Internship Report
on
" Key Financial Ratio Analysis of NRB Commercial Bank PLC. "

Submitted by:

Md. Kanok Ali

ID: BBA2003021034

Program: Bachelor of Business Administration (BBA)

Major: Finance

Department of Business Administration

Sonargaon University (SU)

Submitted to:

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of Bachelor of Business Administration

Sonargaon University (SU)

Date of Submission: September 09th, 2024

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Supervised by:

Mr. Md. Mostakin

Lecturer

Department of Business Administration

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Letter of Transmittal

September 09th, 2024

To,

Mr. Md. Mostakin

Lecturer

Department of Business Administration

Faculty of Busines Sonargaon University (SU)

Subject: Submission of Internship Report on **" Key Financial Ratio Analysis of NRB Commercial Bank PLC. "**

Dear Sir,

I am really glad to share with you my internship report after finishing my three month internship period at NRB Commercial Bank and conducting research on the most crucial topic of the banking industry which **" Key Financial Ratio Analysis of NRB Commercial Bank PLC. "**While working, one of the biggest challenges that I faced were gathering information since confidential information was not shared but I tried my best to collect the required information and include my findings about my research topic and my experience working at NRBC Bank.

Moreover, I made sure to follow your guidelines and I hope I am able to meet all your expectations with my report. I am extremely grateful for your continuous support and the way you have guided me throughout. Thank you.

Yours Sincerely

Md. Kanok Ali
ID: BBA2003021034
Program: Bachelor of Business Administration (BBA)
Major: Finance
Sonargaon University (SU)

Acknowledgment

I would like to extend my gratitude for the invaluable assistance and sincere cooperation provided by various individuals in the preparation of this report. It's impossible to adequately thank all the wonderful people who directly or indirectly contributed to the successful completion of this report. I am deeply appreciative of their kind collaboration and support.

First and foremost, I would like to express my thanks to the divine power. Additionally, my foremost appreciation goes to my supervisor, **Mr. Md. Mostakin**, Lecturer, Department of Business Administration, Sonargaon University (SU), for his crucial guidance, scholarly insights, and unwavering support throughout my study period.

Coordinator sir, head sir also like to expand my gratitude to all those who have directly and indirectly guided me in writing this analytical report. Many people, especially my teachers have made valuable comment and suggestions on my report which help to improve the quality of the report.

Besides, I am extremely thankful to the entire team of **NRBC** bank, my onsite supervisor, **A.S.M Maruf Uddin Kamal & Hasnat Mhibbul Alam** sir, helping me throughout my internship period with the valuable information that was needed for my report which were allowed to be disclosed and providing a friendly environment which helped me adjust sooner than expected.

Declaration of Student

I am **Md. Kanok Ali** , a student in the Bachelor of Business Administration program with **ID: BBA2003021034** at Sonargaon University. . I want to sincerely state that the report titled **" Key Financial Ratio Analysis of NRB Commercial Bank PLC. "** has been genuinely created by me. During the preparation of this report, I ensured full compliance with international copyright regulations. I also want to clarify that this report has not been submitted anywhere else for the purpose of obtaining a degree.

Yours Sincerely

Md. Kanok Ali

ID: BBA2003021034

Program: Bachelor of Business Administration (BBA)

Major: Finance

Sonargaon University (SU)

Executive Summary:

The internship process plays one of the most important roles in order to complete the BBA program from Sonargaon University. It was a pleasure to have had the opportunity to do my internship in NRB Commercial Bank which is known as the leading provider for corporate banking services in Bangladesh.

The three month internship period helped me gather a lot of knowledge and experience about the organization as well as banking industry of Bangladesh which also gave me the chance to discover the most important issue of the banking industry which is NRB Commercial Bank PLC., Motijheel Branch learning the activities of General banking, Clearing cheques, BRTA, and Cash counter, department.

I have analyzed the **Key Financial Ratio Analysis of NRB Commercial Bank PLC.** to find out its ratios by using its past and current records. After preparing this report I came to know that analysis of financial statements through ratios helps to overcome the past flaws and make the future decisions and strategies. Therefore, it is very necessary for every organization whether the company‟s size is to make financial statement and to analyze it by ratios.

Therefore, my internship report sums up all the information related to my research topic. The problem statement discusses the difficulties employees face to meet the targets and how it impacts the working environment and how the problem can be mitigated through various ways. The literature review explains the specific objective of the research in detail which includes different practices of setting target policies, the psychological impact of not meeting targets, the target met by employees and finally the motivation of employees when meeting targets. This report also includes the importance of this research and is explained in the significance part as there are very few reports regarding the topic In the new competitive business aera, private banking sector is getting more competitive in Bangladesh.

In this sector the most used financial statements are the balance sheet and profit and loss account where the balance shows the financial position and profit and loss of a bank. Ratio Analysis deals with these statements. Ratio analysis is the most popular trend to evaluate a bank‟s performance over years or with other companies in an industry. In my report I had to study NRBC Bank financial statement for the few years then had to analyze give significant comments regarding the changes in financial position. Analysis and interpretation of these financial statements through ratio analysis has now become an important technique for performance appraisal because the

investors, financial experts, management executives and the bankers are always rely on these ratios to make important decisions.

The management team of any bank, investor and the government agencies always concern about liquidity ratios and adequacy ratios of a bank which interprets the efficiency of a bank.

Keywords: Banking; Employees; General Banking; Human Resource Management; NRB Commercial Bank; Target Deposit Mobilization; SME; Banking Product; Credit

Letter of Authorization

I hereby confirm that the project report titled **"Key Financial Ratio Analysis of NRB Commercial Bank PLC."** is a genuine effort by Md. Kanok Ali. The research was conducted under my guidance. I also affirm that, to the best of my knowledge, the content presented in this report has not been included in any other project report or dissertation that led to the award of a degree to any candidate earlier, whether in the same context or a different one. I wish his all the success in life.

Yours Sincerely

Mr. Md. Mostakin

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

List of Abbreviation:

BBA	Bachelor of Business Administration
BB	Bangladesh Bank
NRB	Non-Resident Bangladeshis
NRBC	Non-Resident Bangladeshis Commercial
GB	General Banking
HRM	Human Resource Management
LTD	Limited
NID	National Identity Card
PC	Personal Computer
SME	Small and Medium Enterprise
IT	Information Technology
CEO	Chief Executive Officer
EMI	Equal Monthly Installment
FDI	Foreign Direct Investment
FCB	Foreign Commercial Bank
AML	Anti-Money Laundering
FDR	Fixed Deposit Receipt
CD	Certificate of Deposit.

ATM	Automated Teller Machine
RMG	Ready-made Garment
ID	International Division
IFRS	International Financial Reporting Standards
SLR	Statutory Liquidity Ratio
CRAR	Capital to Risk (Weighted) Assets Ratio
ROA	Return on Assets
ROE	Return on Equity

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Chapter -1

Introduction of the study

1.1 Introduction

Now-a day's banking sector is modernizing and expanding its hand in different financial events every day. At the same time the banking process is becoming faster, easier and is becoming wider. In order to survive in the competitive field of the banking sector all organizations are looking for better service opportunities to provide their fellow clients. So it has become essential for every person to have some idea on the bank and banking procedure. Internship program which can also be called work attachment program is essential for completing BBA program because it helps one student to acquaint with the real life situation. As bank is one of the most important financial intermediaries; so I have selected „ NRBC Bank PLC. Motijheel Branch‟ which is one of the most newly created leading banks in the banking area of Bangladesh.

This internship report contains the passing study on "The NRB Commercial Bank PLC.". The report is distributed in many parts according to the constructions of supervisor of report.

The NRB Commercial Bank manages its business and operation vertically from the head office through four distinct business divisions namely

- Corporate & investment Banking
- Retail Banking (including Card)
- SME Banking &
- Treasury & market Risk

Under a real time online banking platform, these four business divisions are supported at the back by a green service delivery or operations setup and also a smart IT Backbone. Such centralized business segment based business & operating model ensure specialized treatment and service to the banks different customer segments.

1.2 Background of the study

After completion of all the required courses of BBA program under Sonargaon University (SU) , it is an obligatory part to get involved in a practical and professional environment. So I had joined in the NRB Commercial Bank PLC. Motijheel Branch, for three months to complete the BBA program. This branch performs the entire banking activities including General Banking. As a result, one can easily gain knowledge of both simple and complicated banking operations from the activities of this branch. So I choose NRB Commercial Bank PLC. Motijheel Branch, 114 Motijheel C/A, Dhaka 1000 ,as sampling area to prepare this internship report. This report is the output of my practical experience which I gathered during internship.

1.3 Scope of the study

The main focus of the study is to examine "Ratio Analysis" of NRB Commercial Bank. In this report it has been tried to cover overview of NRBCB‟ objectives, functions, management, business policy and other associated things related with the general banking activity. Moreover some possible recommendations have been given to widen the performance of NRBCB.

1.4 Objectives of the Study

1.4.1 Primary Objective:

- To analyze the financial performance of NRB Commercial Bank PLC. using key financial ratios.

1.4.2 Secondary Objectives:

- To know the general banking activities of NRB Commercial Bank.
- To recognize the various product and services of NRB Commercial Bank.
- To gather the practical experience base on the theoretical knowledge.
- To suggest recommendations on the basis of findings.

1.5 Methodology of the Study

1.5.1 Data Collection

For conducting the study I have used both primary data and secondary. The sources are given below:

Primary data sources:

Primary data have been collected through observation and interview.

- Face to face conversation with the bank officials
- Face to face conversation with the clients
- Practical desk work

Secondary data sources:

The secondary data have collected from the following sources:

- Multifarious published documents of NRB Commercial Bank such as annual reports & prospectus.
- Official website of NRB Commercial Bank

1.5.2 Data Analysis

- To attain the objectives of this study collected data have been plotted in the table and analyzed by using ratios, and percentile. Trends of the collected data of the values of the variables have been shown in this study.

1.6 Limitations of the study

From the intention to make the report realistic and properly accepted this report has been conducted. However, many problems appeared in the way of conducting the study. All the given information is not fully complete. Some of the information is company secret and important and only provided to some persons to know about it. However, I try my best to settle and pass up the Report before the due date and hoping it was satisfied. The study considers following limitations:

- Lack of in-depth knowledge and analytical ability for writing such report.
- Another limitation of this study is bank‟s policy of not disclosing some data and Information for obvious reason, which could be very much useful.
- In case of the secondary data collection, there were very few secondary information was available. There were few supporting books, report, journals etc.
- Lack of experience to analyze data.
- As the duration of the internship program is three months and the process of this program is job rotation, so I didn‟t get sufficient time in each department to understand their activities.
- Gathering information about the banking performance was very difficult. That is why I have to follow more on secondary data like annual report, web sites and some of banking documents.
- Banking sector is a very vast sector where I have a little knowledge about it which limits my report.

Chapter-2

Overview of NRB Commercial Bank PLC.

2.1 Introduction of NRB Commercial Bank PLC.

The commercial banking system dominates Bangladesh's financial sector. Bangladesh Bank, the central bank and head regulatory body for the country's monetary and financial system, was established in Dhaka as a body corporate vides the Bangladesh Bank Order, 1972 with effect from 16th December, 1971. The banking system is composed of four state-owned commercial banks, five specialized banks 61private commercial banks, one land development bank and nine foreign commercial banks. The Nobel Prize–winning Grameen Bank is a specialized micro-finance institution, which revolutionized the concept of micro-credit and contributed greatly towards poverty reduction and the empowerment of women in Bangladesh. NRB Commercial Bank PLC. is one of the private commercial banks which is monitored and controlled by Bangladesh Bank (BB). The central bank has approved three new commercial banks sponsored by non-resident Bangladeshis (NRBs) on the condition that those would contribute to boosting the inflow of foreign exchange.

Mr. Engr. Farasath Ali is the founding Chairman of NRB Commercial bank having a long professional experience. He heads SNA Knitting Mills Inc. in the USA, a knitwear unit. President and other Directors are also well reputed in their own sectors of business. These nice personalities have well defined mission and vision. Their mission is not to restrict NRB Commercial Bank PLC. to a particular group of people but to bring the huge unbanked people under banking. Their vision is to make NRB Commercial Bank PLC. truly providing world class services throughout the world.

2.2 History of NRB Commercial Bank PLC.

NRB Commercial Bank PLC. (NRBC Bank) having its Registered Office at 114 Motjheel Commercial Area, Dhaka-1000, Bangladesh, was incorporated on February 20, 2013 as a Public PLC. Company under the Companies Act, 1994 and also is governed by the Bank Company Act 1991 with Authorized Capital of Tk.10000 million and having strong capital base of Tk.444.60 core (Paid up Capital) by converting the hard earned foreign currency of fifty three qualified NRBs from business persons, community leaders, scientists, educationists, living in across the globe which includes USA, Canada, UK, Russia, Italy, Germany, UAE and Kuwait.

NRBC Bank started its journey from 2 April 2013 after getting permission dated 10 March 2013 as a scheduled Bank. The Bank commenced its business on April 18, 2013. That very first day the first branch of the Bank was inaugurated at Motijheel Commercial Area. Presently NRBC Bank has 51 Branches in rural and urban area of Bangladesh and, recently, formed a subsidiary company NRBC Bank Securities PLC..

NRBC Bank gets direction in its corporate governance practices mainly from two regulatory bodies:

- ✓ Bangladesh Bank (Central Bank of Bangladesh) and
- ✓ Bangladesh Securities and Exchange Commission (BSEC) as an incorporated organization in Bangladesh

2.3 Mission

- ❖ Build confidence among the NRBs for investment.
- ❖ Provide fast, accurate and adequate customer service upholding business ethics and transparency.
- ❖ Strengthen inflow of remittance.
- ❖ Create value for communities, societies and economies in which we operate by ensuring growth and sustainability.
- ❖ Matching technology with the help of well educated professionals and experienced sponsors of the Bank.
- ❖ Create dignified working environment for Employees.

2.4 Vision

- To become a peerless bank

2.5 Strategic Objectives

- Create opportunities for NRBs to invest their earnings, utilize their professional expertise in the economic development of Bangladesh.
- Channelize idle and less remunerative fund of NRB.
- Attract FDI of NRBs through diverse products and projects.
- Balanced and sustainable growth.
- Maximization of shareholders‟ wealth.
- Accomplish the long cherished desire and dream of NRBs to have a bank of their „own‟.
- Excellence of manpower efficiency through attractive compensation package, promoting staff Moral through training, development and career plan.
- To invest in the thrust sector for the overall economic development.
- Technology transfer with the help of the well educated professionals and experienced sponsors of the Bank to have a green banking practice.
- Ensure best Corporate Social Responsibility (CSR) practice.
- Promise to make the world of NRBC Bank a little bigger, every day.

2.6 Goal of NRB Commercial Bank

To become exceptional brand in the financial sector by offering service excellence and creating value for everybody encompassing customers, shareholders, partners, society and economy through transparency, technology, innovation & integrity.

2.7 Profile of NRB Commercial Bank PLC.

Particular	Date
Application for Bank License	**May 31, 2011**
Liter of Intent (LOI)	**April 17, 2012**
Certificate of Incorporation	**February 20, 2013**
Achievement of Fifty Thousand Accounts	**March 08, 2015**
License from Bangladesh Bank for Head Office	**March 10, 2013**
Certificate for Commencement of Business	**February 20, 2013**
First Meeting of Board of Directors	**February 23, 2013**
Primary Dealership license	**March 10 , 2013**
Branch license	**April 17, 2013**
Opening of First Branch	**April 18, 2013**
Authorized Dealer permission	**May 13, 2013**
Clearing House Membership	**June 16, 2013**
SWIFT Membership	**August 03, 2013**
1st RMA (Relationship Management Agreement)	**August 04 , 2013**
Statutory Meeting of the Shareholders	**August 12, 2013**
Achievement of Ten Thousand Accounts	**January 23, 2014**
launching of Internet Banking	**April 02,2014**
Subsidiary Company: NRBC Bank	**September 20, 2015**

2.8 Overview of Bank

A bank is a financial intermediary and money creator that generate funds by lending money to a borrower, thereby creating a corresponding deposit on the bank's balance sheet. It is an establishment authorized by the government to accept deposits, pay interest, clear checks, make loans, act as a mediator in financial transactions, and provide other financial services to its customers. In simple words, banking can be defined as the business activity of accepting and safeguarding money owned by other individuals and entities, and then lending out this money in order to earn a profit. However, with the passage of time, the activities covered by banking business have widened and now various other services are also offered by banks. The banking services these days include issuance of debit and credit cards, providing safe custody of valuable items, lockers, ATM services and online transfer of funds across the country / world.

2.9 List of the NRB Commercial Bank PLC. branches

List of the NRB Commercial Bank PLC. branches	
01. Principle Branch	27. Kushtia Branch
02. Gulshan Branch	28. Narayanganj Branch
03. Ruhitpur Branch	29. Mirpur Branch
04. Mawna Branch	30. Rangpur Branch
05. Agrabad Branch	31. Khulna Branch
06. Chinishpur Branch	32. Raozan Branch
07. Hemayetpur Branch	33. Harirampur Branch
08. Uttara Branch	34. Mainamuti Branch
09. Boardbazar Branch	35. Munshibazar Branch
10. Motijheel Branch	36. SylhetUposahar Branch
11. Dhanmondi Branch	37. Jublee Road Branch
12. Aganagar Branch	38. Indur Hat Branch
13. Gorai Branch	39. Nayabazar Branch
14. Panchaboti Branch	40. Bhulta Branch
15. Zirabo Branch	41. Pulhat Branch (Dinajpur)
16. Sylhet Branch	42. Madhobdi Branch
17. Nabinagar Branch	43. Bhuigar Branch (Narayanganj)
18. O.R Nizam Road Branch	44. Hatirpul Branch
19. Barisal Branch	45. Charabag Branch
20. Rajshahi Branch	46. Bogra Branch
21. Banani Branch	47. GazipurChowrasta Branch
22. Naogaon Branch	48. Hatgopalpur Branch
23. Ekuria Branch	49. Feni Branch
24. Chatkhil Branch	50. Chandina Branch
25. Chandraganj Branch	51. DhanmondiMohila Branch
26. Borodighirpar Branch	52. More Then 106 (2024)

2.10 Dealings of NRBCB

- **General Banking Department of NRBCB:**

General Banking Department is considered as the direct service center. The clients and customer build their intuition whether they are going for further dealings with the bank or not on the basis of the service in the department, moreover this department is the one that gives the first impression about the bank to the clients. So, GB is one of necessary parts of conducting a bank.

- **Foreign Trade Department of NRBCB:**

Foreign exchange is the conversion of one country's currency into that of another. This department has 2 section including "Export" and "Import". Both of sections mainly work for L/C or Letter Of credit. In addition it works for L/C opening procedure, types of L/C, L/C payments, required documents, documents checking, issuing IDBP and IDBC.

- **Credit and Loan Department of NRBCB:**

This department works with two category loan. One is personal loan and another is corporate loan. Some necessary documents are mandatory to give here for loan proposal like guarantor‟s portfolio, trade license, bank solvency, CIB (Credit Information Bureau) report, CRG (Credit Rate Grading) report, TIN & VAT certificate, PNW (Personal Net Worth) statement, applicant‟s profile.

2.11 Product &Services of NRBCB

The principal activities of the Bank are to provide all kinds of commercial banking, consumer banking trade services, custody and clearing to its customers through its branches in Bangladesh. NRB Commercial Bank is among the very few local banks which do not follow the traditional, decentralized, geographically managed, branch based business or profit model. Instead the bank manages its business and operation vertically from the head office through 4 distinct business divisions namely:

- Corporate & Investment Banking;
- Retail Banking (including Cards);
- Treasury & Market Risks. &
- SME Banking

Deposits:

- Corporate Money Maker
- Current Deposit Account
- Deposit Pension Scheme
- Double Benefit Deposit Scheme
- Fixed Deposit
- Lakhopoti Savings Scheme
- Millionaire Savings Scheme
- Money Maker Scheme
- Monthly Deposit Scheme
- Priority Deposit
- Saving Deposit Account
- Shohoj Sanchay Deposit
- Student Savings Scheme
- Student Savings Account
- Short Notice Deposit
- Triple Benefit Deposit Scheme

Loan Products

- Agricultural Financing
- Auto Finance
- Construction Finance
- Consumer Finance
- Export Finance
- Green Finance
- Home Finance
- Home Finance for NRB
- Import Finance
- Machinery Finance
- Retail Finance
- SME Finance
- Stock Finance
- Work Order Finance

Bill Collection

- BRTA Bill
- REN Bill
- DESCO Bill
- DPDC Bill

Foreign Trade product

- Letter of Credit
- Back to Back Letter of Credit
- Foreign Demand Draft
- Inland Brick to Brick Local L/C
- Inland Documents Bill Purchase
- Remittance products,
    - Pay Order (PO)
    - Demand Draft (DD)

Other Service Products

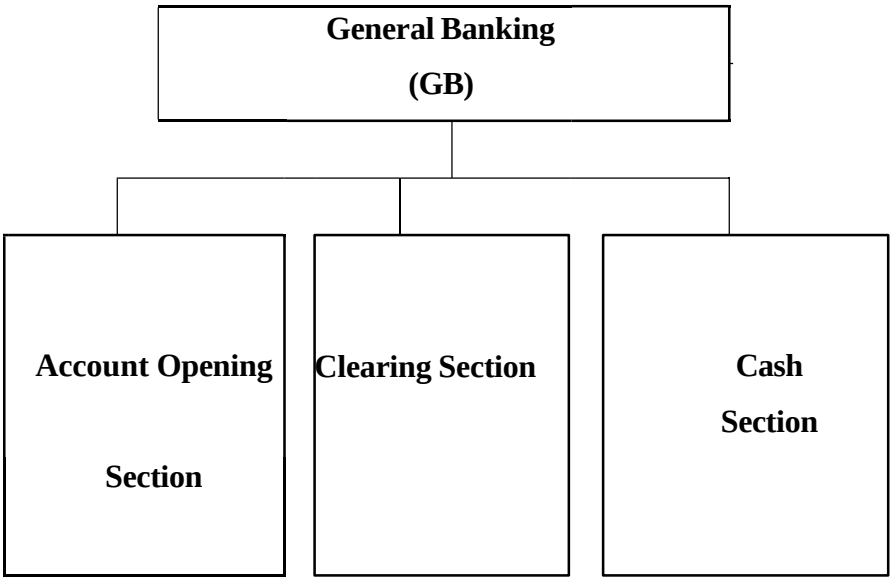
- SMS Banking
- ATM card
- Mobile banking
- Locker Service
- Tele Banking

2.12 Function of General Banking of NRB Commercial Bank

The specific functions of general banking are as follows:

- Establishing of banker-customer relationship through account opening.
- Dispatching customer‟s money from one place to another.
- Taking deposits.
- Honoring cheques.
- Clearing cheques.

2.12 General Banking Department constitutes of the following sections:



Account Opening Section:

Banking business is very much correlated with banker customer relationship. To be a customer one person must have some sort of banking relationship with the bank. Account opening section establishes that relationship by opening a new account for the customer.

Job Descriptions:

1. Opening different types of account.
2. Handling operation of different types of accounts.
3. Responsible for issuing if cheque books.
4. Transferring &closing different types of accounts.
5. Giving account statements to the clients.
6. Making different vouchers regarding above transactions.
7. Giving support to the valued clients of the Bank and so on.

Cheque

It is a written, dated and signed instrument that contains an unconditional order from the drawer that directs a bank to pay a definite sum of money to a payee. In legal terms, a cheque is a bill of exchange where the drawer is a bank. This is signed by the account holder directing a certain person to pay certain amount of money only to or to the order of a certain person or to by barer of the instrument, a cheque is always supposed to be drawn against the funds in the person‟s account in the bank.

Issue of a Cheque Book

At the time of opening an account, a person is required to sign a "Cheque Book Requisition Slip". If the account opening form is found complete in all respects, a cheque book is issued to client; the account number is written in cash leaf of the cheque book and in it requisitions slip. The name and account number of the client is also entered in the Departmental cheque books issued register against the particular cheque book series and it is also recorded in the computer. Lastly the requisition slip is preserved as voucher.

Clearing Section

Clearing a check means processing it so that funds are deducted from the payer's account and put into the payee's account. NRBCB go through the process of settling transactions between banks. Because so many transactions take place between banks on a given day, bank clearing exists to process what each party owes or is owed in a central location so the least amount of money actually changes hands.

Job Descriptions

- Issuing cheques.
- Giving 3 clearance seals on cheques (1 crossing seal and 2 endorsement seals).
- Categorizing cheques according to high value (500000tk.-above 500000tk.) and regular value (below 500000tk.) allocation.
- Giving posting in the system software.
- Dishonoring cheques if any specific reason comes across.
- Passing cheques after declaration of Bangladesh Bank (Central bank of Bangladesh).
- Giving account statement to the clients if he or she wants to know.

Inward Cheques

It means what are sent to the outside. Outward clearing cheques are own bank‟s cheques which are presented on the other concerned banks for collection through clearing house of Bangladesh Bank.

Outward Cheques

It means what are receives from the outside. Outward clearing cheques are those ones which have drawn from the other banks which will be cleared / honored through the internal clearing system of NRBCB.

Clearing Seal

There are three necessary seals without which cheque cannot be either accepted or passed. They are - one crossing seal and two endorsement seal. In crossing seal the name of NRBCB is written. On the other hand, one endorsement seal is known as clearing seal where date and clearing must be given. In another seal payee‟s A/C credited for NRBCB is written. The authorizer put his or her signature on it for authorization and issuance of the cheque.

Software

NRBCB use “Ultimas” software for clearing cheques. It is mainly such kind of software making companies which only make various customized software for banking activities of banks.

Cash section

Cash is one of the most important sections of general banking department because it deals cash. This department is mainly engaged with cash receipt and cash payment.

Job Descriptions

- Receiving cash
- Paying Cash
- Issuing Vouchers
- Keeping record of receipts

Receiving of cash

Receipt of cash is the source of cash at branch. It may be from customer, from central bank, from any other bank or any other branch of the same bank

Receiving Process:-

- Checking of deposit vouchers account amount word and figures.
- Count the cash if possible manually or by the counting machine.
- Check the Notes- Mutilated, Mismatched or forged.
- Put signature in the deposit voucher including counter foil.
- Pass on the credit voucher with counter foil to the receiving cashier.
- At the close of business hour sum up the register and tally it with the Receiving registers.
- Totaled the entries and match it with the receiving total.
- Count the no. of vouchers
- Checked by officer and countersigned.

Cash is used by a bank for the payment to its customer and the surplus cash is remitted to cash feeding branch.

Payment of cash Process:-

- Every payment must be paid in due course.
- Analysis of the instrument before payment.
- Passed for payment by canceling officer.
- Amount, date, endorsement/order/bearer.
- Obtain bearer signature on the backside of the instrument.
- Verify signature with the same obtained at the time to token.
- Write value on backside of the instrument.
- Affix cash paid stamp no. 26 in the face of the instrument.
- Entry the figure of the instrument in paying cashier book no.
- Return the un-paid instruments.
- Total the entries and balance it with the token and tally total.
- Write in word the total amount and put signature.
- Release of paid instrument from the paying cashier book.
- Send the vouchers to the respective department.

Cash balancing

All employee related to cash must ensure the balancing of cash has done correctly on daily basis. For balancing of cash following works have to perform:-

- All cash register must be totaled and duly written in words and signed.
- Balancing them with each other.
- All register must be duly counter signed by checking officer.
- Balancing the register with the physical cash.
- Pass voucher if any surplus or short cash.
- Prepare cash position memo:
    - Write cash balancing book.
    - Ensure accounting of balance is correct.
    - Prepare cash cum Day Book.

In the computerized branch hard copy “Day End” position is to be signed by cash in charges and cash officer.

Chapter -3

My Internship Experience at NRBC Bank PLC.

3.1 Introduction

In November01, 2016 I was assigned by The NRB Commercial Bank HR personnel‟s as an intern in the Motijheel, After that a schedule of the internship program was given to me consist of the working schedule along with the job responsibilities. Basically, a branch has 3 sections, Teller service, Customer service and Relationship Management. I worked under the Customer service section of the Motijheel, and for that reason I got longer time to gather knowledge about that particular segment.

I worked mainly in general banking section.

In NRBCB, different types of services that I did are given below in short-

- ✓ Opening bank account.
- ✓ Sending thanks letter to the new customer who are new in the branch.
- ✓ Issuing cheque book for the customer.
- ✓ Issue voucher of transfer money.
- ✓ Receive cheque of different bank for collection and send it to clearing house for collection.
- ✓ Outward cheques in register book.
- ✓ Checking account balance of clients.
- ✓ Closing a bank account.
- ✓ Giving cheque book.
- ✓ Supervise the loan and foreign trade documents.

3.2 Providing information as Front Desk officer

Front desk of NRB Commercial Bank, Motijheel Branch is one of the important parts of general banking department. I tried to describe the scheme and facilities of the bank. In addition, I tried to build an efficient communication bridge between the bank and the clients. Moreover I strived to make the clients understand the easy way of dealing with their money and be readily accessible facilities of the bank. I also informed them the core systems of the central bank, risk and compliance. Information were like providing banking data content, providing banking business processes, providing services of the bank. I always tried to fulfill the requirements of clients and customized in an easy way to make them understand keeping in view the requirements of a bank.

3.3 Process of Opening of current & Savings Account

While opening new accounts a systematic process must be conducted in order to ascertain the identification of the account holder and the beneficiaries/ nominees. Passport size photograph of the account holder & Nominee along with Transaction Profile and Known Your Customer Form (KYC) to be obtained in this process. Then Thanks letter to be sent to the customer to his/her present address to verify account holder‟s address.

Know your Customer Concept:

The officer related to account opening formalities must know details of their customers because of the guidelines provided by the Central Bank to identify the source of money and use of credit.

It is said in the view of bank that, the banker-customer relationship is commenced through opening CD/STD/SB account. During the period of account opening, the customers must complete the KYC Profile which includes residence address, business address photographs, signatories, photocopy of valid passport, trade license, source of money, TI Number, photocopy of VAT Certificate, In case of company: photocopy of Memorandum of Association, certificate of incorporation, certificate of Board of Investment, list of directors, etc. as per requirement of the bank. Information regarding business pattern, nature of business, and volume of business etc. can also be discovered. Any doubtful transaction must be addressed and find out to take corrective measures as per regulation of the Central Bank.

Following documents are required to be completed before a current or a savings account is opened in a bank.

Required Documents for Personal Account:

- Two copies of passport size photograph of the account holder/ person who will operate the A/C duly attested by the introducer
- Account to be introduced by current/savings account holder
- Photocopy of valid passport/driving license/national ID card/ employer‟s certificate/national certificate issued by the Ward Commissioner or Chairman etc.
- Paper related to sources of income
- One copy passport size photograph of nominee(Attested by Account Holder)
- TIN Certificate (if applicable)

Required Documents for Non-Personal (Corporate) Account:

Proprietorship Firm-

- ❖ Request letter/application in firm‟s letter-head pad for account opening purpose.
- ❖ Up-to-date trade license, TIN,VAT copies of the firm
- ❖ Seal of the firm & visiting card of the signatory/is (if applicable)
- ❖ 2 copies of photographs of each signatory (attested by introducer)
- ❖ Photocopy of national id card/passport/citizenship certificate with the original copy for verification purpose
- ❖ Signature and 1 copy of photograph of each nominee (attested by the account holder)
- ❖ Tenancy agreement copy (if applicable)

Partnership Firm-

- ❖ Request letter/application in firm‟s letter-head pad for account opening purpose.
- ❖ Up-to-date trade license, TIN, VAT copies of the firm.
- ❖ Resolution regarding operation of bank account and signing of bank‟s charge documents with execution of mortgage deeds and other bank‟s papers & documents etc. As per partnership deed.
- ❖ Seal as per resolution & visiting card of the signatory.
- ❖ Two copies of photographs of each signatory (attested by introducer).
- ❖ Photocopy of national id card/passport/citizenship certificate with the original copy for verification purpose.
- ❖ Signature and 1 copy of photograph of each nominee (attested by the account holder).
- ❖ Membership certificate of trade association, chamber of commerce and industry (if applicable).

PLC. company:

- Request letter/application in company‟s letter-head pad for account opening purpose.
- Up-to-date trade license, tin, vat copies of the firm
- The certificate copy of memorandum and articles of association by register of joint stock companies & firms
- Up-to-date trade license, tin, vat copies of the firm(if applicable)
- Resolution regarding operation of bank account and signing of bank‟s charge documents with execution of mortgage deeds and other bank‟s papers & documents etc. As per memorandum and articles of association
- Seal as per resolution.
- 2 copies of photographs of each signatory (attested by introducer/chairman of the company & visiting card of the signatories.)
- Photocopy of national id card/passport/citizenship certificate with the original copy for verification purpose
- Complete bio-data with passport size photographs of all the directors of the company duly singed by them.
- Membership certificate of chamber of commerce and industry, trade association, stock exchange (if applicable)
- Tenancy agreement copy in between the firm and the landlord (if applicable)
- List of directors with complete present and permanent address with signature & telephone nos. On letter-head pad of the company

School/college/educational institution

- Request letter/application in institution‟s letter-head pad for account opening purpose.
- Two copies of photographs of each signatory (attested by introducer)
- List of members of the managing committee.

After the above formalities are over, the banker opens an account in the name of the applicant. General the minimum amount to be deposited initially is TK.500/- in case of savings bank account and TK.1000/- in case of a current account. It may vary from bank to bank. The bank then provides the customer with,

a) A pay-in-slip
b) A cheque book
c) Statement of account

3.4 Account Opening Form Fill up

Account opening form fill up are part of the one the tasks assigned to a NRB Commercial Bank intern. There are different kinds of bank accounts starting from current, savings, proprietorship, partnership etc. Every form has different rules for maintain. These rules are declared by Bangladesh Bank.

Current Account

Current account is purely demand deposit account because the bank is bound to pay the amount to the account holder on demand at any time. It is running and active account, which may be operated upon any number of times during a working day. There is no restriction on the number and the amount of withdrawals from a current account.

If the amount of deposit is below taka 1,000 on an average the bank has authority to cut taka 50 from each account as subsidiary charge after every six months. Against this account loan facility can be ensured. Usually one can open this account with taka 500. One can open this sort of account through cash or check/bill. All the banks follow almost the same rules for opening current account.

Savings account: Usually customers open this sort of account at a low interest for only security. This is also an initiative to create people's savings tendency. Generally, this account is to be opened at taka 1000. Interest is to be paid in June and December after every six months. If money is withdrawn twice a week or more than taka 10,000 is withdrawn (if 25% more compared to total deposit) then interest is not paid. This account guarantees loan. Almost all the banks follow the same rules in the field of savings account, except foreign banks for varying deposit. On an average, all the banks give around six percent interest.

Short Term Deposit Account (STD)

Customers deposit money for a shorter period of time. STD account can be treated as semi-term deposit STD should be kept for at least thirty days to get interest. The interest offered for STD is less than that of savings deposit. In practice, NRB Commercial offers 5.00% rate of interest STD account. It may increase depending on the fund. Volume of STD A/C is generally high. In NRB Commercial, various big companies, organizations, Government Departments keep money in STD accounts. Frequent withdrawal is discouraged and requires prior notice.

Fixed deposit

Fixed deposit is one, which is repayable after the expiry of a predetermined period fixed by him. The period varies from 1 month to 1 year. These deposits are not repayable on demand but they are withdrawal subject to a period of notice. Hence, it is a popularly known as „Time Deposit" or „Time Liabilities". Normally the money on a fixed deposit is not repayable before the expiry of a fixed period. The depositor has to fill an application form.

Before opening a Fixed Deposit Account a customer has to fill up an application form which contains Amount in figures, Beneficiary"s name and address, Period, Rate of interest, Date of issue, Date of maturity, How the account will be operated (singly or jointly), Signature(s), F.D.R. No., Special instructions (if any).

After fulfilling the above information and depositing the amount, FDR account is opened and a FDR receipt is issued and it is recorded in the FDR Register which contains FDR account no, FDR (Fixed Deposit Receipt) no, Name of the FDR holder with address, Maturity period, Maturity date, and Interest rate.

In case of Fixed Deposit Account the bank does not have to maintain a cash reserve. So NRBC offers 1O.25% for 12 month interest rate in Fixed Deposit accounts.

3.5 Account Closure:

If an account holder request to close his or her account, it can be closed. After receiving an application from the customer to close an account, some procedures are followed by a banker. The customer should be asked to draw the final check for the amount standing to the credit of his account less the amount of closing and other incidental charges and submit the unused cheque leaves. The A/C should be debited for the account closing charges etc. and an authorized officer of the bank should destroy unused cheque leaves. In case of Joint A/C, the applicant for closing the A/C should be signed by all the joint holders.

3.6 Card Delivery

An intern of NRB Commercial Bank is also assigned to play assistant role to this service area. For example, by delivering debit credit cards to the customer or bearer, keep the tracker of the regular cards received from the currier and reconcile of the cards. There were four register note book for maintaining the cards; two is for new issue cards and rest for lost and stolen card. In the both cases cards and pins maintain by two separate individual for security purpose. There were two people in the hold of card and pin of that branch. They have to maintain the existing card user with increasing large number of new card user day by day. Moreover The NRBC Bank PLC. has an account opening system named "accelerated banking". Under this package bank provides the debit card instantly to the every customer.

3.7 Pin Delivery

Pin is the core component of the debit cards. Without these pins customers cannot withdraw money from their cards. Pins are also delivered in the same way as the card by the intern.

Destruction

Bank cheque book, cards, pins expires after a certain period of time. When the time of expirations comes closer bank sent letters and phone calls to the customers for collecting their products. If customers fail to collect bank end the existence of that product. This process is known as destruction. An intern of NRBC Bank PLC. plays an important role in destruction. His / Her task is divided into three steps:

Step 1: Find out which check, card or pin is close to destruction and list down the names categorizing them based on months.

Step 2: After letter sent from the bank call the listed customers and tell them to collect within upcoming week.

Step 3: After the check, card or pin is destroyed systematically, destroy them manually

3.8 Job Description:

I worked in the retail or general banking division in The NRB Commercial Bank PLC. I got the opportunity to work in customer service which is consist of card division, remittance & clearing segment of the branch. When a customer enters in the bank it‟s an intern‟s duty to guide him or her to the right service area.

The Customer Service area is divided into few sections such as, Cheque, pin, cards, loan, remittance, pay order etc. On the first day of my work in the Customer Service department, the CSM (Customer Service Manager) of the department explained all the things related to the operations to me. He showed me how the total customer service department works in the branch. He also made me familiarized with the various terms and tools like different application form, procedure, that are used by that department to make the life of employees easier. He also gave a brief description that how an account can be open and the rules regulations for opening any kind of account in The NRB Commercial Bank PLC. Some activities that were performed by me are discussed below:

3.9 Lessons learned & challenges

Lessons Learned from Experience Point of View:

- Senior colleagues, acted like mentor, with lot of experience are great help for fresh trainee like me. I learned much necessary information about the banking sector and their activity form my senior colleague.
- As my focused concern was General Banking so I was more involved with that, than other department. Now, it is very clear to me how NRB Commercial Bank PLC. operates their operation on the ground of general banking in this country.
- Initially, I was conscious about my experience in banking sector. Thereafter, I found out applying the academic knowledge in practical ground makes job easier. I started applying my knowledge gathered from University in my practical actions.

Lessons Learned from Working Environment Point of View:

- Learned how to deal with the clients in a critical situation and busy hour.
- Learned how to handle unfriendly colleague in different situation.
- Tried to overcome from the fear of unknown from the unfriendly environment.
- Learned to tackle corporate culture and banking activities.

Lessons Learned from Employee Point of View:

- Learned the formalities to open several account in NRB Commercial Bank PLC.
- Understood the requirements and importance of information for opening an account.
- Learned the procedures to close an account.
- Dealing with information to client.
- Verifying signature in different issue was one of my learning‟s from the Bank.
- Learned the process to renew FDR account at the Bank.
- Knew formalities to issue a Pay Order.
- Learned how to issue inward and outward cheques.
- Learned the procedures to issue Demand Draft.
- Learned how to issue check book.
- Learned to issue and accept mails for Head Office

Lessons Learned Regarding Conduct as a Service Provider:

- Learned the way of conduct as a service provider.
- Learned how to match up with other colleague and clients.
- It was a great lesson for me to make the working environment friendly.

Lessons Learned from Personal Problems:

- Maintain the study and profession together sometimes become critical. I understood that both are having negative effect on each other.
- Various training on banking and learning from the mistakes can bring consistency and accuracy in work.
- Learned about the office environment.

All this above learning point will be helpful for my banking career by applying all these.

3.10 Challenges Faced

- Without banking experience, I started my banking training in a newly raised bank with huge pressure from the authority.
- Unusual activities of the clients like, without having proper supported documents trying to open or close the account.
- At times, sending someone to draw the cheque book without the authorization letter by the account holder.
- In some occasion, clients forget their signature and try to draw money from the bank.
- Critical and arrogant clients handling were difficult.
- Rough behavior from clients for not agreeing with the Bank‟s rule and regulations.
- Finally, continue with study and the profession together is tough.

3.11 Learning Outcome

From this Internship experience I have learned lots of new job that is done by a bank. Till now I have visited a bank as a customer. When I joined as an intern, I learned that how each and every work is done by the officers systematically as well as very carefully. My learning outcomes from this internship experience are discussed below:

- Experienced the picture of corporate life which makes a person work for 8 hours continuously.
- Observed how a branch does play its role in banking.
- Learned how to deal with customers, how to talk to them and understand customers‟ needs and demands.
- How to build strong business relationship and continue it for long term
- Working with colleagues and how to cooperate with them while doing a work together.
- Giving full concentration on work to complete it on due time.
- Learned to overcome my challenges and execute my skills and build self-confidence.
- Learned how to work under pressure and tackle the critical situations.

Chapter- 4

Theoretical Overview of Financial Ratio

4.1 Financial ratio:

Result of one number or quantity divided by another. Ratios are the simplest mathematical tools that reveal significant relationships hidden in mass of data, and allow meaningful comparison. Some ratios are expressed as fractions or decimals, and some as percentages.

4.2 Types of Financial ratios:

Four basic types of ratios are below that,

- Liquidity
- Solvency
- Profitability

Some ratios are given below:

Return on asset (ROA): Return on assets indicates the profitability on the assets of the firm after all expenses and taxes. It is a common measure of managerial performance. Generally, a higher ratio means better managerial performance and efficient utilization of the assets of the firm and lower ratio is the indicator of inefficient use of assets. ROA can be increased by firms either by increasing profit margins or asset turnover but they can‟t do it simultaneously because of competition and trade-off between turnover and margin.

ROA is calculated as under:

Return on Assets = Net Profit after Taxation / Total Assets

Return on equity (ROE): Return on equity indicates the profitability to shareholders of the firm after all expenses and taxes. It measures how much the firm is earning after tax. It is also an indicator of measuring managerial efficiency By and large, higher ROE means better managerial performance; however, a higher return on equity may be due to debt (financial leverage) or higher return on assets. Financial leverage creates an important difference between ROA and ROE in that financial leverage always magnifies ROE. This will always be the case as long as the ROA is greater the interest rate on debt. Usually, there is higher ROE for high growth companies. ROE is calculated as under:

Return on Equity = Net Profit after Taxation / Equity

Assets turnover ratio:

Assets turnover ratio measures the turnover of the firm‟s total assets. It is calculated by dividing net interest income by total assets. Assets turnover ratio is calculated as under,

Assets Turnover = Net interest Income / Total Assets

Loan to deposit ratio: Loan to deposit is the most important ratio to measure the liquidity condition of the bank. Bank with Low Loan to deposits considered to having excessive liquidity, potentially lower profits, and hence less risk as compared to the bank with high LDR. However, high LDR indicates that a bank has taken more financial stress by making excessive loans and also shows risk that to meet depositors‟ claims bank may have to sell some loans at loss. Loan to deposit ratio is a form of percentage divided total loans by total deposits. Loan to deposit ratio is calculated as under,

Loan to Deposit Ratio = Total Loans/Total Deposits

Net profit margin: Net Profit Margin is a ratio of profitability which is calculated by dividing the net profit after taxation by revenues or net interest income. It measures how much NRBCB‟s is actually earning from its every taka of revenue.Net profit margin is calculated as under,

Net Profit Margin = Net Profit after Taxation / Net interest Income

Operating expenses to revenue:

the operating expenses ratio is a measure of what it costs to operate a piece of property compared to the income that the property brings in. the operating An investor should look for red flags such as higher maintenance expenses, operating income or utilities that may deter him from purchasing a specific property. Operating expenses to revenue is calculated as under,

Operating expenses to revenue= Operating income/Operating expenses

Equity multiplier

How many times the total assets are of the shareholders‟ equity is measure by equity multiplier. In other words, it indicates the amount of assets per dollar of shareholders‟ equity. Higher value of EM means that bank has used more debt to convert into assets with share capital. Generally, the higher is the EM the greater is the risk for a bank. Equity multiplier is calculated as under,

Equity multiplier= Total assets/Total equity

Chapter- 5

Financial Ratio Analysis of NRBC Bank PLC.

5.1 Financial performance measure:

A tools use by individual to conduct a quantitative analysis of information in a company‟s financial statements. Ratios are calculated from current year numbers and are then compared to previous years, other companies, the industry, or even the economy to judge the performance of the company. Ratio analysis is predominately used by proponents of fundamental analysis.

Ratio analysis is a study of the relationships between financial variables. It is very important in fundamental analysis which investigates the financial health of any financial institution. This ratio analysis gives frank financial information in this current business world. By giving a glance anyone will be able to know what the position that institution is now. Therefore managers, shareholders, creditor, etc. all take interest in ratio analysis. For this reason to evaluate the performance of NRBC the ratio analysis has been selected. Here in this report contains the most common ratios and analyze to evaluate the performance of NRBCB over the year 2021 to 2023.

To do an analysis, the following ratios and have been calculated:

5.1.1 Return on assets

Table 5.1.1: Return on Assets

2021	2022	2023
1.54%	**0.98%**	**0.88%**

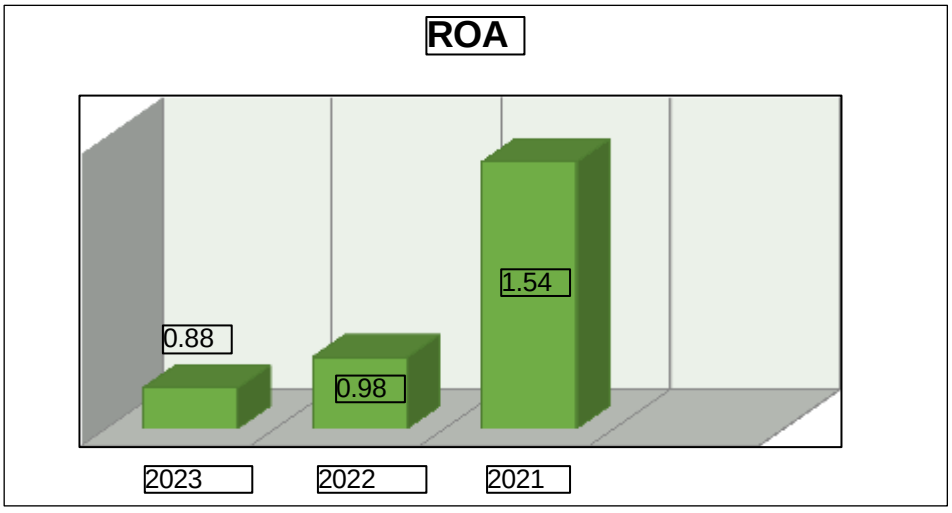


Figure 5.1.1: Return on Assets

Interpretation: In figure 5.1.1 it is found that the value of ROA is showing very satisfactory result that is good for the bank since it is increasing from year 2021 to 2023. Bank‟s assets increased at a higher rate compared to their net income. The assets of NRB Commercial Bank are also increasing too much.

5.1.2 Return on equity

Table 5.1.2: Return on Equity

2023	2022	2021
13.62	**14.06**	**19.29**

Taka in million

Figure 5.1.2: Return on Equity

Interpretation: In Figure 5.1.2 shows that, in return on equity increased in 2023 to 13.62% than 2021, 2022. In 2023 it upward to than last two year. Higher return on equity may be due to debt or higher return on assets .In 2023 return on equity was in upward trend which is tremendous performance of the bank.

5.1.3 Assets turnover ratio:

Table 5.1.3: Assets turnover ratio

2023	2022	2021
0.1538	**0.1410**	**0.0751**

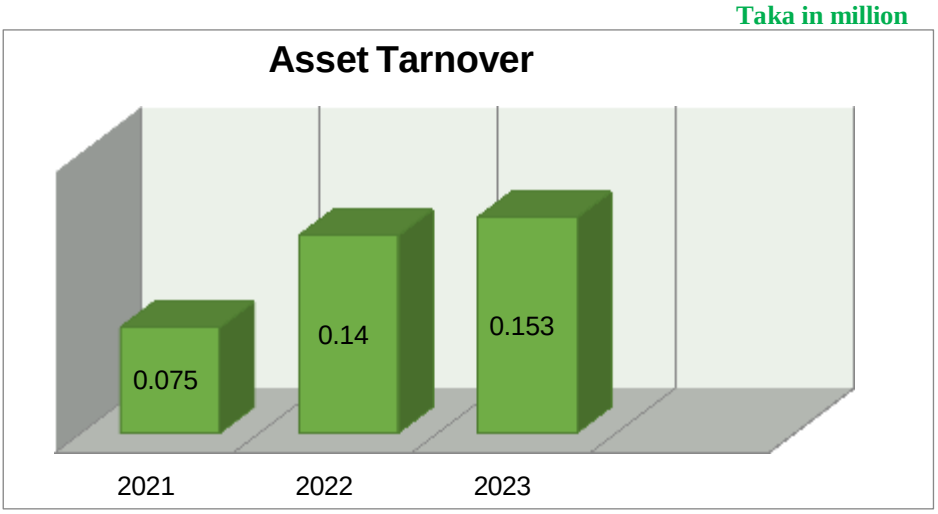


Figure: 5.1.3: Assets turnover ratio

Interpretation: In figure 5.1.3 it is found that, NRB Commercial Bank asset turnover ratio was high. The ratios were 0.1538 times in year 2023 and 0.141 in 2022 and 0.0754 in 2021. These ratios indicate that NRBC Bank was generating a sufficient volume of revenue given to its total asset investment. To increase this ratio NRBC Bank had to utilize its sources of fund on those assets which bring more revenue to the bank.

5.1.4 Operating expenses to revenue:

Table 5.1.4: Operation expenses to revenue

2023	2022	2021
124.42%	**115.82%**	**Nil**

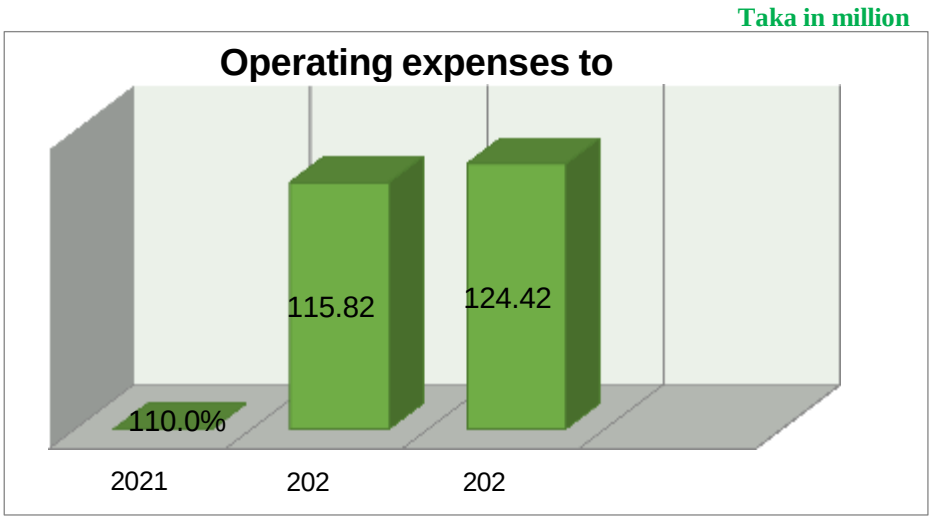


Figure: 5.1.4: Operating expenses to revenue

Interpretation: In figure 5.1.4 shows that, the highest percentage of revenue in 2023 noted 124.42% against operating expense in the bank. Though it were 115.82% & 110.0% 2022 and 2021 respectively. It is clearly notify that the bank is earning revenue increase gradually from the early period.

5.1.5 Net profit margin:

Table 5.1.5: Net profit margin

2023	2022	2021
11.92%	**3.50%**	**3.71%**

Taka in million

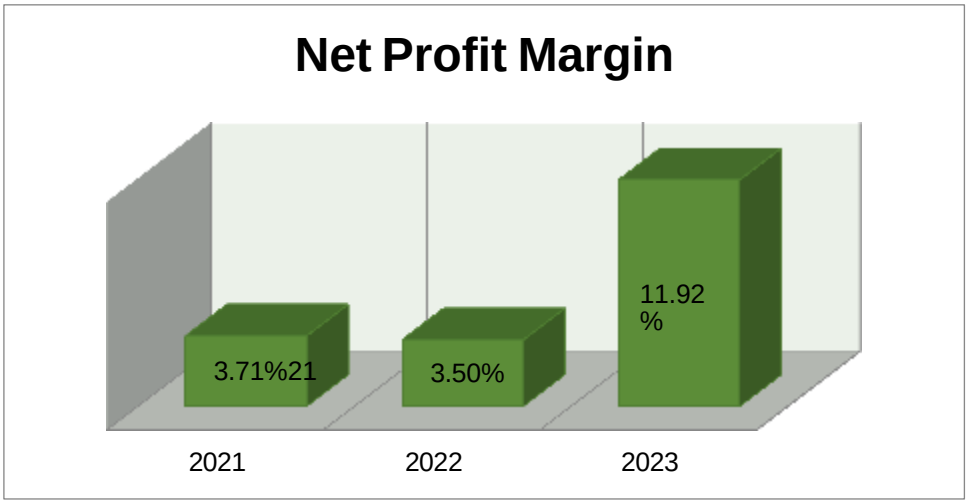


Figure 5.1.5: Net profit margin

Interpretation: From the analysis, it has seen three years in 2021 to 2023 the bank‟s net profit margin was in fluctuating mood. But in 2023 it achieved high compare to 2020 to 2013.But in 2022 is decreased to 3.50% it increased highly and turned into 11.92% in 2023. In 2023 net profit was too high that is only 11.92 %. So their profit margin is satisfactory in 2023.

5.1.6 Loan to deposit ratio:

Table 5.1.6: Loan to deposit ratio

2023	2022	2021
80.43%	**83.45%**	**75.71%**

Taka in million

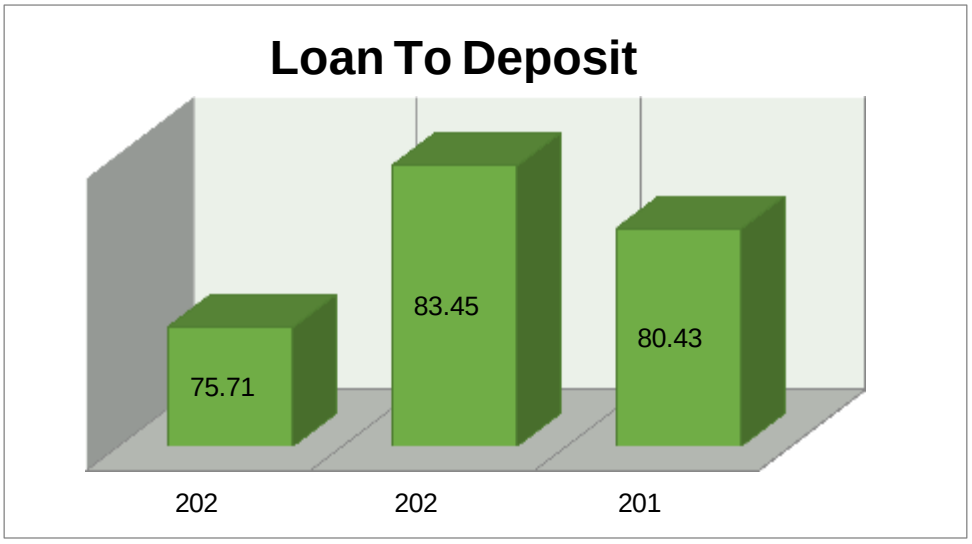


Figure 5.1.6: Loan to deposit ratio

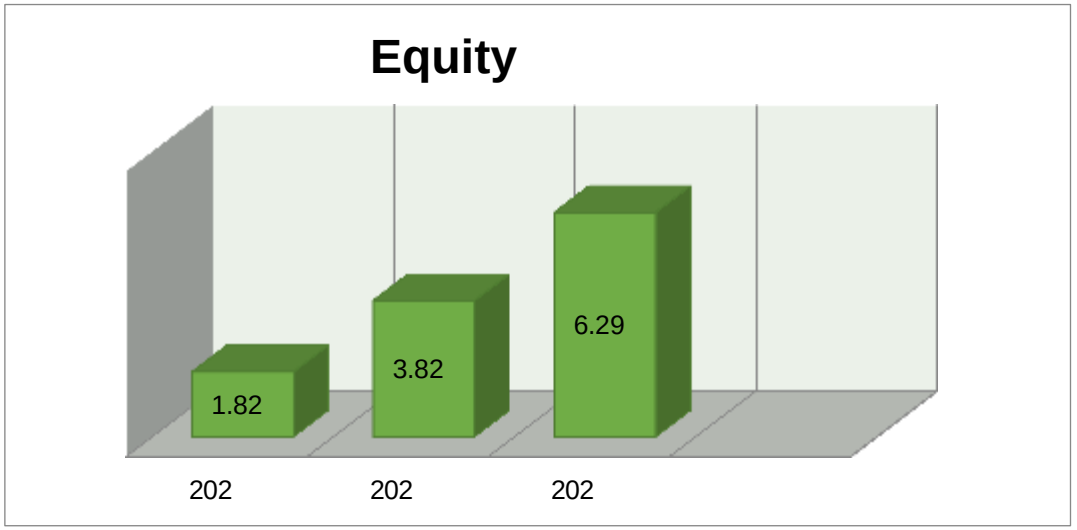
Interpretation: In figure 5.1.6 it is found that, It indicates how much productivity the deposits are used. In year 2021, 2022 and 2023 the ratios of NRBCB was respectively 75.71%, 83.45% and 80.43%. These ratios show a relationship between loan and advances to total deposits. Analysis shows increased in 2023 from other years.

5.1.7 Equity multiplier

Table 5.1.7: Equity multiplier

2023	2022	2021
6.299	**3.826**	**1.827**

Taka in million



5.1.7: Equity multiplier

Interpretation: The figure 5.1.7, it is found that the value of equity multiplier indicates the amount of assets per taka of shareholders‟ equity. the amount of equity 6.299 total shareholder in 2023 in where it were only 3.825 and 1.827 in the year of 2022 and 2021 respectively, Higher value of equity multiplier that, bank has used more debt to convert into assets with share capital.

5.2 Summary of the Results

Ratio	Trends	Bank's Position
Return on assets	Upward Trends	Good
Return on assets	Upward Trends	Good
Asset turnover ratio	Upward Trends	Good
Operating expenses to revenue	Upward Trends	Good
Equity multiplier	Upward Trends	Poor
Net profit margin	Upward Trends	Good
Loan to deposit ratio	Upward Trends	Good

Chapter- 6

Findings of the study & SWOT Analysis of NRBCB

6.1 Findings

- The liquidity condition of the bank is much better that the sign of continues improvement.
- Return on assets ratio is higher that, indicates the effective managerial performance of the NRBC bank.
- The earning of the shareholders is much higher that is proven by return on equity.
- To increase asset turnover, NRBC Bank had to utilize its sources of fund on those assets which bring more revenue to the bank.
- Loan to deposit NRBC bank has taken more financial stress by making excessive loans and also shows risk that to meet depositors.
- Net profit margin is positive of NRBC bank. So NRBC bank made more money during that period.
- Operating expenses to revenue is positive. It is clearly notify that the NRBC bank is earning revenue increase gradually from the early period.

6.2 SWOT Analysis of NRBCB

SWOT is an acronym for the internal strength and weakness of a firm and the environmental Opportunity and Threat facing by that firm. So if we consider The NRBC Bank PLC. as a business firm and analyze its strength, weakness, opportunity and threat the scenario will be as follows:



Strength

- Trustworthiness
- Good Management
- Cooperation with each other
- Regular Customers
- Membership with SWIFT
- Good banker-customer relationship
- Strong Financial Position
- Large Network- both nationally & Internationally
- Real- Time On-Line Banking
- Dual-Currency NRBC Visa Card- Unique in Bangladesh

Weakness

- Lack of proper motivation, training and job rotation.
- Lack of experienced employees in junior level management.
- Still a Problem Status Bank
- Lack of own ATM services.
- Large Branch Network in Rural Are

Opportunities

- SME Finance
- Huge business area
- High growth of sales & trade Finance volume
- Steps taken by Bangladesh Bank
- High growth of sales & trade Finance volume
- Steps taken by Bangladesh Bank
- Investments on technology.

Threats

- FCBs and Third Generation Banks
- Aggressive SME Finance by New CBs
- Losing customers
- Entrance of new Private CBs
- Huge FDI flow

Chapter-7

Recommendation & Conclusion

7.1 Recommendations

NRBCB should start strategic planning to increase the infrastructures and also important constructs needed to support its large customer base. So, considering the service sector of Bangladesh, NRBCB should be more conscious to deal with its customers as the customers have now more choice to bank with and there are institutions that are intensifying competition by focusing more on superb customer service.

To identify these bank needs proper information system is required badly. Customer feedback can make value to increase right services and relations to the right customers and increase precise commitment, loyalty, trust and satisfaction to become with huge good relationship. NRBCB has several services gap to authentic of considerate the consumer behavior and their potential attitude, which made them deficient in modern banks. NRBCB has to minimize their service gap though strong study on customer objection, expectation, perception and critical internal marketing aspects. Steps should be taken to implement the new process in order to ensure a smooth service as promised to customers.

- Employees are needed to give adequate training to work and handle clients under pressure. In this case both the branch authorities and higher authorities can persuade each other to train the employees.
- NRBCB should increase more Consumer Banking activity. Their Consumer banking activity is quite satisfactory but it will be better if they can put attention on individual customer.
- They should invent other type of deposit to attract more customers which is different from other banks.
- NRBCB should maintain more cash and deposit balances with other banks. Because it is desirable that banks keep their cash and balance with other bank to such extent so that it can minimize the chance of liquidity crunch.
- Should develop more strategic planning as to compete with its rival banks.
- Should increase the number of ATMs and ensure their smooth operations.
- NRBCB should recruit more capable & experiences employees to spread the products all over the country.
- NRBCB should maintain errors-free customer‟s record & database which will help to identify the major customer‟s facility requirements.

7.2 Conclusion

Since the banking service especially the private Banks are doing an outstanding business, so it is clear that the modern people are more concerned about securing their valuable assets and get high-quality and timely services. For this reason lot of new commercial bank has been established in last few years and these banks have made this banking sector very competitive. So, now banks have to organize their operation and do their operations according to the need of the market. Banking sectors no more depends on a traditional method of banking. In this competitive world this sector has trenched its wings wide enough to cover any kind of financial services anywhere in this world. The major task for banks, to survive in this competitive environment is by managing its assets and liabilities in an efficient way. NRB Commercial Bank PLC is the most promising bank in Bangladesh. Every day NRB Commercial Bank endeavor to increase their product and services although they provide a wide range of product of services to their customers. NRB Commercial Bank PLC is helping the economy of Bangladesh by remitting of funds both local and foreign. For helping the people the bank provides bridge financing loan, working capital loan to its corporate clients. As modern function NRB Commercial Bank PLC provides credit card facility, ATM card facility and any branch banking facility to its customers.This project concentrated mostly on the customer services of the Motijheel branch and identified some valuable information that could make the services more attractive and also enhance the banks reputation among the customers. With the current performance of the Bank and with little improvement here and there will certainly make NRB Commercial Bank PLC one of the best Private Bank in Bangladesh in the near future.

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Appendix

$$\text{Reurn on Asset} = \frac{\text{Net income}}{\text{Total asset}}$$

2023	2022	2021
560.08/30553.56= 1.83%	84.78/17192.85= 0.49%	22.08/7915.45= 0.28%

$$\text{Reurn on equity} = \frac{\text{Net income}}{\text{Shareholder equity}}$$

2023	2022	2021
560.08/4850.44×100=11.55	84.78/4493.52×100= 1.89	22.08/4332.70×100= 0.51

$$\text{Loan to deposite ratio} = \frac{\text{Total loan and advance}}{\text{Total deposit}}$$

2023	2022	2021
23227.39/28880.68×100 =80.43%	14412.25/17270.88×100 =83.45%	3717.15/4909.96×100 =75.71%

$$\text{Equity multiplier} = \frac{\text{Total aseet}}{\text{Total equity}}$$

2023	2022	2021
30553.56/4850.44= 6.299	17192.85/4493.52= 3.826	7915/4332.70= 1.827

$$\text{Netprofit margin} = \frac{\text{Net income}}{\text{Total revnue}}$$

2023	2022	2021
560.08/4699.63×100=11.92%	84.78/2424.05×100=3.50%	22.03/594.19×100= 3.71%

$$\text{Asset rurrnover ratio} = \frac{\text{Total revenues}}{\text{Total asset}}$$

2023	2022	2021
4699.63/30553.56= 0.1538	2424.05/17192.85= 0.1410	594.49/7915.45=0.0751

$$\text{Operation expences to revenue} = \frac{\text{Operating income}}{\text{Operation expences}}$$

2023	2022	2021
4699.63/3777.21×100=124.42%	**2424.05/2092.87×100=115.82%**	