unused cheque books, his "account opening" form will be rubber stamped and identified as closed then.

Issuance of new Cheque Book

A customer needs a cheque book to open account, especially for savings account and current account holders. Thus he can withdraw money whenever needed. A cheque book requisition slip is prepared and signed by the client, a new book is issued after that. The number of pages in the cheque book will differ according to the customer's request and the type of his account. Every single page of the cheque book will be signed by authorized party of the bank. On the cover of the cheque book, account holders name will be written. Current, savings, CC and SND etc account holders will get cheque book. If the account holder is of 12 age and below, his legal guardian will get the cheque book of 10/20 leaves.

Issuance of Deposit Slip

If a customer decides to deposit money, he has to collect a deposit slip from the customer service department of the bank.

3.2.2 Deposit Sector

Deposit is the main function of bank. From the beginning of banking system it is known to us that deposit collection is the main operation of the bank.

Acceptance of Deposits

The most vital standard functions of commercial bank are accepting deposits as there are no businesses without deposits. The types of deposits UCBL accepts are given below:

a) Demand Deposits

b) Time Deposits

Demand Deposits

Customer can withdraw these kinds of deposits without giving any notice in advance. These types of deposits are accepted in UCBL through:

A) current account

B) Savings account

C) Call deposits from the fellow bankers

Time Deposits

Customers can withdraw these kinds of deposits at a predetermined time or date or after passing a period of notice. When an account is created in the name of the customer, a contract is needed between them. So between customer and bank, a contract is done before accepting these types of deposits. This contract will not be valid if both parties are not eligible to enter into the contract. UCBL authority stays very much careful and vigilante about the eligibility of the customer because opening this type of account creates the original bond. The bank also has to pact with different types of people of different status, attitude and individuality.

Bearer Certificate Deposit (BCD), Fixed Deposit Receipt (FDR) and Short Term Deposit (STD)

– these types of time deposits are accepted by UCBL.

Short Term Deposit (STD)

In this type of account, the customer must keep his deposit in the bank for at least 7days to get interest. STD does not offer better interest rate from savings deposit. Customer can not withdraw from this account frequently and he has to give notice in advance to withdraw money.

Fixed Deposit Receipt (FDR)

Customer deposits money in this type of account for a period of time which is communicated to the customer in advance. On such deposits, bank offers higher rate of interest on revenue as they does not keep cash funds against these deposits. Generally 50% or more of total deposits are added up from the deposits. Generally customers can open these types of deposit accounts for a certain period of time with a certain amount of profit.

General charges : CD, SB, STD

SL No	Particulars	Rate of charges
01.	Closing of STD accounts	**Tk. 300/-**
02.	Closing of SB accounts	**Tk. 200/-**
03.	Closing of CD accounts	**Tk. 300/-**
04.	Account statements (requested by customer)	**Tk. 300/-**
05.	Cheque book issuance charge	**Tk. 4.00 Per leaf**
06.	Outstation collection cheques returned because of having not enough fund	**Tk. 500/- per instance**
07.	Cheques returned because of insufficient fund	**Tk. 500/- per instance**
08.	Solvency certificate issuance (CD/SB/STD)	**Tk. 200/- per instance**
09.	Branch to Branch account transfer	**Tk. 300/- per instance**
10.	Standing instruction Compliance	**Tk. 50/- per transaction**
11.	Issuance of certificate related to BO account charge	**Tk. 100/- per instance + vat 15%.**
12.	Balance Confirmation Certificate charge (Except two times on half yearly and yearly basis.)	**Tk. 200/-**
13.	Counter transaction charges	**Nil**
14.	Premature Encashment Fee For MSS & other Liability Scheme A/Cs	**Nil**

Interest Rate given on Deposits

<table>
<tr><th>SL. No</th><th colspan="6">Types of Deposits</th></tr>
<tr><td>01.</td><td colspan="3">Savings Deposit (SD)</td><td colspan="3">Rate of Interest (% p.a.)</td></tr>
<tr><td></td><td>A.</td><td colspan="2">Below Tk. 1.00 crore</td><td colspan="3">4.50</td></tr>
<tr><td></td><td>B.</td><td colspan="2">Tk. 1.00 crore & above but below Tk. 5.00 crore</td><td colspan="3">5.00</td></tr>
<tr><td></td><td>C.</td><td colspan="2">Tk. 5.00 crore & above</td><td colspan="3">7.00</td></tr>
<tr><td>02.</td><td colspan="3">Short Notice Deposit (SND)</td><td colspan="3">Rate of Interest (% p.a.)</td></tr>
<tr><td></td><td>A.</td><td colspan="2">Below Tk. 1.00 crore</td><td colspan="3">4.00</td></tr>
<tr><td></td><td>B.</td><td colspan="2">Tk. 1.00 Crore & above but below Tk. 25.00 crore</td><td colspan="3">5.00</td></tr>
<tr><td></td><td>C.</td><td colspan="2">Tk. 25.00 crore & above but below Tk. 50.00 crore</td><td colspan="3">6.00</td></tr>
<tr><td></td><td>D.</td><td colspan="2">Tk. 50.00 crore & above but below Tk. 100.00 crore</td><td colspan="3">6.50</td></tr>
<tr><td></td><td>E.</td><td colspan="2">Tk. 100.00 crore & above</td><td colspan="3">7.00</td></tr>
<tr><td rowspan="2">03.</td><td colspan="2" rowspan="2">Fixed Deposit (FDR)</td><td rowspan="2">Retail</td><td rowspan="2">SME</td><td colspan="2">Corporate</td></tr>
<tr><td>Business Corporate & other institutions</td><td>Govt./Semi Govt./Autonomous bodies and other</td></tr>
</table>

3.2.3 Department of cash payment

A banks cash sector expresses the liquidity strength of the bank. As it has to deal with money, it is also susceptible. This department does the most vital work, which is, contributing to the earnings of bank along with providing customer satisfaction with their superior and quick services. UCB Dinajpur branch has a well outfitted and decked out cash department which has online computer system and an electronic counted machine. Cash payments can be made very quickly as it takes a few seconds to see the account balance. The transaction which involves cash is called cash transaction. Cash transaction involves:

1. Cash payment
2. Cash receipt

Process of cash payment:

Cash payment in this counter is made to customers with a valid cheque. Customer has to place the cheque on the counter to get payment. Payment procedures are given below:

1. The cheque leaf is checked to see if it is worded in the right way. Branch seal, Date, total amount to be withdrawn (in figure and word) and signature of the drawer is covered in the cheque leaf. It is also checked whether the “bearer” word is crossed away or the cheque is in the name of any establishment. From cheque holder, a receiver signature is also taken on the back of the cheque and the denominations of notes are also written there.
2. Signature confirmation is done by matching signature with the sample, giving confirmation of the verifier and confirmation seal.
3. Account is debited and the cheque is cancelled by the officer. Then it is posted in

the computer system and transaction number and posting stamp is attached on the cheque.
4. Cash payment officer takes the cheque.

5. A “cash paid” stamp is attached on the cheque, and then this entry is taken in the cash payment register.
6. Entry is posted in the debit drawer account and notes the transaction number on the top of the cheque.

<u>Cash receipt procedure:</u>

1. First it is checked whether the deposit slip is properly filled up with every details needed.(e.g. account number, amount in figure and word, depositors sign
2. Cash receiving officer takes the cash, counts them twice and matches with the deposit slip and also writes down the value of notes at the back of the cheque.
3. The cash receiving officer also writes down the amount in figure and words in front side of the cheque.
4. A signature of cash receiving officer and “cash received” stamp is attached on the front side of the cheque.
5. It is added in the record book and a scroll number is written in the cheque.
6. The system credits and places the deposit slip in the concerned account.
7. Depositor gets a counter folio as a receipt. System balances the cash by getting one combined cash debit voucher posting.

Opening Balance of Cash + Receipts –

Payments = Balance

The balance which is closed for today will be opened from tomorrow. That means today’s ending balance is “closing balance” which will be “opening balance” tomorrow. This department operates the most vital operations of the bank. The officer checks all books which is maintained in this department.

- Cash Insurance Limit
- Maintenance of Cash Remittance

By following the regulations of the bank, the cash department in-charge keeps the cash payments and its records. If the amount of money crosses limit, the cash manager informs the main branch to take the extra money or vice versa through Inter Branch Credit Ad vice (IBCA) type transaction.

Banking via online system:

All transactions in UCBL are done through online banking system. UCBL uses ultimo customized software to process daily transactions from all of its 100 branches. The activities of UCBL are given below:

- Deposit cash
- Cash withdrawal
- Transfer of money from account to account

Balance of cash book:

Cashier is responsible to preserve and maintain the cash balance book at the end of working day. Every single detail of transactions and current financial situation of the bank is given inside the cash book which includes date, opening balance, detail of cash transactions in numbers, closing balance and denomination of government notes, which is, also checked by manager. Receipt and payment of cash is entered in cash book in a combined form.

Online Service Charges

Items	Charges
Up to 50,000/=	Tk. 30/- + VAT Tk. 5/-
Above 50,000/= to 1.00 Lac	Tk. 50/- + VAT Tk. 8/-
Above 1.00 Lac to 5.00 Lac	Tk. 150/- + VAT Tk. 23/-
Above 5.00 Lac to 10.00 Lac	Tk. 250/- + VAT Tk. 38/-
Above 10.00 Lac to 20.00 Lac	Tk. 800/- + VAT Tk. 120/-
Above 20.00 Lac to 50.00 Lac	Tk. 1,000/- + VAT Tk. 150/-
Above 50.00 Lac	Tk. 1,500/- + VAT Tk. 225/-

3.2.4 Local Remittance

As it is very risky to carry cash money, that is why by using banking channel, money can be transferred from one place to another. This movement of cash money through online banking system is called remittance. While providing service to the customers, remittance of funds is one of the most vital features of the commercial banks.

Remittance types:

♦ Between banks in the different centers.
♦Between banks and central bank in the same country
♦Between banks and non banks customer
♦Between banks in the same country for remittance funds, UCBL uses instruments given

below:
♦Payment order (PO)
♦ Demand Draft (DD)
♦ Telegraphic Transfer (TT)

The main three types of local remittances are given below:

Points	TT	Pay Order	Demand Draft
Explanation	Another branch is requested from issuing bank to pay particular amount of money to the exact payee on demand by Telegraph /Telephone	From pay order, payee gets the right to claim imbursement from the issuer bank.	A method used to make payments from one branch to another branch of the same Bank
Source of payment	Payment from ordered branch	from issuer branch only	from ordering branch only
Where it is used	Any place in the country	Within the clearing house area of issuing branch.	Outside of the clearing house area of issuer branch. Payee can also be the buyer.
How the payment is done	1.verification from issuing Branch 2.verification from the account of payee 3.verification of amount 4.Making payment 5.Receiving recommendation	Through clearing the payment is made.	1. Confirm that the DD is not artificial one. 2.verify with sent advice 3. make sure the 'Test Code' is ok. 4.Make payment
Charge	Commission + Telephone	Only commission	Commission + telex charge

Charge of Issuing of PO

Amount	**VAT**	**Charge**
Up to Tk. 10000/-	4/-	Tk. 25/-
Above Tk.10000/-	Nil	Nil

Collection of bills:

As far as smooth transaction and security is concerned, the banking system has become difficult in present time. Now customer makes payment and receives bills from bank. It is the duty of the commercial banks to collect bills on behalf of the customers.

Collected bill types:

♦ Outward Bills for collection (OBC).

♦ Inward Bills for Collection (IBC).

Outward Bills for Collection(OBC):

OBC subsist outside of local clearing house, with different branches of different banks. Usually there are two types of OBC :

♦OBC with different branches of the same bank
♦OBC with different branches of other banks

Steps followed in OBC:

1. Giving entry in OBC register

2. Putting OBC number in cheque.

3. "Payees account will be credited on realization "seal on the back and "Crossing seal" on the left corner of the cheque with relevant officer's signature.
4. Sending out the OBC cheque with forwarding.

Keep the carbon copy of the forwarding, deposit slip of the cheque and copy of the cheque in the OBC file.

VAT, Commission and Postage Charge of OBC:

Range of Amount	Amount Commission (% of amount)	VAT
Up to Tk. 25,000/-	0.15% (minimum Tk.50/-)	+ 15%
Above Tk. 25,000/- but not exceeding Tk.1.00 lac	0.15% (minimum Tk.75/-)	
Above Tk. 1.00 lac but not exceeding Tk.5.00 lac	0.10% (minimum Tk.200/-)	
Over Tk. 5.00 lac	0.05% (min Tk.750/- & max Tk.1,500/-)	

Telex/Telephone/Fax Charge: Tk.50/-

Courier (local): Tk.50/-

Postage Charge: Tk.50/-

Inward Bills for Collection (IBC)
When the bank collects bill on behalf of the customer, the process is called Inward Bills for Collection (IBC). Bank will work as a mediator of the collection bank. A bill and the forwarding letter is received by the bank.

3.2.5 Clearing Sector

Through Bangladesh Automated Clearing House (BACH), and outward and inward clearing service is provided by UCBL.

Clearing house:
Through clearing house, bank collects fund from customer from one bank to another.
Clearing house members:

According to the Article 37(2) of Bangladesh Bank Order 1972, the banks which are a member of clearing house, are identified as scheduled bank. Through the clearing house, the cheque drawn upon one another are cleared by scheduled banks. UCBL is a member of clearing house, so it is a scheduled bank.

Types of Clearing:

Outward Clearing

In this type of clearing, cheques which are deposited by the customers sent for clearing to the relevant banks.

Inward clearing

Cheques which are received by branches of other banks for depositing their customers accounts of the branch are called inward clearing.

Reasons of dishonoring the cheque:

1. Not enough fund in account.
2. Dissimilarity between the amount written in words and numbers.
3. Expired cheques (out of date).
4. Drawer stopped the payment.
5. Approval of the payee is not regular / unreadable / mandatory.
6. Crossed cheque to be presented through a bank.
7. Signature of the drawer not matched/ required.

Concerned officers responsibility for the clearing of the cheque

1. Cheque crossing.
2. Proper approval and clearing seal of the cheque.
3. Posting the cheque in computer.
4. Separating cheque from deposit slip.

5. Printing by computer 1st branch wise & then bank wise.
6. Sorting of cheque 1st bank wise and then on branch wise.
Preparation of 1st Clearing House computer confirmation sheet.

Charge for collection

Range of Amount	Charge (Tk.)	VAT (Tk.)
Up to Tk. 500000/-	7.39	1.11
Above Tk.500000/-	50.00	7.50

3.2.6 Accounts Department

The most fragile and classified sector in a bank is the accounts section. Under the computerized banking system, recording all monetary exchange of the branch and assuring precision are the main job of this sector. The additional statement and clean cash statement in party ledger vouchers are printed from the computer. Functions of accountants are:

♦Daily functions

♦Periodical functions

♦The daily job of an accountant includes

1. Preparation for the supplementary.
2. Posting transfer from one account to the other.
3. Posting of a variety of transactions in the system which occurs all day.

♦The periodical function

Preparing various types of statement for own branch, head office and Bangladesh bank is the periodical function of the account department. The statements are given below: Daily Affairs Daily position

List of all transaction in a
day Weekly statement
Monthly Statement
Daily summary situation.
Cash cum day book
General ledger.

Terms and Conditions:

I. An application must be prepared, properly filled up and sent to UCBL. The original copy must be sent. After receiving application, it can take up to three working days for the bank to start the service.

II. SMS Banking Service shall remain effective until otherwise advised in written by the account holder.

III. Registration form should be submitted to the branch where the account is maintained

IV. By providing SMS Banking Service, United Commercial Bank may gather service charge from the associated account. United Commercial Bank may adjust and/or change the service charge at any time.

The Bank may alter and/or change any of the Terms and Conditions at any time with notice to the account holder but does not require any consent

3.2.7 Other Services

Credit card

Credit card facilities are provided by UCBL through wide network of UCB and Dutch Bangla Bank ATM booths. Withdrawal charges are:
150tk for 5000tk

300tk for more than 5000tk.

Cash withdrawal can be made through all VISA marked ATM booths all over the country.

Facilities of getting a UCBL credit card:

• Providing credit card for ladies - first time in Bangladesh.

• Choice of colors in standard (Silver) products.

• Higher coverage is accepted internationally in POS workstations and ATMs.

• Reward point for spending leads to win attractive prizes.

• Latest and best quality product at lowest annual fee in the market.

Inquiry through SMS for Credit Card

Credit card transactions can be done through SMS in UCBL. The charge deducted is 115tk with vat. It is one more mentionable additional service of UCBL.

Schedule of Charges for Credit Card

	Classic	Gold	Platinum	International
General				
Payment Due Date from Statement Date	15 Days			
Minimum Amount Due	5% or BDT 500 or $25 whichever is higher			
Cash Advance Limit	50% of Credit Limit			
Maximum Interest Free Period	45 Days			
Fees				
Annual Fees(Primary card)	BDT 1,500	BDT 3,000	BDT 5,000	$50
Supplementary Card(1st Supplementary Card free)	BDT 500	BDT 1,000	BDT 1,500	$25
Replacement Card Fee	BDT 300	BDT 500	BDT 800	$12
Late payment Fee	BDT 300/$4	BDT 500/$6	BDT 750/$10	$15
Over Limit Fees	BDT 450/$6	BDT 600/$8	BDT 1000/$13	$15
Other Fee and Chrges				
Cheque/auto debit return	BDT 300	BDT 500	BDT 1,000	$5
Duplicate Statement	BDT 100	BDT 100	Free	$5
Charge Slip Retrieval fee	BDT 700	BDT 1,000	BDT 1,000	$10
PIN replacement fee	BDT 300	BDT 300	Free	$12
CIB Processing Fee	BDT 100	BDT 100	BDT 100	
NOC/Certificate Charge	BDT 300	BDT 500	BDT 600	$5
Card Cheque(1st 5 leaves Free)	20 Leaves BDT 350			
Cheque processing Fee	1.65% of the card cheque amount.(Minimum BDT 300)			
SMS Banking	BDT 200 pa			$5
E-Statement	Free			Free
Finance Charges	30% per annum			
Cash Advance Fees	3% or BDT 150 of the withdrawl Amount			
Access to Airport Lounge in Dhaka	NA	Cardholder +1	Cardholder +2	Cardholder +1
Priority Pass Re-Issue	BDT 500			

Note: 15% VAT will be deducted along with all other charges

Debit Card

UCBL account holders can get secure and handy UCB VISA debit card by which, customers can enjoy economic freedom and have access to all VISA marked ATMs and POS machines.

Fees and Charges of UCB Debit Card

Particulars	Customer		Employee	
	Amount(TK)	VAT	Amount(TK)	VAT
Debit Card Issuance Fee (Local)	400	15%	Free	-
Prepaid Card Issuance Fee (Local)	400	15%	Free	-
Prepaid Card Issuance Fee (Dual/International)	750	15%	Free	-
Debit Card Renewal Fee	400	15%	Free	-
Prepaid Card Renewal Fee (Local)	400	15%	Free	-
Prepaid Card Renewal Fee (Dual/International)	750	15%	Free	-
Debit Card lost/Replacement Fee	350	15%	350	15%
Prepaid Card lost/Replacement Fee (Local)	350	15%	350	15%
Prepaid Card lost/Replacement Fee (Dual/International)	350	15%	350	15%
PIN Replacement/Reissuance Fee	200	15%	200	15%

Utility Bill Service

Payment of utility bills like WASA bills, electric bills, etc. services are provided by UCBL.

Locker Service

UCBL provides a user friendly locker service which offers security, safety and confidentiality of customer's valuable belongings. This service is currently available in 42 branches of the country.
Deposit of jewellery, important documents and all other permissible valuables are accepted in locker service.

Branch Banking

UCBL customers can access their account from any branch. This is UCBL's branch banking.

Providing Account Statement

The account holders may feel the need to know the current situation of their account from time to time. In such cases, customer can ask a customer manager at customer service desk for an account statement copy which is given from the bank after the customer follows proper procedures.

Collection of Foreign Remittance

UCBL provides another mentionable service which is collecting foreign remittance from all over the world.

SME Banking

Rapidly growing SME's can undoubtedly boost Bangladesh's economic growth and also lessen poverty and lack of employment. UCB provided SME services are: UCB Disha, UCB Mohati, UCB Nistha, UCB Udammaya, UCB Srejon, UCB Uddom and UCB Unmesh etc.

SMS Banking

One of the main goals of UCBL is making the banking process more convenient. So they have introduced "SMS banking service" to cope up with modern banking trend. Through UCBL SMS
banking system, a customer can know his current account balance , can also transfer balance to other account.

Green Banking at UCBL

'Green banking Cell' has formulated the green banking policy of UCBL which was also approved by the board of directors. To do relevant activities, sufficient funds will be allocated in the next budged of the bank according to the policy.

According to the direction of Bangladesh bank, a divided policy has been created as Environmental Risk Management policy. Formulation of a draft 'Green Office Guide' is at its final stage in purpose to develop in-house environmental manageme.

Chapter-4 (Performance Analysis of UCBL)

4.1 Performance of UCBL

With an opening paid up capital of TK. 35.50 millions, UCBL started its journey on 1983. Its objective is to provide superior customer service with delight and contentment. Prolonging complete business growth by ensuring efficiency, good asset quality, regulatory compliance, dependable productivity, good domination and of course mixture of skill and specialized talents are its vision. The formal initiation of UCBL happened in 27 June of the same year. The bank set record indeed in terms of advance, deposit and expansion of business through its nonstop diversification during the year of 2014. And now, when the operating performance is measured among all of the private commercial banks in Bangladesh, UCBL stands among one of the best banks.

Dhaka stock exchange enlisted UCBL on 1986 and Chittagong stock exchange did it on 1995. Foreign banking license was given to UCBL on 9th June, 2010. It is UCBL's pride that it has 48branches and 115ATM throughout the country.

4.2 Financial Summary of five years

If business profitability and volume are measured, UCBL made significant growth in previous 5 years. Almost 105% of total assets of the bank increased and loans and advance of the bank grew by 86% during these years. During this period, the productivity of the Bank amplified by more than 87% and net revenue after tax by 70.56% in accordance with the increased volume of business. UCBL's summery of last five years are given below:

Share Information

	2015	2014	2013	2012	2011
Market price per share (of Tk. 10 each)	29.30	25.10	23.60	43.90	226.70
No. of shares outstanding (of Tk. 10 each)	836.61	836.61	836.61	727.49	291.00

UCB United Commercial Bank Ltd.

United we achieve

	2015	2014	2013	2012	2011
Earnings per share (of Tk. 10 each) basic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Earnings per share (of Tk. 10 each) restated	4.39	3.66	1.90	3.52	2.61
Dividend	30%	20%	10%	27%	25%
Net asset value per share (of Tk. 10 each)	26.88	24.51	21.72	21.95	26.86
Price earning ratio (times)	6.68	6.85	12.42	10.84	30.23
Market capitalization (in million Taka)	24,512.73	20,998.96	19,744.04	31,936.72	65,968.57

Financial Ratios (In percentage)

	2015	2014	2013	2012	2011
Cost-income ratio	42.67	42.52	43.38	35.74	39.74
Credit-deposit ratio	78.92	79.81	79.79	82.81	82.75
Debt equity ratio (times)	9.85	9.19	9.45	8.74	14.46
Non-performing loans	4.62	4.03	3.69	1.79	1.20
Return on assets	1.49	1.41	0.84	1.97	1.98
Return on equity	17.07	15.85	9.29	24.77	32.28
Burden coverage ratio	112.16	100.89	80.72	124.82	128.77
Cost of fund	10.16	11.66	12.46	11.09	9.81
Yield on advance	13.87	16.21	16.23	14.81	12.89

Operation results

(Figures in millions Taka except ratios and per share data)

	2015	2014	2013	2012	2011
Interest income	22,360.83	22,999.36	21,318.92	15,351.63	9,468.36
Interest expense	14,430.24	15,919.86	14,705.21	10,203.21	5,632.95
Net interest income	7,930.59	7,079.50	6,613.71	5,148.42	3,835.41
Non-interest income	7,278.80	5,319.08	3,563.95	4,145.95	4,018.47
Non-interest expenses	6,489.93	5,272.21	4,415.44	3,321.46	3,120.76
Operating revenue	15,209.39	12,398.58	10,177.66	9,294.37	7,853.88
Operating profit	8,719.46	7,126.37	5,762.22	5,972.91	4,733.12
Profit before tax	6,835.67	5,887.32	3,739.06	5,172.91	3,632.60
Net profit after tax	3,668.73	3,065.41	1,586.13	2,945.80	2,182.43

Balance Sheet (Figures in millions Taka except ratios and per share data)

	2015	2014	2013	2012	2011
Authorized capital	15,000.00	15,000.00	15,000.00	8,000.00	8,000.00
Paid up capital	8,366.12	8,366.12	8,366.12	7,274.88	2,909.95
Shareholders' equity	22,491.54	20,504.97	18,171.02	15,966.41	7,817.27
Deposits	211,072.06	184,896.85	170,530.54	139,484.75	113,070.78
Loans and advances	174,146.10	148,664.86	136,071.65	115,506.33	93,560.70
Investments	44,288.60	35,587.25	26,090.32	19,383.42	15,048.23
Fixed assets	8,510.00	7,957.31	5,222.78	3,288.09	1,966.35
Off-balance sheet exposure	144,554.47	67,094.06	52,153.26	40,255.37	40,797.74
Total assets	266,100.74	226,333.13	207,448.38	168,891.78	129,877.03
Total liabilities	243,609.20	205,828.17	189,277.37	152,925.36	122,059.76

Other Business (in million Taka)

	2015	2014	2013	2012	2011
Import	155,282.40	117,542.90	94,843.80	90,919.70	86,666.50
Export	130,447.20	94,288.50	78,309.10	76,962.80	50,712.10
Remittance	16,667.90	10,788.07	14,848.30	16,802.80	5,452.10

Thesis is very significant for anyone because one can gather realistic information in this time. I have completed my thesis program within March 6 to April 20, 2015. I have learnt many things about General Banking in this three months thesis program. I found a responsive working atmosphere and I felt like I was one of them. Each of my colleagues assisted me very much to understand the assignment easily.

4.3 Job Description

I occupied myself in a variety of types of works throughout the time of my thesis period which is given below.

Opening accounts
Preparing pay orders Issuing cheque books

Providing client statements

Changing Account information

Checking cheques whether its fraud or real

Calling clients to make sure their cheque is valid

During this period of thesis program, I primarily worked in General Banking segment. Still, this short period of time, I did my best to engage myself in various sections such as in the cash division and investment sector.

4.4 The daily work routine

I start my work in the bank in the official time, at 10.00 am and end working at 6.00 pm. I used to work in different desks from starting the office to till the end of the office.

I was not alone when working as an intern. Many other students like me were there to complete their assignment too. So to get better result, we worked together as a team.

4.5 Analyzing Data

A bank has various types of statements like, catalog of statements of general banking division, bank report for clients, statements of affair, clean cash statement, etc. I have analyzed some of the documents which are given below:

Statements of associations

All the particulars of a bank such as deposits, total advances, demand deposits, time deposits, profit or loss, liabilities of the bank, assets of the bank, etc. are included in this statement. List and numbers of account holders in different schemes are also included in these statements. Besides these the total amount of deposit in the bank in different deposit schemes are also mentioned in this statement.

Clean Cash Report

The cash clean report lists all every day transactions with their relevant cash amount and number of debit and credit vouchers. It also includes list of current accounts, investment items, incomes, general accounts, SND, savings accounts, FDR, expenses and other vouchers. The sum of the calculation of debit and credit is included in the clean cash report .

Statement of General Banking Division

This statement includes daily posting statement, statement of affairs, income tax on profit, VAT on banking services, VAT on LC, etc which must be created from general banking division on standard basis. These statements are generally produced on daily, weekly and monthly basis.

4.6 Learning Points

I have learned different documents throughout my Thesis program which are given below:

Posting of the accounts

At end of the period all the accounts are posted in the computer to keep the record for long time. Firstly, I put the account number and then the client's personal information such as name, father's name, mother's name, address, phone number, etc. Secondly, nominee's information like name, address, age, relation with the client, and share of the percentage is also put. Then the amount of money as well as if it is a savings or current account, the introducer's information is also necessary. Finally, sector code of the account holder, i.e. service holder, businessman, student or housewife, etc. is also posted.

Products of the general banking organization and its characteristics

I have acknowledged about the process of opening accounts. I have also learned about different types of products of the bank, their eligibility and how to present their features to the customers,

Issuing pay order slip

The pay order form must be filled up at first. The form includes information like, to which individual it issued, and the sum of money and the name of the client. Then the commission and vat are included according to the sum of money. The pay order block is prepared in which in the front of the page, "NOT OVER ……. TK ONLY" is written in block letter after receiving cash in the cash counter.

Issue of the cheque book

Many steps are followed while issuing cheque book. The verification of client's signature is done at first. Then the cheque book is given. The books serial number is written down in the requisition slip and cheque register. After completing all steps, the client's signature is taken on the cheque register.

KYC form completion

The abbreviation of KYC is Know Your Customers. Client's full information is given here. That includes submitted documents for identification, amount of money to be deposited or withdrawn in a month, earning source etc.

Clearing House Register

A vital part of general banking is Clearing House Register. Received cheques are written in this book. Client's name and account number, amount of money, name of the bank, clearing date, branch of that bank, cheque number and again amount of money are the basic things which are included in the book.

Chapter-5 (SWOT Analysis)

5.1 SWOT Analysis

SWOT mean strength, weakness, opportunity and threat. The detailed study of an organization's coverage and prospective in perception of its potency, flaws, chances and risks is called SWOT analysis. It is needed to make the current way of performance and also predict the outlook to develop their performance compared to opponents. The organization can learn about their current situation in the market with the help of this tool. It also plays an important role in making modification in the planned administration of the organization. The SOWT of UCBL is given here in brief:

Strength of UCBL

A very experienced administration group operates the United Commercial Bank Limited. The top managing executives of the bank is the main strength for UCBL .Because they have all worked in reputed banks and their years of banking knowledge, proficiency, and capability will continue to help towards more development of the bank. UCBL has already set up a complimentary status in the banking business of the country. As it is one of the top private sector commercial banks in Bangladesh, It has shown a marvelous expansion in the profits and deposits sector.

The bank has 148 branches all over the country to provide better service to the customers. Every branch is located in a comfortable, convenient and secure place so that customer's feels safe and secure while doing transactions. It creates a positive mindset among the customers which helps the bank to get more customers.

An elevated increase rate with a remarkable revenue increase rate has already been attained by UCBL.

The management of UCBL has created a very friendly, interactive and informal culture inside the bank. And, there are no concealed obstacles or limitations while corresponding between the low level employees and the high level
employees. By working in this type of environment, employees feel more motivated and encouraged to w
UCBL is one of the top banks which give quality service to the customers.
UCBL has various types of products and services to offer, so the customers can choose the best products according to their needs.
The bank has a fully operational and fast online service all across the country.

Weakness of UCBL

The main important thing is that the bank has no clear mission statement and strategic plan. The bank does not have any long-term strategies whether it wants to focus on retail banking or become a corporate bank. The path of the future should be determined now with a well-built practical strategy.

The bank has an insufficient work force. As it has a weak recruitment policy, it has failed to provide more human resource and as a result it has failed to provide efficient customer service.

The profit rate UCBL is provided is not sufficient compared to other banks. So when it comes to making investments, customers feel less interested to invest in UCBL.

Some of the job in UCBL has no path for promotion. So people feel less motivated to work in those positions. This weakness of UCBL is creating a group of unsatisfied employees.

When it comes to marketing, UCBL has to give more emphasis on that.

Opportunity for UCBL

UCBL has to develop their business overview to diminish the business risk. The management can think about options of starting merchant banking or diversify into leasing and insurance sector.

The movement in the secondary financial market straightly impacts on the primary financial market. National monetary movements are governed by the investment in the secondary market. The business of the bank is controlled by the activity in the national financial system.

In the recent time, a great number of private banks coming into the market. In this competitive atmosphere UCBL must develop its product line to improve its prolonging spirited benefit. They can introduce the ATM to participate with the local and the foreign bank in that product line. They can initiate credit card and debit card system to attract their potential customers.

In addition, Special corporate scheme can be introduced for the corporate level customers or customers with a high income. They can also initiate various schemes for service holders. The schemes for the service holders must be created according to their type of profession, level of earning etc.

The country's increasing population is learning to adopt consumer finance. Opportunity in retail banking lies here. The average people in our country are of middle class. Various types of retail lending products have immense appeal to this class. So a wide variety of retail lending products has a very large and easily pregnable market.

Threats for UCBL

There is an increase in the growth of new multinational banks and upcoming foreign, private banks. It poses massive threats to UCBL. If it happens, UCBL has to develop their current marketing strategy or create new strategy to prevail successfully in the banking business.

The default risks of all terms of loan have to be minimizing in order to sustain in the financial market. Because default risk leads the organization towards to bankrupt. UCBL has to remain vigilant about this problem so that proactive strategies are taken to minimize this problem if not elimination.

The payment scale for middle to lower employees must be reconsidered or the good and efficient employees will look for employment somewhere else. If it happens, it will greatly affect the management of the bank.

The economy of Bangladesh is not stable. The variation of economic situation may affect the banking business.

Recommendation

- The bank should go for advertising about their services and facility for the clients. In recent days without proper knowledge people didn't go for any services. People compare other options too, so they have to understand the power of the advertising and should promote their services more by advertising.

- The entire department should be well informed regarding their goals and objectives. It is essential to execute company objectives into individual target. So if anyone of the Bank has the idea what's their main target they can easily reach their target goal. Its can be very helpful they have internal formal meeting once a month.

- The bank should introduce more promotional activities at TV Channel. TV commercial is one of the most effective medium of advertising. With TV commercials people are more connected the product or services. It's a easiest way to promote your brand in mass population. UCB didn't use that much TV commercials like other Banks.

- To meet today's demand of the customer; the bank should introduce Mobile banking system. Technology changing day by day like bkash first lunching mobile banking system and most of the Bank lunch their own mobile banking system. So to cope up with the modern trend UCB should lunch their mobile banking system as early as possible.

- Establish more ATM network & maintain sufficient in ATM booth or leasing it. In Bangladesh **Dutch bangla bank**, **Standard chartered bank** and **Brac bank** have more ATM boots then other. So UCB should establish sufficient boots to maintain their work effectlier

- Bank participate some social activities and we hope bank can increase this benefit to its clients and employee. Recently they selling **Bangladesh VS Sri Lanka** match tickets and this kind of activities will gain image towards the people.

- To attract more clients, UCB Bank has to offer more products & services compare to the others bank. By variety of services the organization can be attract more people. By maintain the customer's needs the old customers can bring new customers to the bank.

- The retail department of UCB is needed to be effective and well enough to manage actual and potential customer. In UCB mirpur brunch there are less effective officers in retail division, Retail division is very essential for pull new customers. So UCB bank should trail their retail officers properly.

- To meet today's demand of the customer; the bank should introduce Internet Banking system. City Bank first lunch internet banking system in Bangladesh. By internet banking it's very easier to maintain Bank work, so UCB should started internet banking system to satisfy their customers need.

Conclusion

UCB is today's one of the leading private banks in our country. After the establishment it brought lots of new product and services for its clients and the progress of UCB is really satisfactory in our banking environment. From a mainly feudal agrarian base, Bangladesh has undergone a rapid economic structural transformation towards manufacturing and services. Providing credit to clients is a core business of UCB. It is also the pioneer in offering world class credit/loan facilities for the people of Bangladesh. It has 110 branches in urban, suburbs and rural areas in the country.. In this report I have illustrated different aspects of UCB Imperial savings branding and try to find out the problems and the process to solve the problems. Banking sectors no more depends on only on a traditional method of banking. In this competitive world banking sector has stretched its wings wide enough to cover any kind of financial services. Not only from the local banks but also from the foreign banks, the banks of today face a tough competition. The major tasks of banks for banks to survive in this competitive environment are by managing its assets and liabilities in an efficient way. To make the assets especially loan and advances banks must have to more cautious and otherwise these asset will became a burden for the bank. To have fruitful investment bank must have to do the marketing

2.7 Board of Directors

Board of Directors of UCBL

Chairman

Mr.M.A.Hasem

Vice Chairman

Mr.Ahmed Arif Billah

Director and Chairman,EC

Mr.Anisuzzaman Chowdhury

Independent Director &Chairman, AC

Lt. Gen.(Red.) Abu Tayub Mahammad Zahirul Alam, rcds,psc

Director & Chairman, RMC

Mr.M.A. Sabur

Director

Mr. Shariful Zarif

Mr. Showkat Aziz Russel

Mr. Md. Jahangir Alam Khan

Mr. Asifuzaman Chowdhury

Managing Director

Mr. Muhammed Ali

Company Secretary

Mr. ATM Tahmiduzzaman

Mr. sultan Rezia Begum

Mr. Shabbir Ahmed

Mr. Rukhmila Zaman

Mr.Nuril Islam Chowdhury

Fig: Board of Directors of UCBL

2.8Corporate Information at a Glance

Name of the Company	United Commercial Bank Ltd.
Date of Incorporation	26 June, 1983
Commencement of Business	27 June, 1983
Registered Office	Bulus Center, Plot – CWS – (A) – 1, Road No – 34, Gulshan Avenue, Dhaka – 1212, Bangladesh
Date of Listing with DSE & CSE	DSE – 30 November, 1986 & CSE – 15 November, 1995
No. of Branches	148
No. of ATM Booth	101
No. of SME Centers	2
Off-Shore Banking Unit	1
Auditors	Hoda Vasi Chowdhury & Co. Chartered Accountants
Swift Code	UCBL BDDH
Telephone No.	+88-02-55668070, +88-09611999999
E-mail	mrb@ucbl.com; info@ucbl.com
Website	www.ucbl.com
Slogan	United We Achieve
Logo	

2.9 Strategic Priority

- To make all the stakeholders happy and to make the entire banking process an **enjoyable experience** for everyone
- To be **compliant** with all the rules and regulations applicable in Bangladesh
- To foster creativity, **innovation and diversity** with the view to sustainable business growth
- Continuous development without compromising **needs of future generation**
- To ensure satisfaction of all the UCB's customers through delivering services with the implementation of **world class IT infrastructure**
- To establish **good governance**
- Ensuring effective **risk management** system within entire phases of activities
- Focusing on **Corporate Social Responsibilities** (CSR) in a responsible manner
- To build & enhance brand **image**

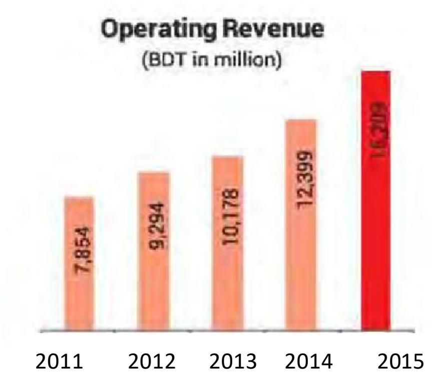
4.2Other Information

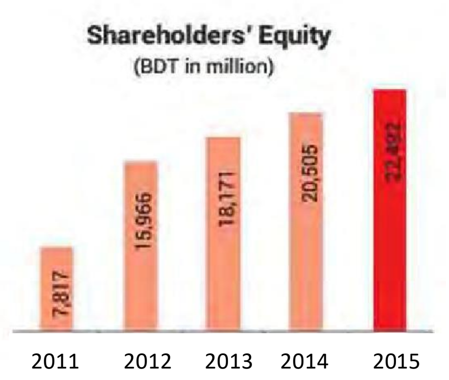
	2011	2012	2013	2014	2015
No. of branches	148	139	130	115	107
No. of ATM	115	101	81	77	54
No. of employees	3,679	3,445	3,374	2,982	2,738
No. of foreign correspondents	532	363	357	333	296

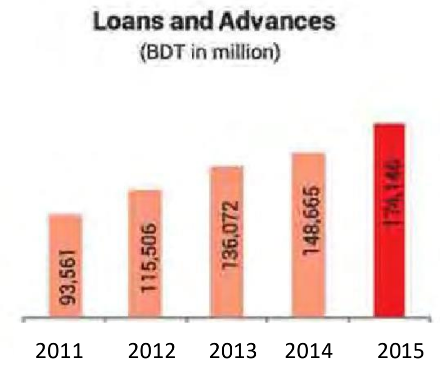
Capital Measures (in million Taka)

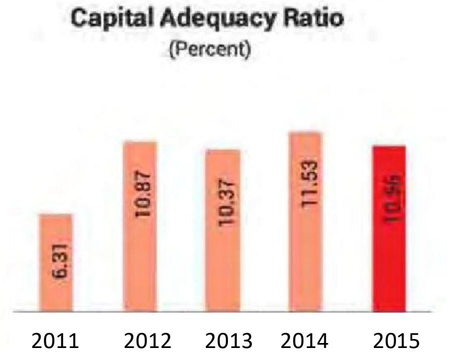
	2011	2012	2013	2014	2015
Total Risk Weighted Assets	243,250.40	197,380.55	177,900.41	155,231.89	144,080.55
Total Capital (core & supplemental capital)	25,691.18	22,758.76	18,455.74	16,877.06	9,085.83
Capital Adequacy Ratio (%)	10.56	11.53	10.37	10.87	6.31

4.3 Graphical Review

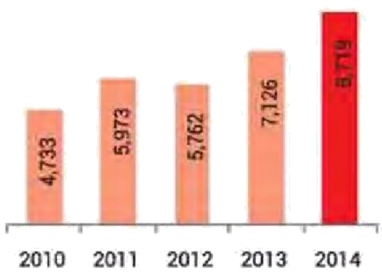




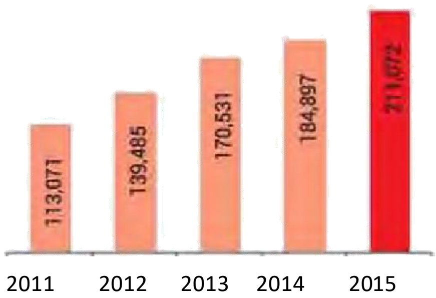




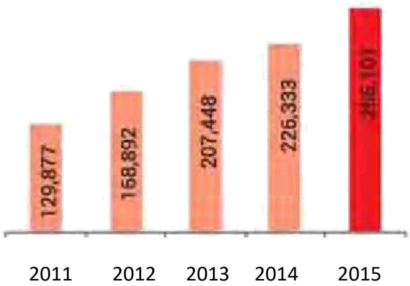
Operating Profit
(BDT in million)



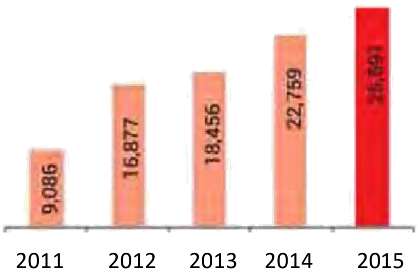
Deposits
(BDT in million)



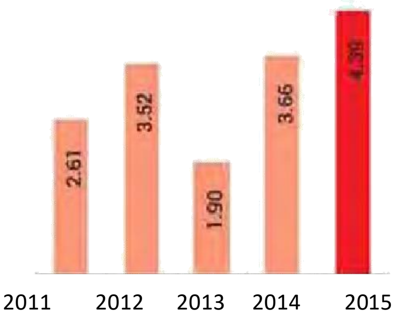
Total Assets
(BDT in million)



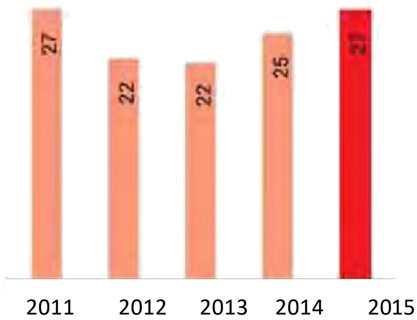
Capital
(BDT in million)



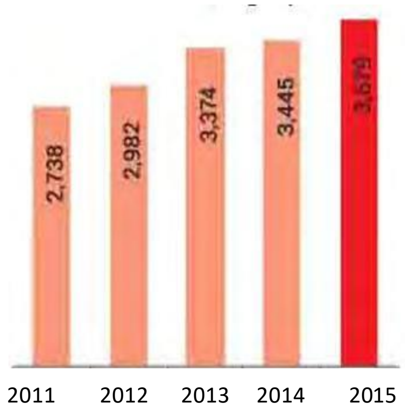
Earnings Per Share
(Restated) (BDT)



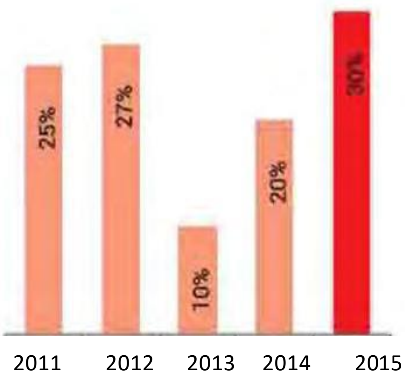
Net Asset Value per Share
(BDT)



No. of Employees



Dividend



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