

**Internship Report
On
Function Of NCC Bank Limited**



**Submitted to:
Islamic University of Technology
in partial fulfillment of the requirements for the degree of BBA in Business and
Technology Management (BTM)**

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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Letter of Transmittal

April 6, 2022

Dr. Md. Abul Kalam Azad
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Subject: Submission of Internship Report at NCC Bank Limited

Respected Sir,

It is my honor to submit my report of my internship for your approval.

The title of my report is “Functions of NCC Bank Limited”. This report is primarily focused on my daily tasks and activities during my internship period in the Different departments of NCC Bank Limited. The study also portrays an in-depth analysis of my responsibilities which provides an overview of how the said department functions. This 3- month program was filled with learning opportunities and experiences that will work as a stepping stone in the professional world.

I would be delighted to hear your feedback about this report anytime in the future.

Kind regards,

Tasin Mushfique Nihal
Student, Department of Business and Technology Management (BTM)
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Declaration

I, Tasin Mushfique Nihal, Student of the Business and Technology Management (BTM) department at Islamic University of Technology, hereby declare that the report titled “Functions of NCC Bank Limited” is an original piece of an article composed by myself under the supervision of Dr. Md. Abul Kalam Azad, Associate Professor of Business and Technology Management (BTM) department at Islamic University of Technology. This report was not submitted to any other institution (school/college/university) for any academic qualification and it fully satisfies the rules and regulations of Islamic University of Technology regarding plagiarism and collusion.

Kind regards,

Tasin Mushfique Nihal

Student, Department of Business and Technology Management (BTM) Islamic University of Technology

Student ID: 1700610014

Acknowledgment

Being an intern at NCC Bank Limited provided me with a platform to develop my professional skills and growth. I am eternally grateful to the Almighty for giving me this opportunity at such an early stage of my career. I am also grateful for the chance to meet so many talented individuals who led me during my internship period.

Secondly, I would like to convey my heartfelt appreciation to my academic supervisor, Dr. Md. Abul Kalam Azad guided me throughout my journey with expert advice and support. He was nothing short of a counselor to me for the completion of this academic report.

I would also like to use this opportunity to express my deepest gratitude to my corporate supervisor and mentor, Mohammed Yousuf who helped me every step of the way during my time at the NCC Bank Limited, spite being extremely busy with his day-to-day tasks.

Last but not the least, I would like to mention my family. Without their constant support, care and affection, I would never become the person that I am at this moment. They are my safety net every step of the way, and I would like to make them proud by being a good person, both in the personal and professional world.

Executive Summary

The following internship report details my experience and the set of tasks that I have completed during my time as an Intern - Management at NCC Bank Limited. The internship started on December 1, 2021 and continued until February 28, 2022.

NCC Bank Limited bears a unique history of its own. The organization started its journey in the financial sector of the country as an investment company back in 1985. The aim of the company was to mobilize resources from within and invest them in such a way so as to develop the country's Industrial and Trade Sector and play a catalyst role in the formation of the capital market as well. Its membership with the bourse helped the company to a great extent in this regard. The company operated up to 1992 with 16 branches and thereafter with the permission of the Central Bank converted into a full-fledged private commercial Bank in 1993 with paid-up capital of Tk. 39.00 crore to serve the nation from a broader platform. Since its inception, NCC Bank Ltd. has acquired a commendable reputation for providing sincere personalized service to its customers in a technology-based environment. The Bank has set up a new standard in financing in the Industrial, Trade, and Foreign exchange business. Its various deposit & credit products have also attracted the clients-both corporate and individuals who feel comfort in doing business with the Bank.

My internship period was packed with tasks like attending learning sessions held both by my supervisor and by NCC Bank Limited, completing certifications, attending meetings, participating in market research, and preparing reports.

The Management team of NCC bank Limited consists of a robust group of individuals who are knowledgeable about all the latest tools and technologies required to conduct effective financing. My academic knowledge of Management, Finance, and Business Communication was the perfect catalyst for my introduction to the Banking Industry.

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Introduction

This internship report is the final part of the course – Internship 4800 of the 8th semester. The document contains the details of my experience, duties, and responsibilities that I have completed during my time as an intern at NCC Bank Limited. The internship is a vital part of my current semester, which helped me to get a practical experience of the learnings that I have gathered during my time as a student of Business and Technology Management at Islamic University of Technology. I am delighted that I had the opportunity to be part of such a growth-focused organization as NCC Bank Limited.

A bank is a financial institution licensed to receive deposits and make loans. Two of the most common types of banks are commercial/retail and investment banks. Depending on the type, a bank may also provide various financial services ranging from providing safe deposit boxes and currency exchange to retirement and wealth management. The banking sector is vital to world economies. Its primary function is to safeguard depositors' assets and make loans to individuals and businesses. Banks are regulated by the federal government, and sometimes state governments, to try to keep them from taking on too much risk and imperiling the economy.

As an intern, I was assigned to the Management department of NCC Bank Limited. At present Banking is the most effective form of B2C communication compared to traditional marketing activities. As the digital presence of people increases day by day, the form of Financial transactions is proving to be more efficient in reaching a huge population while spending less time and other resources.

Company Overview

History

National Credit and Commerce Bank Limited has a distinct history. In 1985, the organization began its journey in the country's financial sector as an investment company. The company's goal was to mobilize resources from within and invest them in such a way that it would develop the country's industrial and trade sectors while also acting as a catalyst in the formation of the capital market. Its membership in the browse greatly aided the company in this regard. The company operated with 16 branches until 1992 when it was converted into a full-fledged private commercial bank with a paid-up capital of Tk with the permission of the Central Bank. 39.00 crore to serve the nation on a larger scale. Since its inception, NCC Bank Ltd. has built a solid reputation for providing genuine personalized service to its customers in a technologically advanced environment. The bank has established a new standard in financing for the industrial, trade, and foreign exchange industries. Its various deposit and credit products have also attracted clients—both corporate and individual—who are at ease doing business with the bank.

Objective

The primary objective of NCC Bank Limited is to **mobilize resources from within and invest them in such a way so as to develop the country's Industrial and Trade Sector and play a catalyst role in the formation of the capital market as well.**

Mission:

We will be at the frontline of national economic development by doing the following:

- Anticipating business solutions needed by all of our customers everywhere and delivering them in a way that exceeds expectations
- Setting industry benchmarks for world-class standards in delivering customer value through our extensive product offering, customer service, and all activities
- Creating an exciting team-based working environment that will attract, develop, and retain exceptional employees who will help us celebrate the success of our company, our customers, and national development.

- Being a good corporate citizen means upholding the highest ethical standards and doing your part in the community.
- Improving production and profitability, which in turn increases shareholder value

Vision:

To be at the forefront of national development by providing all the customers inspirational strength, dependable support, and the most comprehensive range of business solutions, through our team of professionals who work passionately to be outstanding in everything we do.

Organizational Structure

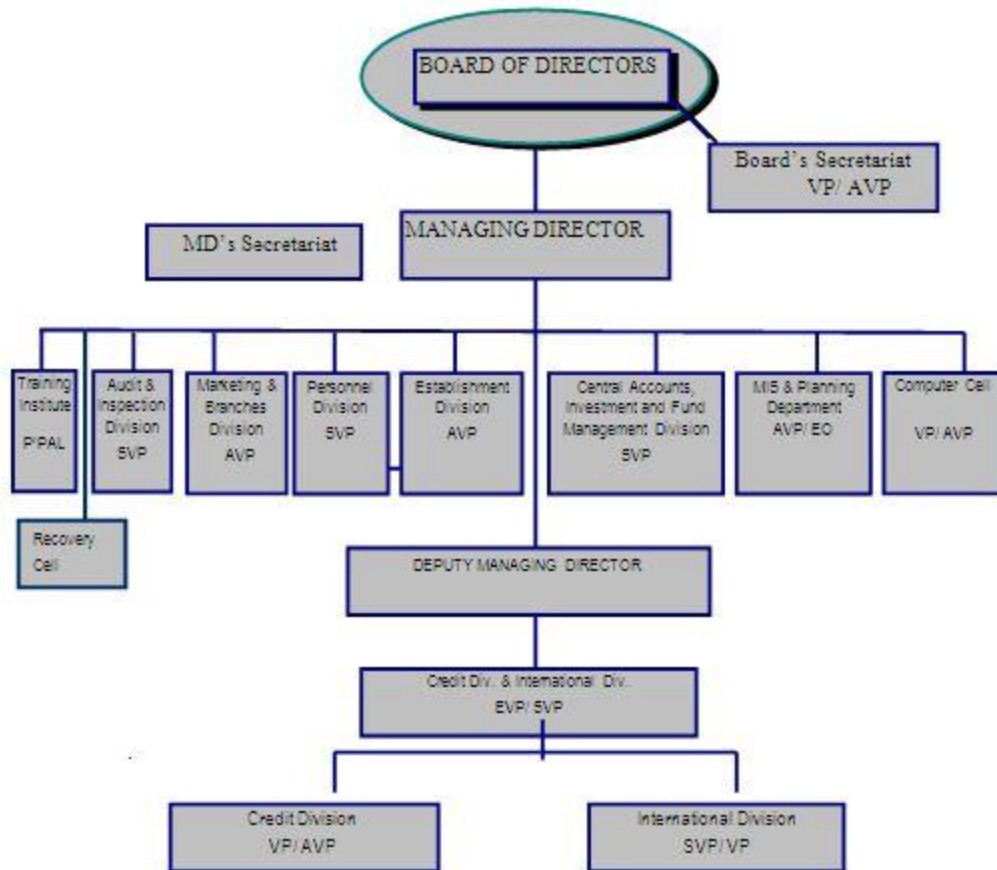
NCC Bank Limited conducts all of its operational activities from the branch offices located in different respected areas. Though I have been obliged to provide my internship in the NCC Bank Limited in Bashundhara, the head office locates in Dhaka. The address is:

13/1 - 13, 2 Toyenbee Circular Road, Dhaka 1000

NCC Bank Limited also has an official website: www.nccbank.com.bd

The organogram of NCC Bank Limited is as follows:

ORGANOGRAM OF NCCBL



Products/Services:

Since Bangladeshi banks have seen signs of dissatisfaction and rate independence, as well as the elimination of direct lending and the entry of private banks as economic rules change and financial changes are implemented, many new products have been introduced by Bangladeshi banks over time.

Banking Services Are Now Available to the Public

❖ Department of account opening

- ✓ Opening Account
- ✓ Issuing Cheque Book
- ✓ Scanning Signature
- ✓ Closing MSS
- ✓ Opening MSS
- ✓ Account Transfer
- ✓ Account Close
- ✓ Customer Quarries

First, the customer must go through a series of steps to activate or save

- ✓ If necessary, issue a formal mandate.
- ✓ An A/C holder introduces the topic.
- ✓ Photographs
- ✓ The application must be submitted in accordance with the prescribed format.
- ✓ Signature on the specific card

❖ Department of Deposit

- ✓ Current A/C
- ✓ Savings A/C
- ✓ Fixed Deposit A/C
- ✓ Short term Deposit A/C
- ✓ Special Deposit A/C
- ✓ Premium term Deposit A/C
- ✓ Demand Deposit A/C

❖ Department of Cash

- ✓ Receive Cash

- ✓ Cash Payment
- ✓ Receiving bills for utility, gas, electricity, etc.

❖ Department of Accounts

- ✓ Daybook of cash come
- ✓ Scheduled bank statement
- ✓ Showing weekly statement to Bangladesh Bank
- ✓ Supplementary Sheet
- ✓ Various ledgers posting

❖ Department of Remittance

The money-back office is a critical component of the company's operations. Internal remittances are used by the bank to receive and convert various kinds of e-mail. The payment unit is now sending the mail in order to facilitate the overseas warehouse operation. According to the NCCBL's price list, NCCBL charges. NCCBL stipulates the terms of reimbursement.

- ✓ Pay Order P.O.
- ✓ Telegraphic Transfer T.T.
- ✓ Payslip
- ✓ Demand Draft D.D.
- ✓ Security Deposit Receive
- ✓ Mail Transfer

❖ Department of Advance

Economic construction can be viewed as snowing in light of the country's rapid growth in the economy. The lending function is the most important in modern mortgage lending. Value-added customer service and payments to small and medium-sized businesses that meet the bank's needs and have a return on investment based on customer satisfaction are

provided by NCCBL to its valued customers. Customers of NCCBL can take advantage of loans and discounts in the following ways:

- ✓ Vehicle Loan
- ✓ Home Loan
- ✓ Scheme for General Loan
- ✓ Cash credit hypothecation
- ✓ Security overdraft
- ✓ Financial Scheme for Consumer

These kinds of loans and advances have specific characteristics:

- ✓ short or medium or long term loans
- ✓ Monthly basis interest charged
- ✓ Payment with installments
- ✓ With about 12 percent to 16 percent interest rate range
- ✓ Keeping records is mandatory

❖ "The transition from one process to a universal process" can be defined as currency exchange in the Foreign Department. Legitimate business Credit and Business Banking Ltd. Foreign trade, even in the absence of a place sale license, is critical to the growth of the economy. Foreign trade can be divided into two categories:

- ✓ Import
- ✓ Export

❖ The Clearing Division A variety of activities such as writing, downloading, and so forth. One of the most critical roles in banking is to represent your customers. There are times when bank members agree to provide equipment from their representatives at a predetermined time and location, trusting each other and exchanging information.

- ✓ Clearing (Inward): When instruments are delivered to a specific branch, which one was sent there by another bank member for collection? Internal medicine.

✓ Clearing (Outward): External removal means that when he receives some legs Tools picked up for other banks in the removal area and equipment collected with approved product approval should be considered external removal for that branch.

Industry Analysis

Industry Size & Growth Trends

National Credit and Commerce Bank Limited has a great role in the banking industry. Due to COVID-19, it seemed to people are moving toward digital banking and mobile banking. Since NCC bank has its own online portal all the functions can be operated there. From 2020 to 2021, the global economy fluctuates a lot. In spite of these fluctuations, NCC bank grew a lot. The strategic focus was on achieving long-term growth, a more diversified deposit mix, and improved asset quality; rationalizing costs; improving efficiency; enhancing customer service; and strengthening overall risk management systems, among other things, for a year under review.

Credit Rating

In the banking sector of Bangladesh maturity depends on their credit rating. Following is their credit rating for Foreign and Local:



MOODY'S
B1 Rating to NCC Bank Limited

NCC Bank Limited (NCCBL) has been awarded 'B1' rating by Moody's, a world renowned rating agency. The rating is published on 25 January 2021 and available at www.moody.com. The assigned rating reflects the strength of NCCBL which is backed by its modest solvency & funding, adequate liquidity, modest asset quality & capital base, improved profitability and compliance culture.

We are what we are today for the stewardship of our forward-looking Board of Directors, prudent guidance of the regulators especially Bangladesh Bank, unwavering faith deposited in us by our customers, devoted & committed employees.

We thank you all for your continued support and inspiration.

www.nccbank.com.bd



Credit Rating



Ratings	Year	
	2020	2019
Long Term	AA (Higher Safety and High Credit Quality)	AA (Very Strong Capacity)
Short Term	ST-1 (Highest Certainty of Timely Repayment)	ST-1 (Superior Capacity)
Outlook	Stable	Stable
Valid From	June 24, 2021	June 22, 2020
Valid Till	June 23, 2022	June 21, 2021
Rating Action	Initial	Surveillance
Rated by	Credit Rating Information & Services Ltd.	Emerging Credit Rating Ltd.

**STABLE
OUTLOOK**



A Bank rated 'AA' in the long term is adjudged to be of high quality, offer higher safety & have high credit quality and rated 'ST-1' in the short term indicates highest certainty of timely payment, short term liquidity is very strong and safety is almost like risk free Government short – term obligations. Stable outlook indicates rating is likely to remain unchanged.

www.nccbank.com.bd

Effect of Online Banking or Mobile Banking on External Economic Factors:

At present times, the effect of the coronavirus epidemic on the world economy is clearly visible. But during these times, the world of digital finance was crucial to facilitating the movement of cash. The influences of digital financial services on different economic factors are as follows:

Tax Rate: In 2021, the government of Bangladesh decided to cut corporate taxes on the Mobile Banking service providers from 32.5% to 30% for the fiscal year of 2021-22. This initiative resulted in significant upward growth of the overall industry. Following the tax cut, the costs for using the service also reduced significantly, which resulted in a surge of Mobile Banking users in the country.

Remittance: Mobile Banking services play a crucial role in the growth of Inward Remittance in Bangladesh. According to Bangladesh Bank's report for October 2021, the country received a total of Tk. 403.9 crore in Inward Remittance via digital financial services. This has accelerated the growth of the nation's economy, even during the lockdown.

Recession: With the whole country under lockdown, almost all the commercial organizations had to shut down their on-site operation to prevent the virus spread. So, at the beginning of the pandemic, the worldwide economy faced a drastic decline in trend. At that time, our digital financial services that enabled the citizens to perform monetary activities without going outside the house

Industry Competitors:

There are two types of competitors for NCC Bank Limited. Below is a brief overview of the key players in these two types of industry in Bangladesh other than NCC Bank Limited:

- Private Banks:** According to CAMEL Rating NCC Bank is on a satisfactory level or B-class Banks. Other Banks which fall in the B category are NCC Bank's competitors. The competitors of NCC Bank are-

- **South East Bank Ltd (SEBL)**
- **Eastern Bank Limited (EBL)**

- **Bangladesh Commerce Bank (BCB)**
- **Basic Bank Limited (BBL)**

□ **Mobile Finance Services:** The growing MFS is one of the biggest threats to Banking services. Since the growth of the MFS, people are getting more focus there. Though MFS are introduced themselves in a different way in this industry people found themselves handier to use. The prime MFS of Bangladesh are:

- **bKash**
- **Nagad**
- **Rocket**
- **Upay**

Description of Main Duties:

At NCC Bank, I was assigned to carry out a wide range of responsibilities in the Risk Management Department. Though it's related to management, I had to focus on all the departments. From the monitoring offline activities, all the way to conducting research and analysis, my internship at NCC bank was full of learning opportunities that had a significant impact on the starting line of my professional journey.

Job Position:

I was selected as a Risk Management Intern at NCC Bank. They offer me to learn about all the inside and outside of this Bank and evaluate it for the future.

Working Hours:

Work Days: Sunday to Thursday (5 days).

Time: 10:00 AM to 5:00 PM (but the ending hour mostly depended on daily tasks).

Meals and Refreshments: Lunch along with tea/coffee

Key Responsibilities:

There are two types of activities I had to maintain in the NCC Bank Limited. They are:

- Performance of Deposit
- Performance of Loan & Advance

As I had two work for the both of them and my First month was assigned for learning about both of them and the other two months for application of the knowledge.

Performance of Deposit:

The functions of this Department

- Account Opening

This section is for opening different types of accounts for their valuable customers. The choice of customers is very important for the bank. Because the bank depends on their customer for their success or failure. If bad clients commit fraud and theft from their bank accounts, the bank's reputation is jeopardized, hence stakeholders in this part should be carefully selected.

- ❖ Account types
 - CD or Current or Individual Deposit
 - SD or Savings Deposit
 - STD or Deposit for Short Term
 - FDR or Fixed Deposit Receipt
 - SSS or Special Saving Scheme
 - MDP or Money Double Program
- ❖ An overview of the steps involved in creating a new account.
 - The potential user fills out the required paperwork and submits it to the appropriate legal use
 - The form needs to be signed by you.
 - The account holder must have access to the system.
 - The information and medicines sent in the file are made public by the President.
 - There must be cash deposits and deposits. Not all checks or tours will be accepted by the bank.

- Immediately following the deposit, the company issues checks to the accountholders

- Remittance

The importance of interbank interference cannot be overstated in the banking industry. One of the most critical aspects of our economy is the ability to send money around the world. The transfer of traffic relies on these services. This service makes it simple for the merchant to send money from one account to another. Remittance services offered by NCC Bank include the following three categories;

- ❖ DD or Demand Draft
- ❖ PO or Pay Order
- ❖ TT or Telegraphic Transfer

- Clearing

Every branch of NCC Bank has a part-clearing section where they verify all of the transactions that take place at the branch office on a daily basis

- Accounts

This holds true for a standalone office that serves as a representative of each division. This is a section about computers.. As a result, in this country, large deodorants and newspapers are not regarded as banks. Prepare electronic sections for the money by receiving coupons from each institution.

Services Provided by the Accounting Division

- Another arrangement kept for control is a test agreed upon.
- Another agreement has been made for control purposes, the agreed-upon test.
- This department is responsible for overseeing the bank's finances.
- Creating and responding to the world
- A summary of the day's events
- Vouchers issued by other departments are posted on a daily basis.

- For the purpose of getting yourself ready for the discrepancy balance of payments
- For the purpose of preserving a sound trial balance and accounting records
- In order to keep track of and prepare for the expiration of all assets
- Prepare daily liquidity reports in a flash.
- A daily input journal, proof sheet, and validation report must be maintained.
- Keeping track of the agreed-upon test is critical for the internal control of the bank.

- Cash Section

When it comes to the management of any transaction, the cash company is the most critical and sensitive branch. This building has money in the bank at the beginning of the day. The bank will transfer a small amount of money to the cashier on a daily basis, such as open withdrawals. The opening balance can be increased by fees associated with receipts and payments. The final balance is the name given to the image. The final tally is entered into the database. And here we have the bank's final cash balance for the day.

Performance of Loans & Advances

It's a bank's life unit because every bank is questioned, even if this segment's only result is. Losing customers is a real possibility if this branch isn't well-run. As a measure of bank earnings, this is critical. Providing interest and safeguarding their funds, banks lend money to other banks. The question of how the bank will satisfy customers can now be gradually raised, and the simple answer is obvious.

Loans and sponsorships from this bank can be sorted into categories based on the achievements and characteristics of each product:

- Continuous Loan
- Term Loan

- Loan General

Loans of various kinds

- ❖ **General Loan:** There are three types of loans available: short, medium, and long-term.
- ❖ **Home Loan:** Loans for individuals or construction companies fall into this category of choice. The fee will be refunded monthly at certain times.
- ❖ **Small Business Loan Scheme (SBLS):** This type of loan is appropriate for both individuals and businesses, such as construction firms. Monthly, at predetermined intervals, the fee will be refunded.
- ❖ **Personal Loan Scheme (PLS):** Personal income is used as collateral for this type of loan. A starting salary of 50,000 takas and a 17 percent interest rate
- ❖ **Lease Financing Scheme (LFS):** Banks and other financial institutions can use this loan to finance the purchase of a vehicle with a 17 percent annual percentage rate (APR).
- ❖ **SOD(FO):** FDR and DPS are the targets of this order.
- ❖ **SOD (General):** Advertising and business administration were two of his main stances. Customers who prefer loan services, such as those with CD A/C, STD A/C, and good customers, are more likely to receive this type of loan offer.
- ❖ **Cash Credit (Hypothecation):** The defenders will be responsible for all of the debt, investment, strategy, and support initiatives.
- ❖ **Cash Credit (Pledge):** However, the bank acquires the rights to any financial property that was owned by the borrower's family member.

- ❖ **Payment against Document (PAD):** PAD is in charge of all import and export activities. When a payment declaration states that it is directly linked to compliance with the loan agreement, the true price is paid in advance by the buyer, the bank opening statement must respect the payment agreement.

- ❖ **Loan against Imported Merchandise (LIM):** Foreign goods that have been requested by the debtor must generally be released from customs via a credit note. In cases where the carrier does not collect the information, it supports a notification to remind the bank that it has violated the right to withdraw the account.

- ❖ **Trust Receipts (TR):** Loan agreement in which the credit is authorized against trust receipts, but the shipper or exporter is still responsible for the payment of the foreign goods or goods.

- ❖ **Export Cash Credit (ECC):** Exported goods and shipments are supported by the Export Credit Agency (ECA).

Recommendations

Here are a few ideas for enhancing the bank's operating environment:

- Post-employment (2005-2009) is covered in this report, which includes various aspects of the economy, such as bank deposits, promotions, import/export business, and more. Look back and plan for the future in a way that can be aided by prior data presented in a visually appealing way.
- There are a lot of long-term deposits (70.68 percent) in these branches, which means that other deposits such as SSS and SB deposits must be used to satisfy customers. increased as a result of rising enthusiasm.
- Increasing the bank's overall balance while avoiding the overriding of savings accounts allows the bank to reduce its capital requirements. Banks will be able to pay lower interest rates on loans if the required down payment is reduced.

- Commercial banks rely primarily on deposits to generate revenue. Competition in the deposit and depositary markets is necessary for a more competitive bank. As a result, the NCCBL is expected to handle it.
- It is important that this branch concentrates on OLD, SOD, and HEELS despite the fact that it only deals with SBLS.
- Since local L/C is cheaper than international L/C, the bank should encourage customers to use their local L/C instead of their foreign L/C.
- It is imperative that branch managers talk more about the loan and write less about deposits because the mortgage and the down payment are comparable. Lowering interest rates is one way to achieve this goal.
- There must be more capital in the bank's product line and new products must be developed. As a result, they will be shielded from their fiercest competitors (HSBC, SCB, etc.)
- The manager does his job without yelling and does not understand the employee's guilt because he has done a good job. As a result, the worker is more diligent and honest when he has completed the same work.
- Help users understand why their current situation isn't working by analyzing their needs.
- Identify the needs of the users and explain the limitations of the local environment.
- Priority should be given to the needs of the customer over all else.
- Customers will have a better experience if the office atmosphere is improved.
- Management information systems that are effective.

Conclusion

During the internship, the bank's performance evaluations were unable to accurately measure how well the intern performed. However, this was an ideal opportunity for me to familiarize myself with the NCC Bank Bashundhara Branch's business operations. I'm trying to persuade my soul to let me know it needs this relationship. National economic growth is facilitated by the country's economic structure. A major factor in this has been the involvement of commercial banks. More and more banks are entering the modern economy, and they face a wide range of challenges, compared to traditional business practices. Bank of Commerce and Credit Limited (NCCBL). Bashundhara's mission is to provide people from all walks of life in our country with high-quality, low-cost services. Efforts have been made by the bank to support as much business expansion as possible and to raise the rental value of its properties. NCC's senior management should conduct research or analysis on the performance of its subsidiaries, the functioning of management, and the functioning of its employees and their minds.. In my opinion, Bangladesh needs a high-quality bank.

References

- Annual reports 2020 and 2021 of NCCBL
- <https://www.nccbank.com.bd/>
- https://en.wikipedia.org/wiki/NCC_Bank