Internship Report
on
An Analysis of Loans & Advances of Rupali BankLimited (Dhanmondi Branch)

Submitted by:

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Submitted for the partial fulfillment of the degree of MBA

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Letter of Transmittal

05th September, 2022

Professor Abul Kalam
Dean
Faculty of Business
Sonargaon University (SU)
Subject: Submission of Internship report
Dear Sir,
With humble honor and respect, I am submitting my internship report on "An Analysis of Loans & Advances of Rupali Bank Limited (Dhanmondi Branch)". As per partial accomplishment of the requirements for the MBA degree, this internship has been carried out under the supervision of you.

This report is an integral part of our academic courses in completion of the MBA program which has given me the opportunity to have an insight into the core system of Loan and Advance management and operational system of a national and well reputed bank that I can develop myself and make my career better and serve the nation as well. I hope this report reflects on the contemporary issues on the finance area that are being practiced by organizations in our country.

In completing the report, I tried my best to blend all my knowledge and imparted every available detail and also attempted to avoid unnecessary amplification of the report.

I humbly request you to accept this report for your kind evaluation.

Yours Sincerely,

Suvra Dev Biswas

Suvra Dev Biswas
ID: MBA2103024009
Department of Business Administration
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Student's Declaration

I, the undersigned, a student of Business Administration, Department of MBA program, Major in Finance of Sonargaon University do hereby declare that the internship report on ***"An Analysis of Loans & Advances of Rupali Bank Limited (Dhanmondi Branch)"***is the original one and has been prepared by myself and has not been submitted anywhere for any degree, diploma, title or recognition.

The report was prepared under the supervision of Professor Abul Kalam, Dean Faculty of Business of Sonargaon University (SU).

Yours Sincerely

Suvra Dev Biswas

Suvra Dev Biswas
ID: MBA 2103024009
Department of Business Administration
Sonargaon University (SU)

Letter of Authorization

Certified that this project report titled **"An Analysis of Loans & Advances of Rupali Bank Limited (Dhanmondi Branch)"** is the bona fide work of **Suvra Dev Biswas**, who carried out the study under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

……

Professor Abul Kalam
Dean
Faculty of Business
Sonargaon University (SU)

Acknowledgement

At first I want to express my deep gratitude to the Almighty, the most merciful for his kindness to give me the ability to complete this report successfully. I extend my deep gratitude to my supervisor Professor Abul Kalam, Dean Faculty of Business Sonargaon University for his guidance, suggestions, and encouragement for the preparation of this report. Without her guidance I could not have finished this work on time. She provided me full support and ideas necessary in analyzing the industry and thus to accomplish my goal. To conclude, I am also grateful to all of the respected teachers of the Bachelor of Business Administration for their continuous inspiration, assistance throughout these years.

Executive Summary

This report is prepared as requirement of MBA program. This report focuses three months working experiences in, Rupali Bank Limited, (Dhanmondi Branch), Dhaka. This report will give a clear idea about Loans & Advances of Rupali Bank Limited.

The main object of the report is to know about the loan & advances and the procedure followed by the bank for sanctioning loan. This Bank tries to provide higher quality services in case of sanctioning the loans and advances. The information of the report has collected from secondary sources like books, published reports and website of the Rupali Bank Limited. It includes source of existing/published data, such as Operational manual, official website, Banking journals, Research papers and financial statement.

After analyzing data, it was found that customers have chosen Rupali Bank Limited for its goodwill as state owned bank. But the loan sanctioning procedure is time consuming. That's why bank is losing its valuable customers in loan and advance department. Therefore, Rupali Bank Limited should give more effort to make well establish market in the context of Bangladesh and be more flexible to disburse loan & advance.

LIST OF ACRONYMS

BB	Bangladesh Bank
RBL	Rupali Bank Limited
SEC	Securities and Exchange Commission
CRA	Credit Rating Agencies
CRISL	Credit Rating Information and Services Limited
WCRCL	WASO Credit Rating Company (BD) Limited
CRAB	Credit Rating Agency of Bangladesh
ECRL	Emerging Credit Rating Limited
NCRL	National Credit Rating Limited
ARCRSL	Argus Credit Rating Services Limited
ECAI	External Credit Assessment Institutions
IRC	Internal Review Committee
ACRAA	Association of Credit Rating Agencies in Asia

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CHAPTER: 1

Introduction

1.1 Introduction

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 December13, 1986. Rupali Bank Ltd. emerged as the largest Public Limited Banking Company of the country on December 14,1986.

Rupali Bank Ltd. emerged as the largest Public Limited Banking Company of the country on December 14, 1986. The bank was denationalized in 1986, and reorganized as a limited company, with the Government of Bangladesh holding 51% shares. However, after the year 2000, the Government divested of its shares, and the privatization of the bank was complete.

Rupali Bank Limited is governed by a Board of Directors consisting of 10(Ten) members headed by a Chairman. The Bank is headed by the Chief Executive Officer & Managing Director, who is a well-known Banker and a reputed professional. The head office of the bank along with its corporate structure is located at 34, Dilkusha Commercial Area, Dhaka-1000, Bangladesh, the main commercial center of the capital. Rupali Bank Limited extends all the major personal banking facilities and services to its customers with its skilled manpower and largest network of around 517 branches covering all the urban and remote rural areas of Bangladesh. It is linked to its foreign correspondents all over the world.

1.2 Background of the Study

The internship program is mandatory requirement for the students who are graduating from the Faculty of Business & Economics under the program Bachelor of Business Administration of Sonargaon University. Internship program has three months' program for working in an organization for which there was an opportunity to engage in Rupali Bank Limited where learned a lot regarding loans and Advances provided by the Bank.Consequently, it will help to relate the theoretical knowledge of bank to practical exposure. Thus the knowledge and continued working experience gathered from the bank helped me to work selected topic "Loans & Advances of Rupali Bank Limited: Head Office."

1.3 Scope of the Study

After completing 36 credits in Sonargaon University there were an opportunity to get appointment in one of the largest and renowned Rupali Bank limited which explored a vast scope for the study. Scopes for the study depicted asfollows:

a) Loan and advance procedure followed by the Rupali BankLtd.
b) Background and prospective of Rupali BankLtd.

1.4 Objectives of the Study

General Objective:

- The main objective of the study is to analyze the Loans and Advances of Rupali Bank Limited, Head Office**.**

Secondary/Specific Objectives:

- To discuss credit services offered by Rupali Bank Limited.
- To describe loan sanctioning process of Rupali Bank Limited.
- To analyze loan operations system of the Rupali Bank Limited.
- To identify the problems related to loans and advances operations of Rupali Bank Limited.
- To make some recommendations to solve the problems.

1.5 Methodology of the Study

Methodology is the way to systematically solve the research problem. This job had been completed by following systematic and sequential steps. Firstly, the research problem was formulated. Secondly, an extensive survey had been taken place to gather relevant and required literature. Thirdly, a research design had been determined. In the fourth stage as sampling technique had been chosen which is called non probability judgment sampling. Sixthly, both the primary and secondary data were collected. At the final stage, collected data were analyzed and arranged as per the study demands.The study has been initiated to explore the insight of the critical issues of Loans & Advances. So the study is an exploratory research. To complete the study both primary and secondary data has been used.

Primary data

The primary data has been collected from original sources by an investigation. The primary data are those which are collected a fresh and for the first time and are original in character. The data was collected following an interview schedule for the employees of the bank.

Primary Data Sources

i) Data collection through working with employees of the bank at the time of field operations.

ii) Work experience gathered through working during internship period.

iii) Discussion with employees, managers

iv) Observation during others works.

To collect primary data most popular and convenient questionnaire method was used. Two set of questionnaire has been designed on the

basis of multiple choice questions and a few question got the dichotomous format.

Target Population

The target population of this report is the managers and loan department staffs of the bank.

Sampling Technique

To gather primary information from a sample size has been determined fro population by selecting a sampling technique named judgment sampling technique which is non probability sampling.

Sample Size: The sample size of the study as follows

- ✓ 1Manager.
- ✓ 2 loan Department staffs.
- ✓ 20customers

Secondary Data

On the other hand, the secondary data are those which have already been collected by someone else which have been collected through the statistical process. Secondary sources of data consist of all published and reported materials including books, journals, articles etc.

Secondary Data sources are

i) Collection of secondary from Annual report

ii) Secondary data also have been collected from the different publications of the Bank.

iii) Other information was obtained from various corresponding files of the Bank.

iv) Internet was one of the important sources for secondary data collection.

1.6 Limitations of the Study

The study is conducted with an objective to make a thorough study of loans & advances procedures that have been availed many facilities and faced some obstacles during my study. These obstacles may be termed as limitation of the study. These limitations are as follows:

- Limitation of time during internship period.
- The information acquired for the study was not adequate.
- The sample size was too short considering the size of the population.
- The survey made for the study couldn't reflect the fact because the state of mind of the respondents' and the question-answer may not be equitable.
- Confidential documents or objects to the firm were not available to access.
- As the internship is the first practical experience, it is not possible to know everything about the bank.

CHAPTER: 2

Profile of Rupali Bank Ltd.

2.1 Background of Rupali Bank Ltd

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 December13, 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)**

- **Break up of paid up Capital**

Government shareholding	:	90.19%
Private shareholding	:	09.81 %

- **Present Share Structure**

Total Number of share (Each lot	:	16,50,00,00010)
Share Demoted by shareholders	:	124358890 (as on24.02.2013)

- **Number of Branches**

Rupali Bank operates through 517 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.

2.2 Corporate Profile

Name of the company	: Rupali Bank Limited
Chairman	: Ahmed Al-Kabir, PhD.
Managing Director	: M. Farid Uddin
Company Secretary	: Md. Shahjahan Khandaker
Legal Status	: Public Limited Company
Genesis	: Rupali Bank Limited has been incorporated on 14 December 1986 under the Companies Act 1913 after taking over and acquiring as a going concern the undertaking and businesses of Rupali Bank with all of its assets, liabilities, benefits, rights, powers, authorities, privileges, borrowings and obligations. Rupali Bank, which initially emerged as a Nationalized Commercial Bank (NCB) under the Bangladesh Banks (Nationalization) Order, 1972 (President's Order No. 26 of 1972), has now become a state- owned commercialbank (SCB) through a vendor's agreement dated 15 November2007.
Date of Incorporation	: 14 December 1986
Registered Office	: 34, Dilkusha Commercial Area, Dhaka-1000, Bangladesh
Authorized Capital	: Tk. 700 Crore
Paid-up Capital	: Tk. 165
Crore Reserves &Retained Earnings Crore	: Tk. 1374
Credit Rating by CRAB(2009)	: Long-term-A3,Short-term ST3, National
Support- AAA Listing with DSE	: 19-08-1987
Listing with CSE	: 10-10-
1995 Commencement of Trading with DSE	: 23-12-1986 & CSE
VAT Registration	: 9011039307
TIN Certificate	: 177-200-0021/LTU/Dhaka
Auditors	: AHMAD & AKHTAR,CharteredAccountants, BCIC Bhaban(3rdFloor), 30- 31,DilkushaC/A, Dhaka-1000,Bangladesh.
Legal Advisor	: S.MAtikurRahman,Barister-at-Law, Suite-D(1stFloor),105/A,KakrailRoad,Dhaka, Bangladesh.
Tax Consultant	: K.M. HASAN& CO, Chartered & Accountants,Hometown Apartment (8th &9t Floor),87, New Eskarton Road, Dhaka-1000, Bangladesh.

Number of Employees	: 4503
Number of Branches	: 511
Number of SubsidiaryCompanies	: 01 (Rupali Investment Limited)
Phone-PABX	: +88-02-9551624-25,
Fax	: +88-02-9564148, +88-02-9552671
SWIFT BIC	: RUPBBDDH
Website	: www.rupalibank.org
E-mail	: info@rupalibank.org

Vision &Mission

Vision

- Our Vision is to expand our loyal customer base by being known as the financial partner of choice constantly exceeds customer expectations.

Our Mission

- Develop long-term relationships that help our customers achieve financia lsuccess.
- Offer rewarding opportunities and cultivate staff commitments.
- Uphold ethical values and meet its customer's financial need in the fastest and most appropriate way and continue innovate works in order to achieve

  human resource with superior qualities, technological

  infrastructure and service packages.

Core Values

- Social responsibility-we care for and contribute to our communities.
- Performance-we measure and results reward achievements.
- Integrity-we uphold trustworthiness and business ethics.
- Respect-we cherish every individual.
- Innovation-we encourage creativity.
- Teamwork-we work together tosucceed.

The first letters of the initial words form "SPIRIT" and carry equal importance.

2.3 Strategic Objectives

- Develop a customer oriented service culture with special emphasis on customer care and convenience.
- Increase market share by following a disciplined growth strategy.
- Achieve a significant share of deposit and credits from the existing and niche markets.
- Leverage its technology platform and pen scalable systems to achieve.
- Cost-effective operations, efficient MIS, improved delivery capability and high service standards.
- Develop innovative products and services that attract targeted customers and market segments.
- Maintain a high quality assets portfolio to achieve strong and sustainable returns and to continuously build shareholder's value.
- Explore new avenues for growth and profitability, particularly by diversifying loan portfolio through structured finance and expansion of retail and SME financing.
- Strengthen the bank's brand recognition.

2.4 Ethical Principles

Customer Focus and Fairness: At RBL, Their prime focus is to achieve perfection in their customer service. Customers are their first priority and driving force. They wish to gain customer confidence and be their trusted partner. They believe in fair treatment to all customers, depositors, borrowers, and clients without any discrimination.

Quality: Quality service experience is a paramount to their customers and they are strongly committed in fulfilling this ideal. They have a culture of timely compliance of regulatory requirements.

Honesty and Integrity: They ensure the highest level of integrity to their customers, creating an ongoing relationship of trust and confidence. They treat their customers with honesty, fairness and respect.

Belief in our people: They recognize that employees are their most valuable asset and their competitive strength. They respect the worth and dignity of individual employees who devote their careers for the progress of the bank. They trust in equal treatment to all shareholders irrespective of their individual size of shareholdings.

Teamwork: They are a firm believer in team work and feel that loyal and motivated team can produce extraordinary results. They are driven by a performance culture where recognition and rewards are based on individual merit and demonstrated track record.

Good Corporate Governance: Effective Corporate governance procedures are essential to achieve and maintain public trust and confidence in any company, more so in a banking company. At RBL, they are committed to following best practices resulting in good corporate governance.

Corporate Social Responsibility: As a responsible corporate citizen, they consider it important to act in a responsible manner towards the environment and society. Their commitment has always been to behave ethically and contribute towards the improvement of quality of life of our people, the community and greatly the society, of which they are an integral part.

2.5 Banking Facilities of Rupali Bank Limited

2.7.1 General Banking Services

Rupali Bank Limited extends all the Banking facilities and services to customers. The bank has a very wide network of activities and services both in urban and rural areas through its 492 branches all over the country.

- Deposit schemes
- Savings deposit
- Current deposit
- Short Notice deposit
- Time Deposit
- DPS
- Rupali Deposit Pension Scheme
- Festival Deposit
- Call deposit

Interest Rates

SL.	Types of Deposit	Interest Rate per annum
1.	Savings Deposit	4.50%
2.	Short Notice Deposit	3.50%
3.	Time Deposits	
	a) 3 months & above but less than 6months	7.50%
	b) 6 months & above but less than 1year	7.75%
	c) 1 year & above but less than 2years	8.00%
	d) 2 years & above but less than 3years	8.50%
4.	Deposit From foreign Remittance	6.00%
5.	Rupali Bank Deposit Pension-Scheme 2	6.50%

2.6Other Banking Services

Rupali Bank Ltd. provides prompt and excellent other Banking Services like issuing

- Demand Draft
- Pay Order
- Telegraphic Transfer
- Mail Transfer
- Call Deposit
- Transfer of Fund on standing instruction arrangement

Computerized Banking Service

To modernize banking operation and ensure prompt services, major branches of the bank have already been computerized. Other important branches are in the process of computerization.

One Stop Service

In order to provide speedy services to the customers, Rupali Bank Ltd. has already introduced One Stop Service in the following Branches:

1. Local Office, Dhaka.
2. Ibrahim mansion Corporate Branch, Dhaka.
3. Motijheel Corporate Branch, Dhaka.
4. T.C.B. Bhaban Branch, Dhaka.
5. Gulshan Branch,Dhaka.
6. Mohammadpur Ladies Branch,Dhaka
7. Rupali Sadan Branch,Dhaka.
8. Farmgate Branch, Dhaka.
9. New Market Branch,Dhaka.
10. Dhanmondi Branch,Dhaka.

2.7 Credit Facility

General Credit Line and Programme

- Rupali Bank Ltd. extends credit facility to almost every sector of the country's economic activities.
- Main focus of Rupali Bank Credit program me 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 Program me of the Bank also covers development of rural economic activities like agriculture and livestock, dairy and poultry, fishing and hatcheryetc.
- Loan is provided to thrust sectors declared by the government at 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

Rural Credit Program

Bangladesh is mainly a land of agriculture. A vast majority of our people lives in the rural areas and their main source of income are agriculture and agro-business. To produce agricultural output, promote agro-business, facilitate agro-based services, create and sustain employment opportunities, Rupali Bank Ltd. is disbursing agricultural loan/rural credit through its 401 branches all over the country.

Sectors of Financing: Rupali Bank Ltd. extends credit to the following rural sectors

1. Fishery
2. Livestock
3. Shrimp Culture
4. Poverty Alleviation Program
5. Micro-credit
6. Agricultural product processing and marketing.

Green Banking

The world is concerned and worried about climate change, Global warming, environment pollution and their bad impacts. The rapid change in climate have direct impacts on biodiversity, agriculture, forestry, land, water, air, human health and so on. Urgent steps are needed to save the planet against climate change. Bangladesh is the most climate change vulnerable country. Climate change has compelled us to think about protection of environment and conservation of energy. They also think about renewable energy for their existence. Banks hold a unique and vital position in the arena of economy. Bankers can contribute much to develop the country's economic system. When a bank does something good its reputation goes up and when it does something bad or accused to do so, its reputation goes down. Green banking is a tool to acquire reputation. Green banking is a simple word but its magnitude is significantly wide covering social environment and economical aspects. Green banking is a device that considers social and ecological factors to protect environment and conserve natural resources. They think protecting environment means protecting ourselves. Green bankers think to protect environment and conserve power and energy in order to ensure a safer world for the next generation. Green bankers are concerned about sustainable development. Green banking is our special agenda to take care of environment of the earth. Green banking is a proactive and effective step with a vision for future sustainability. As a human being, they are to maintain ethical standard. They don’t compromise with unethical tasks. Doing harm to environment means doing harm to us as well as our next generations. They should use their resources with responsibility avoiding harm to mankind.

Investment Portfolio

Rupali Bank Ltd. presently roaming in the following areas of investment:

- Bangladesh Government Securities/Bonds.
- Treasury Bills.
- Graeme Bank Bonds.
- Debentures of government and semi-government organizations & Public Limited Companies.
- Shares of listed companies.

Industrial Banking

In order to support the development of industrial sector of the country through active participation of private and direct foreign investment, Rupali bank Ltd. has taken appropriate programmes as per Industrial Policy of the Government. The loan portfolio of the Bank includes sizeable investment of fund towards development of thrust industrial sectors like Textile, Jute, Leather, Leather goods, Frozen and semi cooked Shrimps, Footwear, Knit Garments and other small and medium enterprises. Rupali Bank Ltd. is participating in joint venture finance and consortium finance for setting up large-scale projects. The Bank lays special emphasis on agro-based and IT related industries.

Utility Services

Rupali Bank Ltd. 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.

CHAPTER: 3

Loan and Advances Operation Department

3. Loans and Advances Department

The word credit comes from Latin word “credo” means “I Believe”. It is a lender’s trust in a people/ firm/company’s ability and intention to repay. In other words, credit is the ability to command goods and services of another in return for promise to pay such goods or services at some specified time in the future. For a bank, it is the main source of profit and on the other hand, the wrong use of credit would bring disaster not only for the bank but also for the economy as a whole. The objective of the credit management is to maximize the performing asset and the minimization of the non-performing asset as well as ensuring the optimal point of loan and advance and their efficient management. Credit management is a dynamic field where a certain standard of long range planning is needed to allocate the fund in the diverse field and to minimize the risk and to maximize the return on the invested fund. Continuous supervision, monitoring and follow-up are highly required for ensuring the timely repayment and minimizing the default. Actually the credit portfolio is not only constituted the bank assets structure but also a vital factor of the bank’s success. The overall success in credit management depends on the bank’s credit policy, portfolio of credit, monitoring and proper follow-up of the loans and advances.

Credit Principles

In the feature, credit principles include guidelines of providing credit by Branch manager (AGM) or credit officer (Loans in charge). In the Rupali bank local branch offices, the following procedures are followed while sanctioning loans and advances to the client.

- Credit advancement shall focus on the development and advancement of customer relationship.
- All credit extension must comply with the requirements of Banking Company's Act, Bangladesh Bank's instructions, other rules and regulation as amended from time to time.
- Loans and advance shall normally be financed from customer's deposit and not out of temporary funds or borrowing from other banks.
- The bank shall provide suitable credit services for the markets in which it operates.
- It should be to those customers who can make the best use of them.
- The conduct and administration of the loan portfolio should contribute within defined risk limitation for achievement of portfolio growth and superior return of bank capital.
- Interest rates of various lending categories will depend on the level of risk and types of security offered.

Types of Loan and Advances

General Products

- Industrial Project Loan
- Cash Credit(Hypothecation)
- Cash Credit(Pledge)
- Overdraft(OD)
- Bank Guarantee
- Student Loan
- Loan under Equity Entrepreneurship Fund(EEF)
- Green project Loan
- Renewable Energy Project loan

Small and Medium Enterprise Loan (SME)

- Shohoj
- Peshajibi
- Baboshayee
- Majhari
- Under the 4 SME products, loan to Solar Installation, Bio-gas and Agro- based project and Trained-Efficient professionals are provided as the specialized area.
- Woman Entrepreneur Financing Program
- Small Enterprise Financing Manufacturing
- Fixed Assets Financing
- Working Capital Financing

Trading and Services

- Fixed Assets Financing
- Working Capital Financing

Foreign Exchange Business

All sorts of Foreign Exchange Transactions are made in Rupali Bank Limited under "Guidelines for Foreign Exchange Transactions (GFET 2009)" by Bangladesh bank such as-

Foreign Currency Accounts

- Foreign Currency Account
- Resident Foreign Currency Deposit Account
- Non-Resident Foreign Currency Deposit Account
- Private Non-Resident Taka Account
- Non-Resident Blocked Taka Account
- Non-Resident Investor's Taka Account (NITA)
- Convertible and non- convertible Taka Account
- Exporter's Retention Quota (ERQ)Account

Import Finance

Rupali Bank Limited supports its customers by providing facilities throughout the import process to ensure smooth running of their business. The facilities are:

- Letters of Credit
- Loan against Imported Merchandise(LIM)
- Loan against Trust Receipt(LTR)

Export Finance

Rupali Bank Limited offers extra cover to its customers for whole export process to speed up receipt of proceeds. The facilities are :-

Pre-shipment Credit

- Cash Credit Against Hypothecation of Raw Materials/Exportable Goods
- Cash Credit Against Pledge of Raw Materials/Exportable Goods
- Packing Credit(PC)
- Back to Back/C
- Back to Back L/C under Export Development Fund(EDF)

Post-shipment Credit

- Negotiation of Export Documents
- Collection of Export Documents
- Foreign Bills Purchase (FBP)
- Inland Bills Purchase(IBP)

Modern Banking services

- Online transaction facility(ABB)
- SWIFT
- AT service
- Western Union

The bank's Loans & Advances is mainly two types of Loans

1. Funded (Demand or Consumer loan)
2. Non-Funded (L/C, Bank Guaranteed.)

Other types of loans are also available in this branch of Rupali Bank.

- Cash Credit
- Overdraft
- Term Loan

Demand Loan

- Loan againstDPS.
- Loan against other security

I. Bank Guarantee
II. Floor loan
III. PC (Packing Credit)
IV. Export development fund(EDF)
V. Letter of Credit
VI. LATR (loan against trust received)
VII. House Building

Loan Sanctioning process for the Client

- Application for by Client in rough format than built-informant.
- Received
- Verification (Normal than physical)
- For heavy Loan, Branch has to submit CIB and Proposal to Head Office and Bangladesh Bank for permission
- Approved loan application/ Reject the proposal
- Collect security
- Give new account and permission to withdraw the loan money.

Basis of Loans and advances

I. Lien
II. Mortgage

1. LIEN

Lien is permitted against the Following

- DPS= Deposit Pension Scheme
- FDR= Fixed Deposit Receipt
- PSE= Protirakha SanchoyPatra

Lien (VALUE) must be higher than the value of Loans. 80% of Lien documents (VALUE) is permitted for the Loans & Advances. The position of Lien Documents must be under the hand of Bank. Here, Interest Rate of Loans:14%

Deposits/ Call Deposits/ Special Deposits or Margin Deposits

- Letter of Continuity
- Memorandum of Deposit of Securities

2. Mortgage

- Land
- Building
- Shop

Mortgage value must be higher than the value of Loans. 50% of Mortgage Documents (value) is permitted for the Loans & Advances. The position of Mortgage Documents need not to be under the hand of Bank only legal papers are necessary to be under the hand of Bank. Here, Interest Rate of Loans: 13%.

To get Loans & Advance for the individual client against DPS (Deposit Pension Scheme), FDR (Fixed Deposit Receipt), MBDR (Monthly Benefit Deposit Receipt), DBDR (Double Benefit Deposit Receipt), PSP (Protirakha Sanchoy Patra) etc in favor 3rd party the papers followings are needed_

- Letter of Agreement
- Letter of Authority
- Demand Promissory Note
- Balance Confirmation Slip
- Letter of Lien and authority for advances of third parties against Fixed

Foreign Exchange

In any international trade the buyers and sellers are of different countries. None of them know each other nor about their business integrity and credit worthiness. Various regulations prevailing in their respective countries about foreign trade are also unknown to them. Thus, the buyer wants to be assured of goods and the seller to be assured of payment. In such a situation commercial Banks assure these things simultaneously by opening Letter of Credit guaranteeing payment to seller and goods to buyers. By opening Letter of Credit on behalf of a buyer and in favor of a seller, Commercial banks undertake to made payment to a seller subject to submission of documents drawn in strict compliance with the terms of the Letter of Credit giving title to goods to the buyer.

International trade constitutes the main stream of business activities of Rupali Bank Limited. We offer a full range of finance and services namely, issue, advice and conformation of documentary credit; offering and arranging forward exchange rate, pre shipment and post-shipment finance, negotiation and purchase of export bills, discounting bill of exchange, collection of bills, inward and outward remittance etc.

Main task of the department-

1. Import Business
2. Export Business
3. Foreign Correspondents

Functions of Foreign Exchange

- Letter of Credit (L/C) is opened here.
- Foreign Pay Order
- Prepare statement and report for Head Office and Bangladesh Bank.
- Exchange foreign currency
- Payment and collection of L/C money in favor of Client.

Letter of Credit

Documentary letter of credit is an arrangement whereby a bank acting at the request and in accordance with the instructions of a customer is to make payment to or to the order of a beneficiary or is to pay accept or negotiate bills exchange drawn by the beneficiary against stipulated documents and compliance with stipulated terms and conditions.

The form of the Letter of Credit varies from Bank to Bank. All the parties to a Letter of Credit must have the same understanding about the terms and conditions used in the credit. The international Chamber of Commerce has formulated the "Uniform Customs and Practice for Documentary Credits" to avoid the scope for ambiguities and differences in interpretation of terms of the credit.

Types of L/C: There are two type of L/C, which is-

1. Master L/C
2. Back to Back/C

Master L/C is two types-

1. Import L/C to import any goods, the client has to open a foreign or local import L/C. Bank charges some commission for opening L/C.
2. Export L/C- Bank receive some foreign L/C for exporting goods in favor of client. Bank collect money for the client.

Back to Back L/C- To cover a master L/C (Export), some time Back to Back L/C is needed. Two types-

1. Local- Collect goods from inland
2. Foreign- Collect goods from foreign country.

Documents required for opening L/C:

If any importer wants to import something which are legal, and he has all importer documents (IRN, TIN, VAT and CURREN A/C), then he goes to the bank to open L/C to import, if Bank want to open L/C, then the importer must follow the conditions:

- Request letter to openly/C
- Performa invoice or indent (accepted by the importer)
- LCAF (letter of credit authorization form)
- IMP (import)form
- Insurance cover note.

Request letter

Importer writes a request letter to the bank to open a L/C

Performa invoice

The beneficiary gave this document, and the importer accepted that, in this document have the rate of the goods, total amount, and quantity of the goods which quantity was import, the quantity was fixed in this invoice because before given this document to the importer they are negotiate between them.

LCAF

Means Letter of Credit authorization form, in this Form importer must signed and in this form importer IRC number must have.

IMP form

This form was use because every end of month bank submits some statement to the Bangladesh Bank, and the statement was given in this form. This form importer must sign.

Insurance cover note

Before opening L/C importer must submit the insurance cover note with cash money receipt to the bank, without insurance cover note, bank cannot open any L/C.

Remittance

Sending money from one place to other places for the customer's in another important service of banks and this service is an important part of countries payment

system. For this service, people specially businessmen transfer funds from one place to another very quickly. There are various types of remitting money, such as:

1. **Pay Order(PO)**

The pay order is used for making a remittance to the local creditor. Pay Order gives the payee the right to claim payment from the issuing bank. It can be en-cashed from issuing bank only. Unlike cherub, there is no possibility of dishonoring pay order because before issuing pay order bank takes out the money of the pay order in advance. Pay Order cannot be endorsed or crossed and so it is not negotiable instrument.

2. **Demand Draft(DD)**

Demand Draft is an order of issuing bank on another branch of the same bank to pay specified sum of money to the payee on demand that is the named person or order of the demand. It is generally issued when customer wants to remit money in any place, which is outside of the clearing-house area of issuing branch. Payee can be purchaser himself or another mentioned in the DD. It is a negotiable instrument and it can be crossed or not.

3. Telegraphic or Telephonic Transfer(TT)

This method transfers money to one place to another place by telegraphic message. The sender branch will request another branch to pay required money to the required payee on demand. Generally, for such kind of transfer payee should have account with the paying bank. Otherwise it is very difficult for the paying bank to recognize the exact payee.

When sending money is urgent then the bank uses telephone for remittance. This service is only provided for valued customers, who is very reliable and with which banks have long standing relationship.

4. Mail Transfer Advice(MTA)

Where the remitter desires the banker to remit the funds to the payee instead of purchasing a draft himself the banker does it through a mail transfer advice. The payee must have an account with the paying office as the amount remitted in such a manner is meant for credit to the payee's account and not for cash payment. It is the

least used technique for transferring fund. Where there is no telex machine or telephone line then this method issued.

Steps involved in Credit Processing

The credit process starts with building up relationship with customer through account opening. The preliminary screening of credit proposal and collection of information from different sources take places. Feasibility study and appraisal of loan proposal is the important part of the lending process. The stage of credit approval is done both at the branches and head office higher authority level. Sanction of credit is done by the sanctioning officer who has authority to sanction credit. After fulfilling the conditions, the credit is disbursed Credit supervision and follow-up start at the end of the credit disbursement. Necessary steps should be taken to minimize the risk and increase the return of the bank.

Step 1: Application of Loan Proposal

A loan procedure formally stars with a loan application from client who must have an account with the bank. At first, it starts from the branch. Once a customer decides to request a loan, an interview with a loan officer usually

Follows right away, giving the customer the opportunity to explain his or her credit needs. After getting an application for a loan, A Rupali Bank official studies the past record of the client. Generally, the study includes

1. Account balances and the past transactions.
2. Credit report from other banks
3. Information of the industry by studying market feasibility.
4. Financial statements (Balance sheet, Cash flow statement and Income statement)
5. Report from credit information bureau of Bangladesh bank if the credit is proposed.

Interviewing the clients

Interview is particularly important because it provides an opportunity for the bank's loan officer to assess the customer's character and sincerity of purpose. The officer tries to find out the following process_

1. Borrower's identity, family background, character and capacity.
2. Reputation of the borrower in business cycle.
3. Educational qualification and experience in business.

4. All sources of income, amount and length on time.
5. Current loan mortgage information.
6. Other stocks such as stocks, bondsetc.
7. Liabilities
8. Purpose of loan

Step 2: Preliminary screening of credit proposal

Borrower selection

Borrower selection is the most important part of lending process. Generally, anyone who is an employee of the Rupali Bank Ltd can bring credit customer for the bank or present customer can get credit from the bank. While selecting borrower the loan officers are interested to take utmost care so that adverse selection is not made.

Borrower Analysis

The question that must be raised that customer has the ability to repay or not. This usually involves detailed study of 6 aspects of the loan application- Character, capacity, capital, collateral, conditions and control. All must be satisfactory for a loan application from lender's point of view.

Screening of the credit proposal

Bank officials of credit department screening credit proposal at the initial stage. Applicants formally applies for credit facility to the bank, the following documents are collected to screening the credit proposal –

1. Profile of the business
2. Copy of trade license, TIN certificate, Memorandum of association, Articles of Association.
3. Certificate of incorporation, Resolution of Board of Directors.
4. Deed, Valuation certificate, financial documents,NECF.
5. Bank statements for the last 12 months from previous banks.

Step 3: Feasibility study & appraisal of loan proposal

Bank officials of the credit department will inspect the proposal for which the loan is applied. Any loan proposal needs to be evaluated on the basis of financial information provided by the loan applicant. If the credit is satisfied with his credit worthiness, then second issue must be faced.

An element of risk is always present in every advance. Security is taken against loan and advance to reduce the risk of recovery of loan. Importance of charging security is

1. Protection of interest
2. Ensuring the recovery of credit.
3. Provision against unexpected change
4. Commitment of the borrower.

Credit Analysis

To minimize the risk financial information of the borrower is calculated with the scientific method name spread analysis. Financial spread sheet analysis consists of balance sheet, cash flow statement, income statement proved very effective in judging the financial health of the borrower. Sometimes credit analysis fails to prove between the selection of the borrower and the final approval of the loan due to lack of valid information provided by the borrower. In such case financial spread sheet analysis generates faulty results. Therefore, it is suggested that the quantitative credit analysis should supplemented with subjective judgment.

Collection of Borrower's Information

CIB (Credit Information Bureau of Bangladesh) report

Rupali Bank credit administration department collects information on the borrower's liabilities to different banks from the CIB of Bangladesh bank. The information is sought by filling up the specific CIB inquiry form. The importance of CIB report to the loan provider into ensures whether the borrowers have a sound economic situation.

1. To ensure that borrower is not a loan defaulter.
2. To ensure the repayment condition of the borrower's.

Search and Inspection report

Sources of other information are

1. Physical information
2. Customer financial statements
3. Experience of other lenders with this customer
4. Customer Annual report
5. Local Newspapers
6. Local Chamber of commerce

Financial Strength Analysis

Analyzing the financial position is one of the main factors to be identified before financing any business. In the application form, the client has to mention the total investment amount for the business. The net worth of the client must be found by the credit officer.

1. Paid up capital
2. Investment in business
3. Cash flow
4. Total assets and total debts

Liability position analysis

While applying for the loan client must provide information about the credit facility provided by the Rupali Bank and other banks. The credit officer collects information about

1. Existing facility taken by the Rupali Bank and other banks.
2. Existing facilities for the sister concern if applicable.
3. Debt to asset ratio

Risk Analysis

The risk involved with the project or business will determine the return from the business. For assessing the risk bank follows some factors such as Industry risk, Market risk, and Security risk.

Types of security

Types of securities offered by bank vary from place to place and business to business. In metropolitan cities, it may be govt. bonds, shares or bills receivable etc. Whereas in industrial areas, Raw materials and finished goods are offered as securities. Agricultural production is the principal securities in the agricultural centers. Rupali Bank mainly receives 3 types' securities.



Collateral securities

The tangible securities pledged by the borrower to the bank and additionally held by the bank to secure a loan are called collateral securities. In case of advance against pledge, bank may insist on immovable properties as collateral. Good collateral securities have some characteristics.

4. Tangible
5. Transferable
6. Easily marketable
7. Price Stability
8. Durability (Not perishable)

Guarantee

At times, when the personal security of the borrower is not considered sufficient or

when the risk involved is a border line case and the borrower is not in a position to offer sufficient collateral against loan, the bank may ask guarantee from the third party whose financial ability and credit standing is acceptable to the bank. A guarantee is an undertaking given to the bank by a third party called the guarantor who is ready to give guarantee on behalf of the borrower to the bank

Mortgage

According to section (58) of the Transfer Property Act, 1882,

"Mortgage is the transfer of an interest in specific immovable property for the purpose of securing the

payment of money advance or to be advanced by the way of loan, Existing or future debt, or the performance of an engagement which may give rise to a pecuniary liability" In this case the mortgagor does not transfer the ownership of the specific immovable property to the mortgages, only transfer some of his rights as an owner. The banker exercises the equitable mortgages.

Step 4: Feasibility study & appraisal of loan proposal

If the credit committee is satisfied with the loan application, and its financial information then bank will approval the credit for the customer. A document is a written statement of facts of proof or evidence arising out of particular transaction. The exaction of documents in proper form is the requirements of the law known as documentation. Documents are necessary for the acknowledgement of the debt by the borrower and charging of securities to the bank by him. Proper and correct documentation is essential not only for the safety of advances but also necessary foe taking legal action against the debtors is case of non-repayment of dues. Depending on the types of loans and advances different documents are required.

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Margin

The difference between the market value and asset value of the goods, merchandise, and production pledged/ hypothecation to secure a loan/ advances and the amount of the loan/ is known as margin. The margin to be retained for each type of loan/ advances will be in accordance with instructions issued from time to time by Bangladesh Bank/ Head office of the Rupali Bank. In case where minimum margin is specified, the percentage may be increased according to market conditions/ durability/inspection facility and store capacity of the goods.

Modes of charging securities

Pledge is a bailment of the goods as security for payment of a debt or performance of a promise. A pledge may be in respect of goods including stocks and share as well as documents of title to goods such as railway receipts, bill of lading, dock warrants etc. duly endorsed in favor of the bank.

Hypothecation

In case of hypothecation, the possession and the ownership of the goods both rest the borrower. The borrower to the banker creates an equitable change to the security. The borrower does this by executing a document known as Agreement of Hypothecation in favor of the lending bank.

Lien

Lies are the right of the banker to retain goods of the borrower until the loan is repaid. The bank's lien is general lien. A banker can retain all securities in his possession till all claims against the concern person are satisfied

Documentation of Loan

1. Demand of Promissory (D.P)Note
2. Letter of partnership (in case of partnership concern) or resolution of the board of Directors (in case of limited concern).
3. Letter of agreement
4. Letter of Disbursement
5. Letter of pledge (incase if pledge of goods)
6. Letter of Hypothecation (in case of Hypothecation of goods)
7. Trust receipt (in case of LTRfacility)
8. Letter of lien and Ownership (in case of advance against share)
9. Letter of Lien for racking credits
10. Legal documents for mortgage of the property

Step 5: Disbursement of Loan and Advance

After completely preparing the loan documents, the loan officer is ready to distribute the loan to the borrower's loan account. After disbursement, the loan needs to be organizing and maintaining to ensure whether the terms and conditions of the loan fulfilled by the bank or client or not.

Step 6: Supervision and Follow-up

Credit supervision and follow-up implies that the checking of the pattern of the use of the disbursed fund to ensure whether it is used for the right purpose or not. It includes a reporting system and communication arrangement between the borrower and the lending institution and within department, appraisal, recoveries, follow-up etc. Rupali bank officer checks on the following points.

- The borrower's behavior of the turnover.
- The information regarding the profitability, liquidity, cash follow situation and trend in sales in maintaining various ratios.
- The review and classification of credit facilities starts at credit department of the branch with the branch manager and finally the head office of credit division.

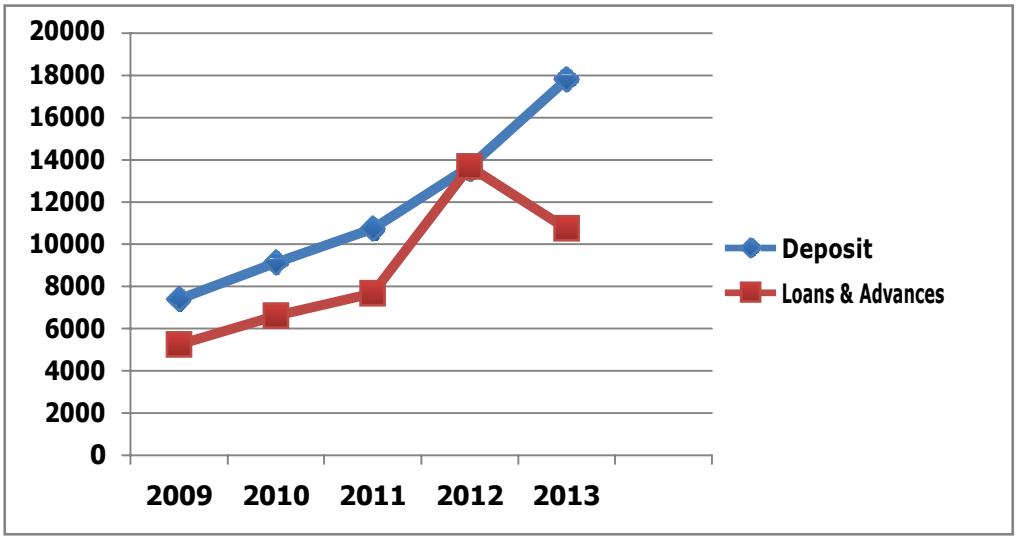
CHAPTER: 4

Analysis

4. Analysis

Business Progress

Despite the incessant world economic recession and the country's large scale instability in the previous especially in the second half, the Rupali Bank Ltd. Has achieved expected business success in 2013.



Loans & Advances

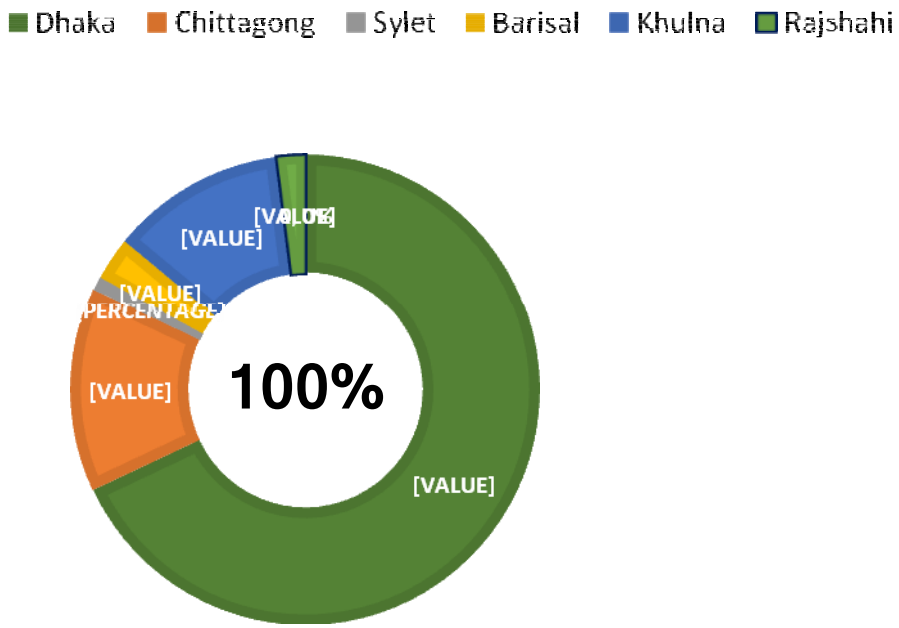
The bank's loans and advances in the years 2005, 2016, 2017, 2018, 2019 are Tk 5234.42 crore, Tk 6604.90 crore, Tk 7652.49 crore, Tk 9064,16 crore, Tk 10742.63 crore respectively. The growth rate is 26.18% in 2016, 15.86% in 2017, 18.45% in 2018 and 18.53% in 2019.

Deposit

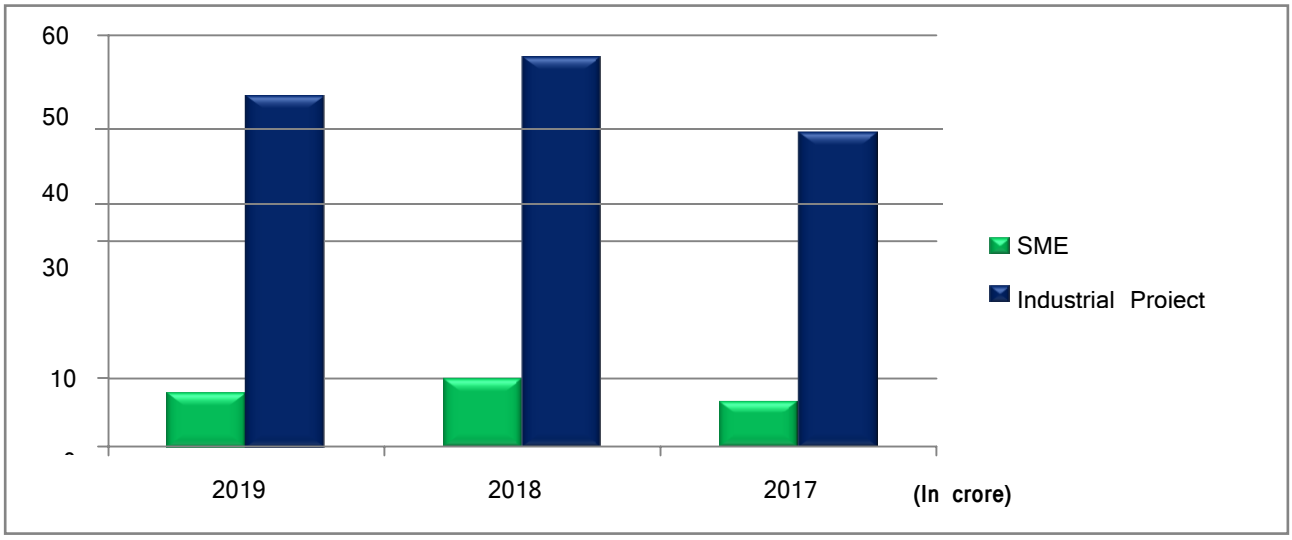
In the last five years, it was possible to achieve a stable deposit base in the bank. Its deposit in the years 2005, 2016, 2017, 2018, 2019 are Tk 7380.34crore, Tk 9112.38 crore, Tk 10723.40 crore, 13659.88 crore and Tk 17795.64 crore respectively. The growth rate is 23.47%, in 2016, 17.68% in 2017, 27.38% in 2018, and 30.28% in2019.

Therefore, the growth rate of loans & advances was lower than deposits in the year 2019 comparative to previous years. But started its journey in 2015 with only Tk 5234 crore loan and advance, the bank's loan & advance became double (Tk 10743 crore) in 2019 which is 5 times bigger at present. (2020)

Division wise Loans & Advance

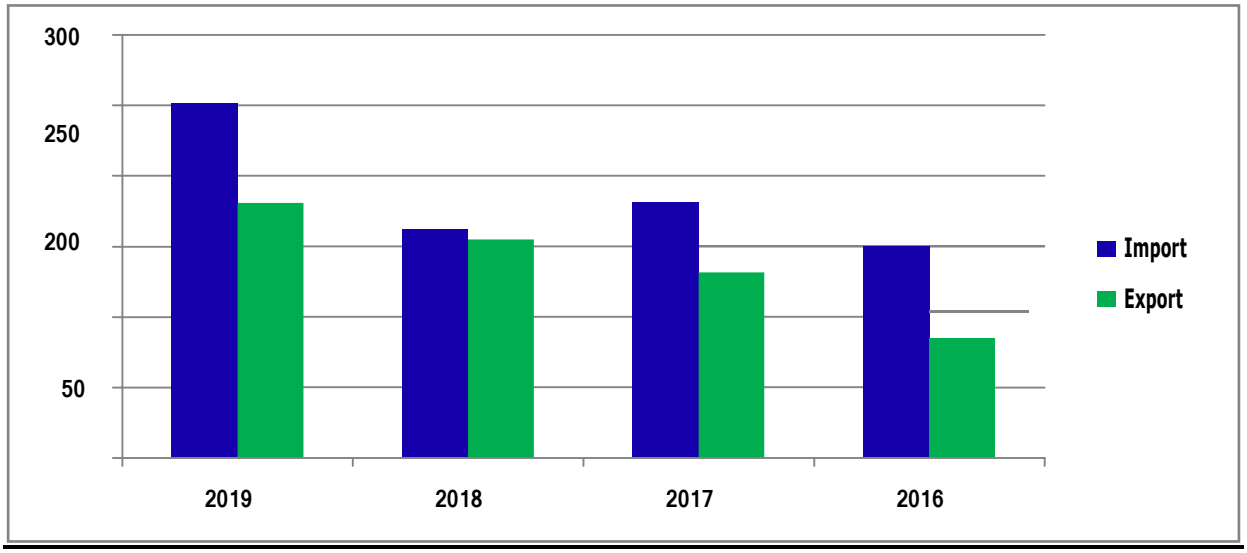


Industrial Loan &SME Loan



Types of Loan	2019	2018	2017
SME Loan (in crore)	Tk 8.15	Tk 10.05	Tk 6.76
Industrial Project Loan (in crore)	Tk 51.26	Tk 56.97	Tk 45.97

Classified Loan



Types of Loan	2019	2018	2017	2016
Import (in crore)	Tk 251.51	Tk 161.82	Tk 181.09	Tk 150.40
Export (in crore)	Tk 181.08	Tk 155.10	Tk 131.80	Tk 84.16

Import

In the years, 2016, 2017, 2018and 2019, the amount of the bank's import business was Tk 150.40 crore, Tk 181.09crore, Tk 161.82crore and Tk 251.51crore. Despite the exemption in 2015, bank's import trade has been increasing notably since 2010.

Export

The bank's export trade in 2016, 2017, 2018 and 2019 was worth Tk 84.16crore, Tk 131.80 crore, Tk 155 crore, Tk 181.08 crore respectively.

CHAPTER: 5

FINDINGS, RECOMMENDATIONS & CONCLUSION

5.1. FINDINGS

From the aforesaid study a number of findings can be disclosed. In this chapter major findings are being stated and in the immediate next chapter all the possible solutions of negative findings will be recommended.

- Loan disbursement procedure takes longer time than other banks that may cause losing clients.
- Limited authority of branch manager in case of sanctioning loans.
- Loans and advances are not widely disbursed.
- Due to third party intervention, loans are rarely recovered.
- Paper-based works are still existed in branch that takes longer times in case of processing loan application.
- Decrease in loan disbursement may lower the income of the bank.

5.2. RECOMMENDATIONS

In order to get competitive advantage and to deliver quality service, top management should try to modify the services.

- The credit proposal evaluation process and time should be shortened.
- Rupali Bank Ltd. should increase its loan products to compete in the market.
- Rupali Bank should always monitor the performance of its competitors in the field of loan and advance.
- For customer's convenience in Rupali Bank Ltd. should provide more credit officer to investigate the client financial position.
- Rupali Bank Ltd. should continuously strive to monitor the loan sanctioning procedure to improve the current position.
- Rupali Bank Ltd. should increase its finance on diversified projects to achieve more clients.
- Rupali Bank Ltd. must develop electronic banking system to moderate the service.
- Time consumed at service level should be minimized at optimum level.

5.3. Conclusion

As a bank Rupali Bank Limited has to do a lot of things for the betterment of the country. The Bank is strongly positioned in the market and with its core strengths it can match shareholders' expectations and thus raise their wealth in future through ethical banking and best pricing. Thus, it has to take initiative so that it can fulfill the desire of the govt. as well as people. It will enhance more public services and build up working teams to provide the best services to its valuable customers. It must be run in organized way and discipline must be ensured in all sphere of its performance. Efficient export team, import team and remittance team must be formed and perform duties properly. More training, computerization, data collection, market analysis and swiftness in servicing are essentially required.

To do these the recommended suggestions can be used. Although it is theoretical suggestions, it is not valueless. It has great impact on the banking business and other sectors of the economy. For this, govt. help is essential and it is expected that govt. will broaden its hand for implementing the recommendations for the welfare of the people of Bangladesh.

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