

Internship Report



RUPALI BANK LIMITED

Assures Better Service

General Banking and Customer Satisfaction

An Internship Report Presented to the Faculty of Business Studies in
Partial Fulfillment of the Requirements for the Degree of
Master of Business Administration

Report Submitted To

Kazi Md. Nasir Uddin

Assistant Professor

Department of Accounting & Information System

Faculty of Business Studies

Jagannath University Bangladesh



জগন্নাথ বিশ্ববিদ্যালয়

Jagannath University

Report Submitted By

Asif Mahmood

ID: M130201528

Department of Accounting & Information System

Faculty of Business Studies

Jagannath University Bangladesh

Report Revised On

May 8, 2016

Internship Report: General Banking and Customer Satisfaction

March 25, 2016

Kazi Md. Nasir Uddin
Assistant Professor
Department of Accounting & Information System
Faculty of Business Studies
Jagannath University Bangladesh.

Subject: Submission of Internship Report.

Dear Sir,

It is a great pleasure and honor for me to submit my internship report on “General Banking and Customer Satisfaction” which my supervisor “Kazi Md. Nasir Uddin” and you have assigned me. I am submitting this report as a part of my internship in Rupali Bank Limited. All the information of this report will help the organization to find out the factors of customer satisfaction level.

In making this report a worthy one, I have tried my best to gather all relevant information by which I could gain access to. I hope that it will meet my expected standard. Especially the given lecture on Writing Formal report of my supervisor “Kazi Md. Nasir Uddin”, made me a lot comfortable and made the hard work easier for me. After analyzing the topic I am submitting this report for any kind consideration and thanking you for any constant assistance and guidance. I will be available for any classification of this report, whenever necessary.

Yours Sincerely,

Asif Mahmood
ID: M130201528
Department of Accounting & Information System
Faculty of Business Studies
Jagannath University Bangladesh.



Internship Report: General Banking and Customer Satisfaction

ACKNOWLEDGEMENT

Kazi Md. Nasir Uddin, Assistant Professor, Department of Accounting & Information System, Faculty of Business Studies, Jagannath University Bangladesh.

At first I would like to express my gratitude to the almighty Allah who has given me the opportunity to go through the whole process of Internship and to write a report on this regard successfully.

I would like to acknowledge my heartiest gratitude to the Honorable Faculty Kazi Md. Nasir Uddin, Assistant Professor, Department of Accounting & Information System, Faculty of Business Studies, Jagannath University Bangladesh, who has given me the full support and suggestions for preparing the report successfully, which has become an excellent way of understanding the topic of my Internship.

I am grateful to all the Executives of Rupali Bank Limited, Railway Crossing Branch, Rangpur, Bangladesh, who extended their wholehearted cooperation during my Internship period. I would like to extend my gratitude to the Manager; Senior Principal Officer; Executive Officer, General Banking In charge; Clearing Officer; Officers of General Banking; Foreign Exchange Officers, Investment division Officers.

I would like to thank all the officials of Rupali Bank Limited who have given me the chance to be familiar with the real organizational environment, and practically experiencing the procedure practiced at Rupali Bank Limited.



Internship Report: General Banking and Customer Satisfaction

CERTIFICATE OF SUPERVISOR

This is to certify that the Internship Report on **General Banking and Customer Satisfaction** of Rupali Bank Limited the record at the report is done by Asif Mahmood as a partial fulfillment of the requirement of Masters of Business Administration (MBA) degree from the Faculty of Business Studies, Jagannath University Bangladesh.

The Report has been prepared under my guidance and is a record of the bona fide work carried out successfully.

Yours Sincerely,

Kazi Md. Nasir Uddin
Assistant Professor
Department of Accounting & Information System
Faculty of Business Studies
Jagannath University Bangladesh.



Internship Report: General Banking and Customer Satisfaction

ACKNOWLEDGEMENT

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Internship Report: General Banking and Customer Satisfaction

ABSTRACT

Rupali Bank Limited (RBL) was constituted with the merger of 3 (three) erstwhile commercial banks i.e. Muslim Commercial Bank Ltd., Australasia Bank Ltd. And Standard Bank Ltd. operated in the then Pakistan on March 26, 1972 under the Bangladesh Banks (Nationalization) order 1972 (P.O. NO. 26 of 1972), with all their assets, benefits, rights, powers, authorities, privileges, liabilities, borrowings and obligations. Rupali Bank worked as a nationalized commercial Bank till December 13, 1986. Rupali Bank Ltd. Emerged as the largest Public Limited Banking Company of the country on December 14, 1986. At present Rupali Bank Ltd. Operates through 550 branches. It is linked to its foreign correspondents all over the world. The Corporate Head Office of the bank is located at DHAKA with one local office (main branch), six corporate branches at Dhaka, one in Chittagong and twenty-five zonal offices all over the country. The Board Of directors is composed of eight members headed by a chairman and the directors comprise representatives from both public and private sectors and shareholders. The Bank is headed by the Managing Director (Chief executive) Mr. Md. Farid Uddin who is a reputed professional Banker. The Bank has an authorized capital of TK. 7000 million with a paid up capital of TK. 1650 million. GOB owns 90.19% of its share while the private share constitutes only 09.81%. As an employee, I had the opportunity to do the different types of tasks under Rupali Bank Limited. To make this report, I have used my observations about various banking functions and day-today operations. Rupali Bank Limited provides different types of services to its customers like Foreign Exchange, General Banking etc. I segmented my report into eleven chapters. First covers the Introduction about the report, second chapter cover the general banking of Rupali Bank Limited. Third chapter consists of service level and customer satisfaction of Rupali Bank Limited. Fourth chapter is for the SWAT Analysis of Rupali Bank Limited; Fifth chapter Findings, Recommendation and Conclusion. This report will provide a view regarding the general banking and customer satisfaction of the Rupali Bank Limited. Financial institutions of a country play an important role in mobilizing the unutilized savings and guiding their way through to useful investment projects. The financial institutions go a long way in building the financial backbone of the countrys economy. Through capital rising, loan providing, lending supports to venture new entrepreneurs with their concerns, the financial institutions are driving the nation towards financial solvency. In a developing country such as Bangladesh, the role of financial institutions is imperative. Here the financial institutions mostly comprise commercial banks, that is, the major portion of financing for businesses and a majority of the core financial banks provide services. By the nature of their business, banks are very good at mobilizing savings and providing payment services and liquidity. As such they facilitate economic growth for the country. A major source of the revenues is the varieties of loan products that they offer. Loan products are one if the key components of eth banks assets. Most of the revenues generated by banks are generated through the loan products. One of the market leaders of the banking sector of Bangladesh, Rupali Bank Ltd. is no exception in this regard. Through their strong brand image and affiliation with a large parent company, they are able to provide innovative services to the consumers of a developing country such as ours.



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chapter I
RUPALI BANK LIMITED



Chapter 1

1.1 Introduction

In our country service sector is now one of the most promising sector. This sector is now contributing more than 49 percent to the Gross Domestic Product (GDP). In this service sector financial organizations and institutions like insurance, finance company, banks play a vital role in our economy. In our country different types of banks are seen like Central bank, State- owned Commercial bank, Private Commercial bank or Merchant bank, Foreign Commercial bank, Specialized Development bank etc. But when we use the term bank it generally means commercial bank that collects the deposit from surplus unit of the society and then lends the deposits to the deficit units of the society. But the new thing is that how it operates and presenting its activities for the purpose of serving customer requirements to increase their well-being in the sense of wealth.

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

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

1.2 Origin Of the Study

After completing my graduation as a student of Faculty of Business Studies, Jagannath University Bangladesh, I like to do Internship in a reputed Bank, which would be helpful for my future professional career. I got the opportunity to perform my internship in the Rupali Bank Limited. It was a Three months long practical orientation program. This report is originated as the requirement of Rupali Bank Limited and as well as my degree.

1.3 Objective Of the Report

The primary objective of this report is to provide overviews on the function of Rupali Bank Limited. Objectives of the study are summarized in the following manner:

- Give an overview of Rupali Bank Limited.
- To explore General Banking activities of Rupali Bank Limited.
- To explore Foreign Exchange activities of Rupali Bank Limited.
- To gain comprehensive knowledge about the present General banking scenario of Rupali Bank Limited.
- To identify the existing problems of the stated department.
- Giving suggestion for betterment

1.4 Methodology

Both primary and secondary source of data were used to prepare this report. This report has been prepared on the basis of experience gathered during the period of internship from 17 January, 2016 to 25 March, 2016. For preparing this report, I have undergone group discussion, collected data and sent some questionnaires to the selected Officers and interviewed with some of them. I also studied different circulars and files of the Rupali Bank Limited.

1.5 Scope Of the Report

As I was sent to Rupali Bank Limited, Railway Crossing Branch, Rangpur, Bangladesh, the scope of the study is only limited to this branch. The report covers its overall department wise function, structure and performance. The report also covers details about Rupali Bank Limited.

1.6 Limitations

The present study was not out of limitations. But as an intern it was a great opportunity for me to know the banking activities of Bangladesh specially Rupali Bank Limited. Some constraints are appended bellow:



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- As some of the fields of banking are still not covered by our courses, there was difficulty in understanding some activities.
- Every organization has their own secrecy that is not revealed to others. While collecting data i.e. interviewing the employees, they did not disclose much information for the sake of the confidentiality of the organization.
- Since the bank personals were very busy, they could provide me very little time.
- Another problem is that creates a lot of confusions regarding verification of data. In some cases more than one person were interviewed to clarify each concept as many of the bankers failed to provide clear-cut idea about the job they perform.
- The clients were too busy to provide me much time for interview.

1.7 History

Rupali Bank Ltd. was constituted with the merger of 3 (three) erstwhile commercial banks i.e. Muslim Commercial Bank Ltd., Australasia Bank Ltd. and Standard Bank Ltd. operated in the then Pakistan on March 26, 1972 under the Bangladesh Banks (Nationalization) Order 1972 (P.O. No. 26 of 1972), with all their assets, benefits, rights, powers, authorities, privileges, liabilities, borrowings and obligations. Rupali Bank worked as a nationalized commercial bank till December 13, 1986. Rupali Bank Ltd. emerged as the largest Public Limited Banking Company of the country on December 14, 1986.

Present Capital Structure

Authorized Capital: Tk. 7000 million (US\$ 88.66 million)

Paid up Capital: Tk. 1650 million (US\$ 20.9 million)

Number of Branches

Rupali Bank operates through 554 branches. It is linked to its foreign correspondents all over the world.

Number of Employees

The total number of employees is 4293.

Chief Executive

The Bank is headed by the Managing Director (Chief executive) who is a reputed professional Banker.



chapter II
**GENERAL BANKING
ACTIVITIES OF RUPALI
BANK LIMITED**



Chapter 2

General Banking Activities

2.1 General Banking

General banking department is the heart of all banking activities. This is the busiest and important department of a branch, because funds are mobilized, cash transactions are made; clearing, remittance and accounting activities are done here. Since bank is confined to provide the services everyday, general banking is also known as retail banking. In Rupali Bank Limited Principal Branch, the following departments are under general banking section:

1. Account Opening Section
2. Deposit Section
3. Cash Section
4. Clearing Section
5. Accounts Section

2.2 Our Services

2.2.1 Deposit Services

1. Savings Bank Account
2. Fixed Deposit Account
3. Short Term Deposit Account
4. Current Account
5. Pension Account
6. Foreign Currency Account

2.2.2 Loans & Lease Services

1. Micro Credit
2. Small and Medium Enterprise Financing
3. Industrial Loans
4. Working Capital Financing
5. Export Credit

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6. Import Credit
7. Bills Purchase
8. Letter of Credit
9. Letter of Guarantee
10. Lease Financing
11. Transport Financing
12. Consumers Loan Scheme
13. House Building Loans

2.2.3 Miscellaneous Services

1. Electric Bill
2. Gas Bill
3. Phone Bill
4. Cheque Clearing
5. Instrument Collection
6. Locker Services

2.2.4 Remittance Services

1. Remittance of Fund from abroad by Bangladeshi Nationals
2. Foreign Remittance
3. Internal Remittance

2.3 Accounts Opening Section

Account opening is the gateway for clients to enter into business with bank. It is the foundation of banker customer relationship. This is one of the most important sections of a branch, because by opening accounts bank mobilizes funds for investment. Various rules and regulations are maintained and various documents are taken while opening an account. A customer can open different types of accounts through this department. Such as:

1. Current Account
2. Savings account
3. Fixed Deposit
4. Short Term Deposit (STD)
5. Cash credit (CC)

2.4 Types Of Accounts With Terms And Conditions

Current Account

Current account is purely a demand deposit account. There is no restriction on withdrawing money from the account. It is basically justified when funds are to be collected and money is to be paid at frequent interval. Some Important Points are as follows-

1. Minimum opening deposit of TK.5000/- is required, but under special circumstances it may be opened with TK.1000.
2. There is no withdrawal limit.
3. No Interest more or less is given upon the deposited money;



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4. Profit rate is 0.00%.

Savings Account

This deposit is primarily for small-scale savers. Hence, there is a restriction on withdrawals in a month. Heavy withdrawals are permitted only against prior notice. Some Important Points are as follows-

1. Minimum opening deposit of Tk.1000/= is required;
2. Withdrawal amount should not be more than 1/4th of the total balance at a time and limit twice in a month.
3. If withdrawal amount exceed 1/4th of the total balance at a time no Profit more or less is given upon the deposited money for that month.

Fixed Deposit

The Local Remittance section of Rupali Bank Ltd also issues FDR.They are also known as time deposit or time liabilities. These are deposits, which are made with the bank for a fixed period, specified in advance. The bank need not maintain cash reserves against these deposits and therefore, the bank offers higher of Profit more or less on such deposits.

Opening of Fixed Deposit Account

The depositor has to fill an account form where in the mentions the amount of deposit, the period for which deposit is to be made and name/names is which the fixed deposit receipt is to be issued. In case of a Joint name Rupali Bank Limited also takes the instructions regarding payment of money on maturity of the deposit. The banker also takes specimen signatures of the depositors. A fixed deposit account is then issued to the depositor acknowledging receipt of the sum of money mentioned there. It also contains the rate of Profit more or less and the date on which the deposit will fall due for payment.

Term Deposits

These rates are not negotiable. In this table we can find out the percentage that is given by the bank for specific period of time to the customer.

STD (Short Term Deposit) Account

Normally various big companies, organizations, Government Departments keep money in STD account. Frequent withdrawal is discouraged and requires prior notice. The deposit should be kept for at least seven days or thirty days to get Profit more or less. The Profit more or less offered for STD is less than that of savings deposit.

2.5 Dishonor of Cheque

If the Cheque is dishonored, RBL sends a memorandum (Cheque Returns Memo) to the customer stating the reason in the following way:

1. Refer to drawer
2. Refer to drawer
3. Effects not cleared. May be presented again
4. Exceed arrangements
5. Full cover not received
6. Payment stopped by drawer
7. Payees endorsement irregular/ required
8. Payees endorsement irregular, require banks confirmation
9. Drawers signature differs/ required
10. Alterations in date/figures/words require drawers full signature
11. Cheque is post dated/ differs



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12. Crossed Cheque must be presented through a bank
13. Clearing stamp required/ requires cancellation
14. Addition to bank discharge should be authenticated
15. Cheque crossed account payee only
16. Collecting bank discharge out of date/ mutilated
17. Amount in words and figures irregular/required

2.6 Account Opening Procedure

Step 1

The account should be properly introduced by Any one of the following:

1. An existing Current Account holder of the Bank.
2. Officials of the Bank not below the rank of an Assistant officer.
3. A respectable person of the locality well known to the Manager/Sub-Manager of the Branch concerned.

Step 2

Receiving filled up application in banks prescribed form mentioning what type of account is desired to be opened.

Step 3

1. The form is filled up by the applicant himself / herself
2. Two copies of passport size photographs from individual are taken, in case of firms photographs of all partners are taken
3. Applicants must submit required documents
4. Application must sign specimen signature sheet and give mandate
5. Introducers signature and accounts number verified by legal officer

Step 4

Authorized Officer accepts the application.

Step 5

Minimum balance is deposited only cash is accepted.

Step 6

Account is opened and a Cheque book and pay-in-slip book is given.

2.7 Documents Required for Opening Account

Individual / Joint Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Photo Identity
4. Joint Declaration Form (For joint A/C only)
5. Employees Certificate (in case of service holder)

Partnership Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Partnership letter duly signed by all partners (Sign should be similar as stated in Partnership Deed)
4. Partnership Deed duly certified by Notary Public
5. Registration (If any)
6. Resolution of meeting for opening an account



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7. Updated Trade license

Proprietorship Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Valid copy of Trade License
4. Rubber stamp
5. TIN Number Certificate
6. Photo Identity

Limited Company

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

Club / Societies Account

1. Introduction of the account
2. Two photographs of the Signatories duly attested by the introducer
3. Board Resolution for Opening A/C duly certified by President/ Secretary
4. List of Existing Managing Committee
5. Resolution of meeting for opening an account
6. Registration (if any)
7. Rubber Stamp
8. Permission letter from Bureau of N.G.O. (In case of N.G.O. A/C)

2.8 Closing of an Account

The closing of an account may happen:

1. If the customer is desirous to close the account
2. If the Rupali Bank Ltd finds that the account is inoperative for a long duration
3. If the Rupali Bank Ltd get garnishee order from court

A customer may close his/her account any time by submitting an application to the branch. The customer should be asked to draw the final check for the amount standing to the credit of his/her account less the amount of closing an other incidental charge and surrender the unused check leaves. The account should be debited for the account closing charge etc. and the authorized officer of the bank should destroy unused check. In case of joint account the application for closing the account should be signed by the joint account holder. The fee for closing of an account is Tk.100).



2.9 Special Savings Scheme

Savings helps to build up capital and capital is the prime source of business investment in a country. Investment takes the country towards industrialization, which eventually creates wealth. That is why savings is treated as the very foundation of development. To create more awareness and motivate people to save, Rupali Bank Limited offers Special Savings Scheme.

The schemes are:

1. Youth and Farmer Loan
2. SME Loan
3. Student Loan
4. Rupali Monthly Earning Scheme

2.10 Loan & Advance

After two years of savings in this scheme the depositor (if an adult) is eligible for a loan up to 80% of his deposited amount. In that case, Profit more or less rates on the loan will be applicable as per prevailing rate at that time. Only Tk/-200 will be collect for service charge.

Reason for disqualification from this scheme

1. If the depositor fails to pay 3 installments in a row, then he will be disqualified from this scheme and Profit more or less will be applicable as mentioned in withdrawal clause.
2. In case of death of the depositor the scheme will mark deceased to function. The amount will be handed over to the nominee of the deceased depositor. In case of absence of the nominee the bank will handover the accumulated amount to the successor of the deceased.

Objectives

1. An account is to be opened by filling up a form.
2. The Bank will provide to the customer a deposit receipt after opening the account. This receipt is non-transferable.
3. If the deposit is withdrawn before maturity term, then saving rate of profit will be applicable and paid to the depositor. However, no profit will be paid if the deposit is withdrawn within six months of opening the account and monthly income paid to the customer will be adjusted from the principal amount.
4. A depositor can avail loan/quard up to 80% of the deposit amount under this scheme. In this case, profit will be charged against the loan, the monthly income will be credited to the loan account until liquidation of the loan amount inclusive of profit.

2.11 Deposit Section

Deposit is the lifeblood of a bank. From the history and origin of the banking system We know that deposit collection is the main function of a bank.

Accepting Deposits

The deposits that are accepted by Ruplai Bank ltd like other banks may be classified into:

1. Demand Deposits



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2. Time Deposits

Demand Deposits

These deposits are withdrawn able without notice, e.g. current deposits. Rupali Bank Limited accepts demand deposits through the opening of:

- a) Current account
- b) Savings account
- c) Call deposits from the fellow bankers

Time Deposits

A deposit which is payable at a fixed date or after a period of notice is a time deposit. Rupali Bank Limited accepts time deposits through Fixed Deposit Receipt (FDR), Short Term Deposit (STD).

While accepting these deposits, a contract is done between the bank and the customer. When the banker opens an account in the name of a customer, there arises a contract between the two. This contract will be valid one only when both the parties are competent to enter into contracts. As account opening initiates the fundamental relationship & since the banker has to deal with different kinds of persons with different legal status, Rupali Bank Ltd officials remain very much careful about the competency of the customers.

2.12 Cash Section

Banks, as a financial institution, accept surplus money from the people as deposit and give them opportunity to withdraw the same by cheque, etc. But among the banking activities, cash department play an important role. It does the main function of a commercial bank i.e. receiving the deposit and paying the cash on demand. As this department deals directly with the customers, the reputation of the bank depends much on it. The functions of a cash department are described bellow:

Cash Payment

1. Cash payment is made only against cheque
2. This is the unique function of the banking system which is known as payment on demand
3. It makes payment only against its printed valid Cheque

Cash Receipt

1. It receives deposits from the depositors in form of cash
2. So it is the mobilization unit of the banking system
3. It collects money only its receipts forms

Cash Packing

After the banking hour cash is packed according to the denomination. Notes are counted and packed in bundles and stamped with initial.

Allocation of Currency

Before starting the banking hour all tellers give requisition of money through Teller Cash Proof Sheet. The head teller writes the number of the packet denomination wise in Reserve sheet at the end of the day, all the notes remained are recorded in the sheet.



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2.14 Local Remittance

Carrying cash money is troublesome and risky. Thats why money can be transferred from one place to another through banking channel. This is called remittance. Remittances of funds are one of the most important aspects of the Commercial Banks in rendering services to its customers.

Types of Remittance

1. Between banks and non banks customer
2. Between banks in the same country
3. Between banks in the different centers.
4. Between banks and central bank in the same country
5. Between central bank of different customers.

The main instruments used by the Rupali Bank ltd of remittance of funds are:

1. Payment order (PO)
2. Demand Draft (DD)
3. Telegraphic Transfer (TT)

Test Key Arrangement

Test key arrangement is a secret code maintained by the banks for the authentication for their telex messages. It is a systematic procedure by which a test number is and the person to whom this number is given can easily authenticate the same test number by maintaining that same procedure. Rupali Bank ltd has test key arrangement with so many banks for the authentication of LC message and for making payment.

Commission for PO

Rupali Bank ltd charges different amount of commission on the basis of Payment order at. The bank charges for pay order are given in the following chart:

Total Amount of PO	Commission	VAT
Up to TK. 10,000.00	TK. 15.00	TK.3.00
TK. 10,001.00 - TK.1,00,000.00	TK. 25.00	TK. 4.00
TK. 1,00,001.00 - TK. 5,00,000.00	TK. 50.00	TK. 8.00

2.15 Bill and Clearing Section

Cheque, Pay Order (P.O), Demand Draft (D.D.) Collection of amount of other banks on behalf of its customer is a basic function of a Clearing Department.



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Clearing

Clearing is a system by which a bank can collect customers fund from one bank to another through clearing house.

Clearing House

Clearing House is a place where the representatives of different banks get together to receive and deliver cheque with another banks.

Member of Clearing House

Rupali Bank Limited is a scheduled Bank. According to the Article of Bangladesh Bank Order, 1972, the banks, which are the member of the clearinghouse, are called as Scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearinghouse.

Types of Clearing

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

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

Types of clearing house

There are three types of clearing house:

- 1) Normal clearing house
- 2) Same day clearing house
- 3) Special Clearing House

Responsibility of the concerned officer for the Clearing Cheque

- 1) Crossing of the Cheque.
- 2) (Computer) posting of the Cheque.
- 3) Clearing seal & proper endorsement of the Cheque.
- 4) Separation of Cheque from deposit slip.
- 5) Sorting of Cheque 1st bank wise and then on branch wise.
- 6) Computer print 1st branch wise & then bank wise.
- 7) Preparation of 1st Clearing House computer validation sheet.
- 8) Examine computer validation sheet with the deposit slip to justify the computer posting
- 9) Copy of computer posting in the floppy disk.

2.16 Bills Collection

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

Types of Bills for Collection

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



chapter III
CUSTOMER
SATISFACTION OF
RUPALI BANK LIMITED



Chapter 3

Service Level & Customer Satisfaction

3.1 Customer Satisfaction of Banking Sector

In banking sector customer satisfaction is considered as a big challenge to maintain the customer loyalty through satisfied services. Banking sector is expanding its hand by different activities every day. At the same time the banking process is becoming faster, easier and the banking arena becoming wider. As the demand for the better service increase day by day, they are coming with different innovative ideas and products. In order to survive in the competitive field of the banking sector, all banking organizations are looking for better service opportunities to provide their fellow clients.

As a prominent bank in Bangladesh, Rupali Bank Limited always ready to maintain the highest quality services by upgrading Banking technology prudence and applying high standard of business ethics through its established commitment and heritage. Today in the era of extreme competition Rupali Bank Limited is considered customer satisfaction as the fundamental unit of success in the banking sector. They always try to be in the shape of long-run customers attachment by showing their inner experiences about the values attainment from the services offered as like others renowned banks do.

3.2 Customer Satisfaction Dimensions

Customer Service is the set of behavior that a business undertakes during its interaction with its customers. It can also refer to a specific person or desk which is set up to provide general assistance to customers. In competitive environment, there is a need for banks to plan their strategies that will match with another. This can be achieved through the delivery of high service quality which will significantly lead to customer satisfaction and customer loyalty.

Internship Report: General Banking and Customer Satisfaction

Based on the five dimensions for measuring customer service quality has been developed. Five dimensions are-

Tangibles

Tangible property in law is, literally anything which can be touched and includes both real property and personal property (or moveable property) such as interior decoration, currencies, buildings, real estates, vehicles, inventories, equipment and precious metals.

Reliability

It means ability to perform the promised service accurately. If the client assumes that the company is not able to continue its service proper in the future they will not interested to banking with them. Time consciousness of employees, accurate services providing; less queue are the examples of reliability.

Responsiveness

Responsiveness as a concept of computer science refers to the specific ability of a system or functional unit to complete assigned tasks within a given time. Service times, sound computing facilities, availability of office assistance are the examples of responsiveness.

Assurance

It means the knowledge and ability of the employees to develop trust in the mind of the clients about the completion of the task properly and on time. Secured and quality banking services are the application of assurance.

Empathy

Empathy is the capacity to recognize and, to some extent, share feelings (such as sadness or happiness) that are being experienced by another sentient or semi-sentient being. To ensure better service it is very important for the employees to have empathy. Empathy means giving individual attention and taking extra care of the customer for example welcoming staff.

3.3 Service Level & Customer Satisfaction

The satisfaction is an abstract task. The state of satisfaction of the Customers has been measured under some criteria. The criteria are given below:

1. The Bankers can understand and realize the Customers Problem properly and accurately.
2. The Bankers can solve the Customers Problem quickly and properly.
3. The Bankers are very friendly and helpful to the Customers
4. The Bank has wide spread Service Facility and Link
5. The Customers can receive the Services from very close to their House and Business Outlet.
6. The Phone Link has increased the Service Level of this Bank to great extent
7. How much the Customers are satisfied with the overall Service of the Bank
8. The Bankers provide Sufficient Information about their Product and Information necessary to the Customers



Internship Report: General Banking and Customer Satisfaction

The respondents expressed their answer in a 5 point grading scale. Any point close to 5(five) indicates the higher satisfaction of the Customer about the criteria and any point close to 1(one) indicates the dissatisfaction of the Customer regarding the criteria.

1. Very Good

The Service Level is very high quality. The Bank enjoyed a huge advantage in this regard. This will help the Bank to get more Customers and maintain a warm relation with them. The Bank is really getting benefit from this type of Service while maintaining the highly satisfaction from the Customers point of view. So it can be ranked as High-quality Service.

2. Good

The Service is competitive in the Banking Business Market and is one of the strong points for the Bank. The Customers are satisfied in an acceptable way for the Service provided by the Bank. The Bank enjoys some advantage in this regard of the Service, which helps the Bank to create new Customers and maintain well relation with the existing ones.

3. Satisfactory

The Bank is doing well in the regard of this Service. But it is not a strong point for the Bank. The Bank does not enjoy any advantage over other Banks in this regard. The Customers are satisfied but do not have much positive impression for this Service of the Bank. The Bank needs to improve the Level of this Service in order to gain comparative advantage to other Bank.

4. Moderate/Average

The Service Level is very ordinary. It is considered as one of the vulnerable point of the Bank. The other Banks can easily enjoy superiority over this Bank in regard of this Service attract the attention of the Customers to their respective Banks. The Bank really needs to improve this regard as the Customers are not satisfied with the Service.

5. Poor

The Service is really worst and the Customers are quite dissatisfied in this regard. It is a real disadvantage and weak point for the Bank. In order to maintain the Customers loyalty to the Bank, the Bank needs to improve this Service with no delay. If the Bank fails to improve this sector, there is a great possibility that the Bank will loose a huge cluster of its present Customers and lag behind in the competitive market.

3.4 General Opinion of the Customers

Of the Banking Service provided by various Private Commercial Banks and Public Commercial Banks the Customers can distinguish some Unique Quality and Advantages for making and managing their Banking Relation with Bank.

The Advantages that they feel while maintaining the Banking Relation with this Bank are as follows:

1. The Bank is more secured in terms of Banking Transaction and keeping Money here
2. The Bank has wide access and huge range of Service offerings
3. The Atmosphere of the Bank is more attractive than other Banks
4. The Bank can provide them prompt Service
5. The Bankers are very friendly to the Customers



Internship Report: General Banking and Customer Satisfaction

6. Even the Banking Transaction through this Bank is reliable, trustworthy and smooth to various Organizations within the country or abroad.

According to the Customers there are also some short comings. They are:

1. The Bank takes high Charges for their Service in some areas of Banking Operations than that of the Nationalized Commercial Banks.

2. Even sometimes they are not aware of various Charges for the Products and Services provided by the Bank.

3.5 General Credit Line and Programme

Rupali Bank Limited extends credit facility to almost every sector of the country's economic activities. Main focus of Rupali Bank Credit programme is on financing trade and commerce, business and industry having productive purpose. Credit facilities are also offered to international trade and business, export and import. Credit Programme of the Bank also covers development of rural economic activities like agriculture and livestock, dairy and poultry, fishing and hatchery etc. Loan is provided to thrust sectors declared by the government at a concessional terms. Lending programmes are operated as per guideline of Bangladesh Bank (the central bank of the country) through an effective lending policy and procedure of the Bank. Lending policy of the Bank ensures quick processing, sanctioning and disbursement of loan in all viable sectors.

3.6 Utility Services of the Customers

Rupali Bank Limited offers some special services to customers in addition to its normal banking operation. Collection of various utility bills is one of them. Under this service, the Bank benefited Customer by collecting their various utility bills like Telephone bill, Water & Sewerage bill, Electricity bill etc free of charges.

Collection of Bills:

1. Telephone bill of Bangladesh Telephone & Telegraph Board (BTTB).
2. Water & Sewerage bill of Water and Sewerage Authority (WASA).
3. Electricity bill of Power Development Board (PDB), Rural Electrification Board (REB) etc.

3.7 Discussions and Implications

Data analysis reveals that both service quality and customer satisfaction impact the level of customer satisfaction in Rupali Bank Limited. The Rupali Bank Management must give due importance on improving service quality and customer involvement as both influence satisfaction of bank customers. Moreover, the proven mediating role of customer involvement in service quality-satisfaction relationship means that customer satisfaction and their perceptions of service quality can be manipulated by the degree of involvement that they have with the bank employees. Therefore, offering the same level of service quality by the bank can produce different levels of customer satisfaction, as customers have varying degrees of involvement with the banks employees. Perhaps bank management nurturing good relationship with customers through the implementation of good relationship marketing would be a strategic imperative.



3.8 Comparison on Customer Satisfaction of EXIM Bank Limited

Through the analysis of questionnaire I have got that 80 per cent customers of EXIM Bank are very much satisfied with the service provided by EXIM Bank. 15 per cent customers are satisfied but they told us that EXIM Bank should improve their services to compete with other private banks of our country. 5 per cent customers are dissatisfied of the performance of EXIM Bank. It means after making questionnaires of 40 customers of EXIM Bank, 32 customers are fully satisfied, 06 customers are partially satisfied and 02 customers are totally dissatisfied. Customers told us that they don't like the service of EXIM Bank. So employees of EXIM Bank observe them through phone and email. When EXIM Bank gives new offer to customers then they try to contact to those dissatisfied customers through phone or email.

3.8.1 Reasons of Satisfaction

1. Well-furnish and air condition room.
2. Officers are cordial and well mannered.
3. Reasonably quick service.
4. Various types of saving deposit schemes and interest rate on these schemes is competitively high.
5. Various types of Loans & Advance opportunities and Bank take very little time to sanction Loan.
6. Transactions continue at launch period in the Bank.
7. Customer friendly terms & conditions.
8. Competitive interest rate.

Total 80% of fully satisfied customers 40% customers are satisfied because EXIM Bank gives them good environment, officers are friendly with them and gives them quick services. 20% customers are fully satisfied because customers are getting high interest rate on various kinds of saving deposits, they are getting various types loans and advance opportunities. They are also satisfied because they can do transaction at the lunch period. Actually they are brand loyal customers that's why officers have to maintain good relationship with the customers. 20% customers are very much very much satisfied because EXIM Bank gives them competitive interest rate than other banks and officers are so much friendly with customers.

3.8.2 Reasons of Dissatisfaction

20% customers (15% partially satisfied customers and 5% dissatisfied customers) complained that:

1. 5% customers complained that junior officers & assistant officers are not well qualified. That's why they are dissatisfied.
2. 3% customers hopes more entertainment from the Bank.
3. 4% customers think long-term credit facility is not available. That's why they are dissatisfied.
4. 5% customers they are young generation. They want more facilities from EXIM Bank. They are using new technology. So they want to use on-line banking facilities at home. They told that there are some absence of on-line banking facilities.
5. 3% customers mainly some businessmen told that this bank is so much profit oriented.



chapter IV
**FINDINGS OF THE
STUDY**



Chapter 4

4.1 FINDINGS

General Banking and Customer Satisfaction of Rupali Bank Limited are to actively participate in the growth and expansion of our national economy by providing general banking and customer satisfaction facility to viable borrowers, efficiently delivered and competitively priced. Rupali Bank Limited has a well-established HR department, consisting lots of talented personnel.

4.2 FINDINGS OF THE STUDY

1. General Banking Department of Rupali Bank Limited Provides a better planning and compensation package to their employees which well enough compare to its peer group.
2. Personnel Research and Information system is created and updated based on branch information.
3. This Bank helps that customer who is engage in export & import business.
4. General banking side provides different types of deposit & credit department extended loan facilities to the general customer.
5. From the trend analysis RBLs operating profit margin was increasing year by year. It is a good sign for the bank.
6. Bank requires that borrowers have a source of repayment established at the inception of the credit, and that any exception must be specifically addressed in the approval of credit.
7. In 2010 the investment to deposit of the RBL decreased from previous three years. This is not a good sign for the bank.
8. Customer is the hearts of the organization. They should provide more space in the office and if possible, they should have some entertainment facility. For example: a television with some dynamic channels like discovery, animal planet, national geography etc. as a result they will be more patient while the services has been processed.
9. Personal relationship should be build with the big customer/depositors. They can be sent different gift items like calendar, diary etc. on different occasions like Eid, new year etc.
10. Customer satisfied with the price charge by RBL, but they have not too much awareness about the price charged. Customers awareness should be build over pricing strategy.

chapter V
RECOMMENDATIONS



Chapter 5

Recommendations

Banking is a service-oriented marketing. Its business profit depends on its service quality. That's why the authority always should be aware about their service quality.

In general banking department it is necessary to implement modern banking process instead of traditional system. It should be more computerized. Account opening form could be more elaborated easily understandable.

Evening Banking should be introduced to extend service hour for customers Flexibility. One of the business strategies is promotion. Successful business depends how they can promote their products or services to the customer. In this connection to improve the business status bank should introduce more promotional programs.

RBL is offering very medium interest rate of FDR, whereas others banks are giving high interest rate than RBL. For this RBL is losing their customers. So RBL should increase their rate of interest for FDR.

Now a days world is going very fast. Now, most of the banks open online customer service system. Though, Already has introduced on line banking system, but it has problem every day i.e. Jam, slow, Hanging etc. It may be developed on line banking for quick service and customers satisfaction.

The recruitment process of the bank is very lengthy and expensive. The bank should the cost and select the employee by restructuring the lengthy process.

As the clients are not in favor of introducing system, if possible the rule of introducing to open an account should be changed. Because many people are facing problem to arrange an introducer in the time of opening accounts.

In addition with the present services they should include more services. It is badly needed to provide more services to the customer in order to compete in the market.

chapter VI CONCLUSION



Chapter 6

Conclusion

From the practical implementation of customer dealing procedure during the whole period of practical orientation in Rupali Bank Limited, I have reached a firm and concrete conclusion in a very confident way. Performance of Rupali Bank Limited during the Last five years has proved that with strong desire and will power one achieve whatever target he may have. Banking sector is no more depends on traditional banking. In this world banking sector is wide enough to cover any kind of financial service not only local banks, but also from the foreign banks as well The major task of bank is to survive the service in this competitive environment by effectively managing it. This report focused and analyzed on General Banking and Customer Satisfaction of Rupali Bank Limited but its contribution in socioeconomic prospect of Bangladesh has the greater significance. Rupali Bank Limited is attaining offer of special deposit scheme with higher benefits, which is a crying need for long-term position in financial market. Because of the entrance of more banks in the financial market, deposits will splits over. Therefore, it is high time to hold some permanent customers by offering special deposit scheme otherwise in future amount of deposit may come down. To strengthen the future prospect of branch, it is an emergency to collect more deposits.

chapter VII

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Chapter 7

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chapter VIII
APPENDIX



Chapter 8

Appendix A

The internship report was thorough, all statements and facts were properly supported by footnotes, referencing to an attached appendix for supplemental information.

Internship Report: General Banking and Customer Satisfaction

Rupali Bank Limited
Consolidated Balance Sheet
as at 31 December 2014

Particulars	Notes	Amount in Taka	
		2014	2013
Cash	3(a)		
Cash in hand (including foreign currencies)		1,920,451,477	2,691,858,851
Balance with Bangladesh Bank & Sonali Bank (including foreign currencies)		14,265,694,872	9,362,469,754
		16,186,146,349	12,054,328,605
Balance with other banks and financial institutions	4(a)		
In Bangladesh		21,901,628,266	21,422,033,435
Outside Bangladesh		484,897,237	501,606,577
		22,386,525,503	21,923,640,012
Money at call and short notice	5(a)	5,030,000,000	8,650,000,000
Investments	6(a)		
Government		56,741,965,545	29,090,820,395
Others		12,077,721,477	10,461,777,471
		68,819,687,022	39,552,597,866
Loans and advances	7(a)		
Loans, cash credit, overdrafts etc.		122,894,580,653	104,742,869,652
Bills purchased and discounted		2,359,887,950	2,790,385,038
		125,254,468,603	107,533,254,690
Fixed assets including land, building, furniture and fixtures	8(a)	13,976,332,957	9,567,767,915
Other assets	9(a)	16,727,326,135	17,184,720,579
Non-banking assets	10(a)	-	-
Total assets		268,380,486,570	216,466,309,667
Liabilities and capital			
Liabilities			
Borrowing from other banks, financial institutions and agents	11(a)	1,305,241,895	746,413,887
Deposits and other accounts	12(a)		
Current and other accounts, etc.		14,791,022,346	14,829,889,904
Bills payable		1,474,851,288	1,742,516,496
Savings deposits		41,060,394,652	37,031,032,603
Fixed deposits		164,330,550,226	124,352,384,839
Other deposits		-	-
		221,656,818,512	177,955,823,842
Other liabilities	13(a)	30,516,096,917	25,887,033,452
Total liabilities		253,478,157,323	204,589,271,181
Capital and shareholders' equity			
Paid up capital	14	2,087,250,000	1,815,000,000
Share money deposit	15	2,799,953,800	2,799,953,800
Statutory reserve	16	2,659,842,336	2,502,033,346
General reserve	17	1,513,298,170	1,513,298,170
Assets revaluation reserve	18	3,252,796,931	1,400,864,153
Revaluation reserve for securities	19	782,962,827	111,108,269
Retained earnings	20(a)	1,806,225,183	1,734,780,748
Total shareholders' equity		14,902,329,246	11,877,038,486
Total liabilities and shareholders' equity		268,380,486,570	216,466,309,667



Internship Report: General Banking and Customer Satisfaction

Rupali Bank Limited Consolidated Profit and Loss account for the year ended 31 December 2014

Particulars	Notes	Amount in Taka	
		2014	2013
Interest income	23(a)	14,541,287,187	12,869,952,206
Less: Interest paid on deposits and borrowings etc.	24(a)	15,711,388,219	11,908,177,466
Net interest income		(1,170,101,032)	961,774,740
Investment income	25(a)	5,527,961,478	2,688,822,969
Commission, exchange, brokerage etc.	26(a)	1,433,180,429	1,386,751,110
Other operating income	27(a)	680,838,499	509,016,444
Total operating income		6,471,879,374	5,546,365,263
Salary and allowances	28(a)	1,991,801,249	1,710,410,983
Rent, taxes, insurance, electricity etc.	29(a)	347,956,906	285,055,230
Legal and professional expenses		10,223,833	5,433,280
Postage, stamp, telecommunication etc.	30(a)	23,793,184	19,588,239
Stationery, printing, advertisement etc.	31(a)	107,687,541	100,460,826
Managing Director's salary and fees	28.01(a)	825,960	693,360
Directors' fees and expenses	28.02(a)	2,065,750	1,185,750
Auditors' fees	32(a)	1,553,250	1,746,500
Charges on loan losses		-	-
Depreciation and repairs of bank's assets	33(a)	411,405,063	384,548,668
Other expenses	34(a)	914,284,357	903,703,422
Total operating expenses		3,811,597,093	3,412,826,258
Profit/(loss) before provision		2,660,282,281	2,133,539,005
Provision for loans and advances	35(a)	1,401,989,731	531,730,547
Provision for off-balance sheet exposures	36(a)	-	81,770,821
Provision for diminution in value of investments	37(a)	31,345,912	17,518,313
Other provisions	38(a)	340,937,640	378,361,848
Total provisions		1,774,273,283	1,009,381,529
Total profit / (loss) before tax		886,008,998	1,124,157,476
Provision for taxation	39(a)	395,101,531	672,184,205
Current tax		432,168,293	938,933,344
Deferred tax		(37,066,762)	(266,749,139)
Net profit after tax for the year		490,907,467	451,973,271
Other comprehensive income		-	-
Total comprehensive income		490,907,467	451,973,271
Retained earnings brought forward from previous year (restated)	20(a)	1,473,126,705	1,494,952,125
		1,964,034,172	1,946,925,396
Appropriations			
Statutory reserve		157,808,989	212,144,648
General reserve		-	-
Other reserve		-	-
		157,808,989	212,144,648
Retained earnings surplus		1,806,225,183	1,734,780,748
Basic earning per share (EPS) restated	40(a)	2.35	2.17

The annexed accounting policies and other notes form an integral part of these financial statements.

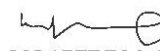

Managing Director


Director


Director


Chairman

As per our separate report of even date annexed.


M.J. ABEDIN & CO.
Chartered Accountants
Dated, Dhaka
05 May 2015


HUSSAIN FARHAD & CO.
Chartered Accountants



Internship Report: General Banking and Customer Satisfaction

Rupali Bank Limited **Consolidated statement of cash flows** **for the year ended 31 December 2014**

Particulars	Notes	Amount in Taka	
		2014	2013
Cash flows from operating activities			
Interest receipts in cash		17,589,288,601	15,223,823,764
Interest payments		(13,600,572,936)	(10,850,608,357)
Dividend receipts		237,314,737	523,029,036
Fees, commissions, brokerage etc.		1,433,180,429	1,386,751,110
Recoveries of loans previously written off		257,200,000	152,702,000
Cash payments to employees		(2,002,550,286)	(1,716,499,413)
Cash payments to suppliers		(594,532,706)	(426,433,394)
Income taxes paid		(7,137,622)	(185,183,986)
Receipts from other operating activities		690,848,021	513,439,900
Payments for other operating activities		(1,087,435,292)	(1,036,410,433)
Cash generated from operating activities before changes in operating assets and liabilities		2,915,602,946	3,584,610,227
Increase / (decrease) in operating assets and liabilities			
Statutory deposit		-	-
Purchase/ sales trading securities		-	-
Loans and advances to other banks		-	-
Loans and advances to customers		(17,585,684,953)	(16,784,741,591)
Other assets		(3,110,153,750)	(1,901,180,991)
Deposits from others banks		-	-
Deposits from customers		43,700,994,670	41,357,672,384
Other liabilities accounts of customers		-	-
Trading liabilities		-	-
Other liabilities		4,376,396,132	2,525,833,457
		27,381,552,098	25,197,583,259
Net Cash flows from operating activities		30,297,155,044	28,782,193,486
Cash flows from investing activities			
Proceeds from sale of securities		2,700,232,388	-
Payments for purchases of securities		(32,219,977,352)	(12,999,641,884)
Purchase of property, plant and equipments		(394,653,509)	(162,228,360)
Payments against lease obligation /FDR		68,095,444	(71,389,587)
Proceeds from sale of property, plant and equipments		22,530,292	33,116,164
Investment in subsidiary		(204,214,623)	(500,085,315)
Net cash used in investing activities		(30,027,987,360)	(13,700,228,982)



Rupali Bank Limited
Consolidated Statement of changes in equity
for the year ended 31 December 2014

Particulars	Paid Up capital	Share Money Deposit	Statutory Reserve	General Reserve	Revaluation Reserve/gain/loss		Retained Earnings	Total
					Properties	Investment		
Balance as at 01 January 2014	1,815,000,000	2,799,953,800	2,502,033,346	1,513,298,170	1,400,864,153	111,108,269	1,734,780,748	11,877,038,486
Change in accounting policy / rules / last year's profit	-	-	-	-	-	-	-	-
Dividends (Bonus share)	272,250,000	-	-	-	-	-	(272,250,000)	-
Restated Balance as at 01 January 2014	2,087,250,000	2,799,953,800	2,502,033,346	1,513,298,170	1,400,864,153	111,108,269	1,462,530,748	11,877,038,486
Revaluation reserve	-	-	-	-	4,269,279,624	-	-	4,269,279,624
Surplus / (deficit) on revaluation of investments (HTM& HFT)	-	-	-	-	-	671,854,559	-	671,854,559
Difference due to changes in Currency revaluation	-	-	-	-	-	-	-	-
Net profit during the year	-	-	-	-	-	-	490,907,467	490,907,467
Wrongly credited to income initiated of pay order	-	-	-	-	-	-	10,595,957	10,595,957
Transferred to statutory reserve	-	-	157,808,989	-	-	-	(157,808,989)	-
Transferred to general reserve	-	-	-	-	-	-	-	-
Adjustment with goodwill	-	-	-	-	(2,417,346,846)	-	-	(2,417,346,846)
Share money deposits	-	-	-	-	-	-	-	-
Issue of share capital	-	-	-	-	-	-	-	-
Balance as at 31 December 2014	2,087,250,000	2,799,953,800	2,659,842,336	1,513,298,170	3,252,796,931	782,962,827	1,806,225,183	14,902,329,246
Balance as at 31 December 2013	1,815,000,000	2,799,953,800	2,502,033,346	1,513,298,170	1,400,864,153	111,108,269	1,734,780,748	11,877,038,486

The annexed accounting policies and other notes form an integral part of these financial statements.



Managing Director


Director


Director


Chairman

As per our separate report of even date annexed.


M.J. ABEDIN & CO.
Chartered Accountants
Dated, Dhaka
05 May 2015


HUSSAIN FARHAD & CO.
Chartered Accountants

