



**An Internship Report on  
General Banking Activities of Global Islami Bank**



**গ্লোবাল ইসলামী ব্যাংক**  
Global Islami Bank  
بنك غلوبل إسلامي بنك

**Submitted to**

**ISLAMIC UNIVERSITY OF TECHNOLOGY**

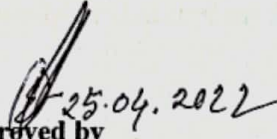
in partial fulfillment of the requirements for the degree of  
**BBA in Business and Technology Management (BTM)**

**Submitted by**


**Rubaiat Rehman Khan**  
**ID: 170061066**

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

Approved by

  
25.04.2022

**Dr. Mohammad Shamsu Uddin**  
**Assistant Professor**  
**Department of Business and Technology Management**

  
(Signature)

**Date of Submission: 25 April 2022**

## Letter of Transmittal

22 April 2022

Dr. Mohammad Shamsu Uddin

Assistant Professor

Department of Business and Technology Management

Islamic University of Technology

Gazipur, Dhaka, Bangladesh

Subject: Submission of Internship Report

Dear Sir,

I would like to inform you that I have finished my internship report on “**General Banking Activities of Global Islami Bank**” which is an integral part of the BBA program and would like to submit to the viva board.

The entire report is based on my hands-on experiences during the internship period at Global Islami Bank Dhanmondi Branch. For the completion of this report, I followed all the instructions and directions that were given and composed point by point data of my viable work and information. In composing this report, I have to get arranged for intuition encounters and genuine life information around client benefit and their fulfilment level. This report overall goes through all the available information of the branch.

Therefore, I would be grateful if you kindly acknowledge and accept my internship report and any kind of alteration is appreciated and obliged thereby.

Thank you.

Sincerely yours,

Rubaiat Rehman Khan

ID – 170061066

Department of Business & Technology Management

Islamic University of Technology

## **Acknowledgement**

At first, Subhan Allah Alhamdulillah, I am very grateful to the Almighty for giving me the strength and ability to complete my internship program at Global Islami Bank Dhanmondi Branch.

I would like to express genuine appreciation to my academic supervisor, Dr. Mohammad Shamsu Uddin Sir, for his steady direction, supervision and input to the report. He gave me recommendations and a template to work with. Without those, such a detailed report would not be possible.

The fruitful finish of this internship report would have not been possible without the help of Mr. Kazi Anwarul Azam, Vice President and Manager, Global Islami Bank Dhanmondi Branch. I especially want to recognize Mohammad Abul Bashar Bhuiyan, FAVP & Operation Manager of the branch who gave me chances to explore different tasks while working on the branch. I am really thankful Mr. Miskadur Rahman, General Manager of the branch who helped me a lot by providing all the applicable and accessible information to have a clear idea of the subject matter. All of their guidance and counselling during my three months tenure internship program and also continuous and well-thought feedback made it possible for me to make this report a comprehensive one. I am in debt to all other employees of the branch for helping me out and accepting my ignorance during working hours. Lastly, huge appreciation for my BTM department for arranging such a learning program for its first batch of students.

## **Executive Summary**

This report is part of a credited internship course in the Islamic University of Technology's BBA in TM undergraduate program. Each student must complete a minimum of 12 weeks of internship at any reputable corporate workplace, and at the end of the term, a full report on a specified issue connected to the host firm must be produced in accordance with the department's criteria. It is a great pleasure to announce that the report's author had chosen Global Islami Bank Dhanmondi Branch for the course. Global Islami Bank is one of the popular fourth-generation banks of Bangladesh and at the beginning of 2021, they have converted into Islamic Sharia Banking. It is one of the leading sharia-compliant banks with 80 branches around different cities and 27 sub-branches which are strategically located in almost all the commercial areas throughout Bangladesh. The qualities of GiB offer a wide range of banking products and services based on Islamic shariah principles to corporate, SME and retail customers through a variety of delivery channels. The shortcomings of GIB are the absence of an administration giving mindset, absence of IT applications, somewhat manual based systems, lack of inspiration of labourers, and reliance on head office. The strengths of GIB are high demand for credit, high request for little endeavour financing, high demand for settlement office and high request of the venture by saving. The dangers of GIB are some business and remote banks, some principles and controls of Bangladesh Bank, the presence of comparable sorts of retail saving money items and so on. During my stay at GiB, I have found that the deficiency of GiB is bureaucratic multifaceted nature in its management. I have also done a survey of the customers in GIB to find out determinants where they are lacking in the perspective of the customer. I have found that in most cases the customers are not entirely happy with their services. I have also mentioned some recommendations for improvement of their services such as redesigning the office interior architecture, marketing promotional ideas and strategies to apply to the walk-in customers, incentive techniques etc. These points make this report a sound overview of my activities in the internship tenure and the positioning of the branch in the banking industry.

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আমরা এখন  
গ্লোবাল ইসলামী ব্যাংক

**GIB**  গ্লোবাল ইসলামী ব্যাংক  
بنك غلوبل إسلامي بنك Global Islami Bank

16671  
সিএস সার্ভিস: +88 09610016671

[www.globalislamibankbd.com](http://www.globalislamibankbd.com)



## Chapter-01

### Introduction



গ্লোবাল ইসলামী ব্যাংক  
Global Islami Bank  
بنك إسلامي بنك



## **1. Introduction**

This report is part of the credited internship course in the undergraduate program BBA in TM at the Islamic University of Technology. It is mandatory for each student to complete a minimum of 12 weeks of internship in any renowned corporate workplace and at the end of the tenure, a detailed report on a specific topic related to the host company is to be submitted following the given guidelines by the department. It is great pleasure that the author of the report has completed his three months long internship in the Global Islami Bank Dhanmondi Branch situated in the bank of Dhanmondi 27 no. road. Having experience in working in different departments since the beginning, most of the author's working hours are spent in the general banking division. For this reason, the report mainly focuses on the general banking activities of the Global Islami Bank, Dhanmondi Branch. The author has explained the banking activities in which he had worked and also talked about the consumer's perception of it. An overview of the available information about the bank and its running systems has been discussed with illustrations. The specific topic related to finding out customer satisfaction has been explored comprehensively. The findings of the report and recommendations were very devoted to learning the banking operation of the branch. Generally, from the outside, banks seem lending and borrowing cash, keeping public money safe and sound but the core activity of a bank is to operate the local economy and contribute to the national growth. Other numerous activities accomplished by banks have additionally been discussed. As a BBA graduate with needed conceptual data, to gain the up-to-date ability, and sensible expertise spot in the banking business, the report concludes with a roadmap for a journey within the fast dynamic business. During this internship program, with additional emphasis on learning sensible banking, it absolutely was an excellent experience for me to be working as a part of the Global Islami Bank Dhanmondi branch with all my responsibilities. The report will be evaluated and credited upon its infrastructural presentation with specific details.

## **1.1 Origin of the Report**

As a mandatory part of the BBA Program, all the students of the Department of Business & Technology Management of the Islamic University of Technology have to undergo a three months long internship program which contains 9 credit hours with the objective of gaining practical knowledge about current business practices along with technological enhancement. This report is compulsory to assess the internship tenure completed by the student. From the beginning of the internship, weekly reports in each week ought to be submitted to the academic and company supervisor. And in the end, this full report is ready to be submitted consisting of company details and experiences following the chosen specific analytical topic.

The author completed his internship at the Global Islami Bank Dhanmondi branch to meet credit requirements under the direction of the academic supervisor Dr. Mohammad Shamsu Uddin Sir. The core reason for this report is to become familiar with the corporate industry. By accomplishing that one can also learn about the banking system procedures. It is a very important chance to learn about these as they can be very beneficial in the job market. It is also said by every professional that there is no alternative to practical knowledge. It is more beneficial than any amount of study. While doing the internship, the author has learnt about various things that would help him see the transparent image of Global Islami Bank.

The chosen analytical topic is to determine customer satisfaction with the general banking service provided by the branch employees. Customers are the most important aspect of a bank. They are the vital source of their income. The bank grows as its' consumers take service from them through savings accounts and fixed deposits. So, the bank should take extra measures to show concern for their clients. But nowadays their activities are getting poor and dropping. So, fulfilling a client's requirement should be a top priority for them. But for that, the bank needs to know about the perception of the consumer. The addressed points for the report are as follows -

- Consumers' perception of the general banking activities in GiB
- Factors, which affect the perception of customers in accordance with general banking

## **1.2 Objectives of the Report**

The objectives of the report need to be crystal clear for a successful assessment. Without proper objectives, the report may be a blunt description. The objectives of this report on general banking can be separated into two parts. One is 'Broad Objective' and the other is 'Specific Objective'.

These are written as follows.

### **1.2.1 Broad Objective**

- Completing the internship program and describing learnings during that time
- To analyse the customer satisfaction of Global Islami Bank on general banking procedures

### **1.2.2 Specific Objective**

- Understanding the strength and weaknesses of the bank
- To know about the benefits of the clients and the employees of the bank
- Gaining practical knowledge aligning with theoretical
- Learning operational efficiency of Global Islami Bank Dhanmondi Branch
- Analyzing customer opinions regarding their satisfaction through questioning

### **1.3 Topic of the Report**

Global Islami Bank has been chosen for the internship program as per availability of opportunities. It is one of the leading 4th generation banks and people's top choice for Islamic sharia banking. Besides, as an organization part of the diverse banking industry, it has a variety of functions that can be worked on as well as practical knowledge gained. And, in terms of selection, confronting challenges motivates me to work on them by putting some thoughts down with the ultimate goal of proper nurturing in mind. Banking companies lack creativity but their customers love creative and interactive presentations of products. Analyzing these determinants, a comparative assessment has been attempted on customer satisfaction. This topic of the report is a core objective to align with the bank's mission and goals.

### **1.4 Methodology of the Report**

As part of this study's purpose, various facts and data are required. A bank is not actually that much easy and plain as it seems from the customer's point of view. Any bank not only holds customers' money and properties but also keeps and takes care of thousands of data related to its all registered and walk-in customers. To complete the report, a portion of those accessible data has been assessed thoroughly. As an intern officer posted at the front desk of the general banking section, meeting different classes of people and at the end of every service, a few supervised questions to determine their satisfaction level were asked. In this process, a lot of drawbacks and development openings have been found which will be adopted by the bank through this report. The inclined methodology of the report is discussed next.

### **1.4.1 Research Design**

The report is a blend of primary and secondary data analysis from the accessible portion of data provided by the branch and customer feedback collected each day. Essential information is gathered through the yearly reports, account books, registry books like inward and outward logbooks, news articles, journals and the company websites. The prepared questionnaire for the customers in the general banking section was supervised by the branch manager and the academic supervisor.

#### **1.4.1.1 Primary Data**

The primary data of this report are meant to be the data directly collected from the bank officers of the branch and the interviewed data of the account holders and walk-in customers (Walk-in customers are those who do not hold an account in the branch but come for particular services). The primary data for this report are –

- Interviewing senior principal officer and manager of the bank
- Interviewing the officers of the general banking division
- Practical experiences added during performing obligations at different desks and
- Responses to the questionnaire for the customers

#### **1.4.1.2 Secondary Data**

Secondary data are meant to be the data which are prepared and purposed for the banking operational procedures. Secondary data have been collected from the following sources:

- Annual reports of Global Islami Bank
- Printed papers and documents provided by GiB
- Booklets of the global division of GiB
- Various publications and journals regarding banking actions and policies
- Auditors report of pas and ongoing annum

### **1.4.2 Data Collection Instrument**

**Interview:** Conducted interviews with some of the employees and customers of the branch.

**Questionnaire Survey:** A structured and supervised questionnaire for the customers was the major tool of this report through which an on-spot verbal survey assessed customer satisfaction.

**Method:** For getting better results, the customers were requested a maximum of two minutes for feedback on the banking services by rating on a scale of 1 to 10 on a printed paper.

**Size:** Around 15-20 responses were collected each week as not all the customers are requested for the survey and not many of the walk-in customers were free enough for the questionnaires.

### **1.4.3 Data Processing and Analyzing**

A descriptive statistic to process and analyze the data from the questionnaires were uploaded into a Google Sheet to gather and analyze them. In the questionnaire, a five-point Likert scale was used. So, according to the questionnaire, some null hypothesis was developed.

### **1.5 Scope of the Report**

The scope of this report is on the various operating techniques of the general banking procedures of the Global Islami Bank Dhanmondi branch. It is deeply incorporated into the process of building a solid foundation in the banking industry. The findings of this report could be used by the bank to assess their competitors' strengths, weaknesses, opportunities, and threats in the local area. This report will provide them with important information about the evolution of conventional banking to sharia banking. Undergraduate students can learn about the pros and cons of the banking industry and get a basic understanding of they tend to join a banking career.

### **1.6 Limitation of the Report**

There were a few drawbacks found in the process of acquiring the data following the questionnaires. Some kinds of situational challenges were faced while gathering customer information. The main lacking is listed below –

- The study for the report has been conducted within a short time frame.
- The report and data collection are self-financed.
- There weren't enough documents, articles, or current information.
- For obvious reasons, the organization's policy is not to divulge the majority of secret data and information that may be far more valuable.
- The study was limited to the branch which can surely differ from the operations or perspectives of the other branches.
- Lack of monitory support is also one of the major issues.



## Chapter 02

### Company Profile



গ্লোবাল ইসলামী ব্যাংক  
Global Islami Bank  
غلوبل إسلامي بنك

## 2.1 Overview

Global Islami Bank is one of the leading fourth-generation sharia banks. It is one of the leading sharia-compliant banks with 80 branches around different cities and 27 sub-branches which are strategically located in almost all the commercial areas throughout Bangladesh. It had a view to taking over the business, assets, liabilities, rights and obligations of the Islamic banking industry. It emerged as a nationalized commercial bank in 2013. Bangladesh Bank approved nine banks as fourth-generation banks of which, three banks have the funding of Non-Resident Bangladeshi (NRB) people. This bank is one of those three banks to materialize the dream of people having the goal to keep Bangladesh well connected with other advanced nations. It is the brainchild of 25 (twenty-five) well-reputed visionary Non-Resident Bangladeshi (NRB) people residing in different countries of the world. Global Islami Bank Dhanmondi Branch began functioning as a going concern base through a Vendors Agreement signed between the ministry of finance, and the Government of the People's Republic of Bangladesh. Global Islami Bank Dhanmondi Branch runs its' governing body by a Board of Directors consisting of 20 (Twenty) members headed by a chairman.

## 2.2 Vision and Mission

A company's mission statement explains what it does, what its goals are, and how it intends to achieve them. The company's desired future position is described in a Vision Statement. Mission and vision statement elements are frequently combined to form a statement of the company's purposes, goals, and values. The two terms are sometimes used interchangeably, however.

- **The vision of Global Islami Bank Dhanmondi Branch**

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

- **The mission of Global Islami Bank Dhanmondi Branch**

Their mission is to operate ethically and fairly within the stringent framework set by our regulators and to assimilate ideas and lessons from best practices to improve our business policies and procedures to the benefit of our customers and employees.

- To build confidence among the NRBs for investment.
- To provide fast, accurate and adequate customer service upholding business ethics and transparency.
- To strengthen the inflow of remittance.
- To create value for communities, societies and economies in which we operate by ensuring growth and sustainability.
- To match technology with the help of well-educated professionals and experienced sponsors of the Bank.
- To create a dignified working environment for Employees.

#### **GiB Goal**

- After creating the feature of “*Great Experience*” among all our customers and stakeholders, they are moving ahead keeping “*Banking with Faith*” as the ultimate goal.
- Gaining competitive advantage by lowering costs.
- Giving quality service and gaining ground in the competition.
- Absorbing modern tech methods to gain ground.
- Building up the bank’s recognition.
- Contribute to the country economically.
- Making SMEs and agriculture more flourish.

### **2.3 History**

The Bank has founded as NRB Global Bank on 25 July 2013 targeting, not resident Bangladeshis. Bangladesh Bank provided licenses to nine banks, including NBR Global Bank, in 2013 on the condition that the bank will eventually list on the stock market. On 14 August 2013, Md Abdul Quddus was appointed Managing Director of NRB Global Bank. In 2015, Prashanta Kumar Halder became the Managing Director of the Bank.

Keeping all of these in mind, Bangladesh Bank approved nine banks as fourth-generation banks of which, three banks have the funding of Non-Resident Bangladeshi (NRB) people. This bank is one of those three banks to materialize the dream of people having the goal to keep Bangladesh well connected with other advanced nations. It is the brainchild of 25 (twenty-five) well-reputed visionary Non-Resident Bangladeshi (NRB) people residing in different countries of the world. After hard labour of almost three years complying with all regulatory rules and regulations, it got the final approval on July 25, 2013, from the regulatory body to run the banking business in Bangladesh. Gradually, the mentioned brainchild of those NRBs has become the reality. At present, its Corporate Head Office and Gulshan Corporate Branch are situated at Saiham Tower, 34 Gulshan Avenue, Gulshan-1, Dhaka 1212, which is a great example of postmodern structure and one of the finest buildings in Bangladesh. Mr. Nizam Chowdhury is the founder and Chairman of this bank having a



long professional experience of about 03 (three) decades in the U.S.A and other Directors are also well-reputed in their own sectors of the profession. These personalities have well-defined missions and visions.

### **Conversion to Sharia Banking**

In 2020, NRB Global Bank was providing both conventional and sharia-compliant banking services. In August 2020, Bangladesh Financial Intelligence Unit ordered the freezing of bank accounts of the former Managing Director of NRB Global Bank Proshanta Kumar Halder and his family members. Halder was being investigated for embezzlement from multiple financial institutions. On 31 December 2020, the bank announced plans to change its name. On 3 January 2021, NRB Global Bank rebranded itself as Global Islami Bank and became a sharia-compliant bank. In June, the banks' proposal to raise 42.5 billion takas from an IPO was approved by Bangladesh Bank. In September 2021, Bangladesh Bank was fined the bank for going beyond the investment ceiling for banks in the stock market.

### **2.4 Company Profile**

In the era of Globalization, no one can survive alone. Modern Technology and foreign policies have brought the people of the world very close to each other. At present, this world is a global village. Now, communication among people is very faster than any previous time. Connectivity is very crucial in this village. So, Bangladesh cannot live alone in this fastest-growing village. There is a milestone in the bank operation that the bank got the license as the first bank amongst all fourth-generation banks to operate Islamic Banking side by side with existing Conventional Banking and subsequently got approval from the Bangladesh Bank to convert the Bank from conventional to full-fledged Islami Bank to start full-fledged Islamic Banking Operations under Islamic Shariah Principles as 'Global Islami Bank Limited' changing the name from 'NRB Global Bank Limited'.

GiB offers a wide range of banking products and services based on Islamic shariah principles to corporate, SME and retail customers through a variety of delivery channels. With a vast branches and sub-branches network along with agent banking, remittance services, internet banking, card business and dedicated human resources the bank has already made a distinct mark in the realm of private commercial banking through boutique service, innovative practices, dynamic problem-solving approach and efficient management. Moving forward, the Bank has a clear strategy to rationalize the portfolio, managing risks while accelerating the delivery of consistently strong results with a special focus on people, the planet, Islamic shariah and profit to embrace sustainability.

### 2.4.1 GiB Corporate Info

Registered Name	Global Islami Bank Limited
Legal Form	Public Limited Company
Date of Incorporation	July 21, 2013
Company Registration Number	C-110386/13
Bangladesh Bank Approval Number (repeal)	BRPD(P-3)/745(62)/2013-3453
Banking License Number (repeal)	BRPD(P-3)/745(62)/2013-3484
Full-fledged Islami Banking Approval Number	BRPD(P-3)/745(62)/2020-11688
Full-fledged Islami Banking License Number	BRPD(P-3)/745(62)/2020-11689
Trade License Number	183954/2021
Authorized Capital	BDT 12,000.00 million
Paid Up Capital	BDT 4,908.750 million
Registered Address	Saiham Tower, House - 34, Road -136, Block # S.E (C-1), Gulshan 1, Dhaka-1212, Bangladesh
Tax Payer Identification Number	182424749062
VAT Registration Number	18141110984
Number of Sponsors	25 (Twenty-Five)
Chairman	Mr. Nizam Chowdhury
Vice Chairperson	Mrs. Maimuna Khanam
Managing Director	Mr. Syed Habib Hasnat
Company Secretary	Mr. Md. Manjur Hossain
Chief Financial Officer	Mr. Md. Zillur Rahman FCA FCS
Head of IACD	Mr. Ali Akbar Quoreshi
External Auditors	Hoda Vasi Chowdhury & Co. Chartered Accountants
Compliance Auditors & Tax Consultants	Rahman Mostafa Alam & Co. Chartered Accountants
Credit Rating Agency & Rating	Alpha Credit Rating Limited
Commencement of Full-fledged Islami Banking	January 01, 2021
Total No. of Branches	80 (Eighty) Branches
Total No. of Sub-Branches	27 (Twenty-Seven) Sub-Branches
Number of ATM Booths	78 ATMs

Number of Employees	1528 employees (including support staffs)
Bank Website	www.globalislamibankbd.com
SWIFT Code	NGBLBDDH
Email	info@globalislamibankbd.com
Phone	+88 09617176037
Call Center	16671
Trading Symbol	GiB

**Table No. 01 – GiB Corporate Profile**

#### 2.4.2 GiB Corporate Milestones

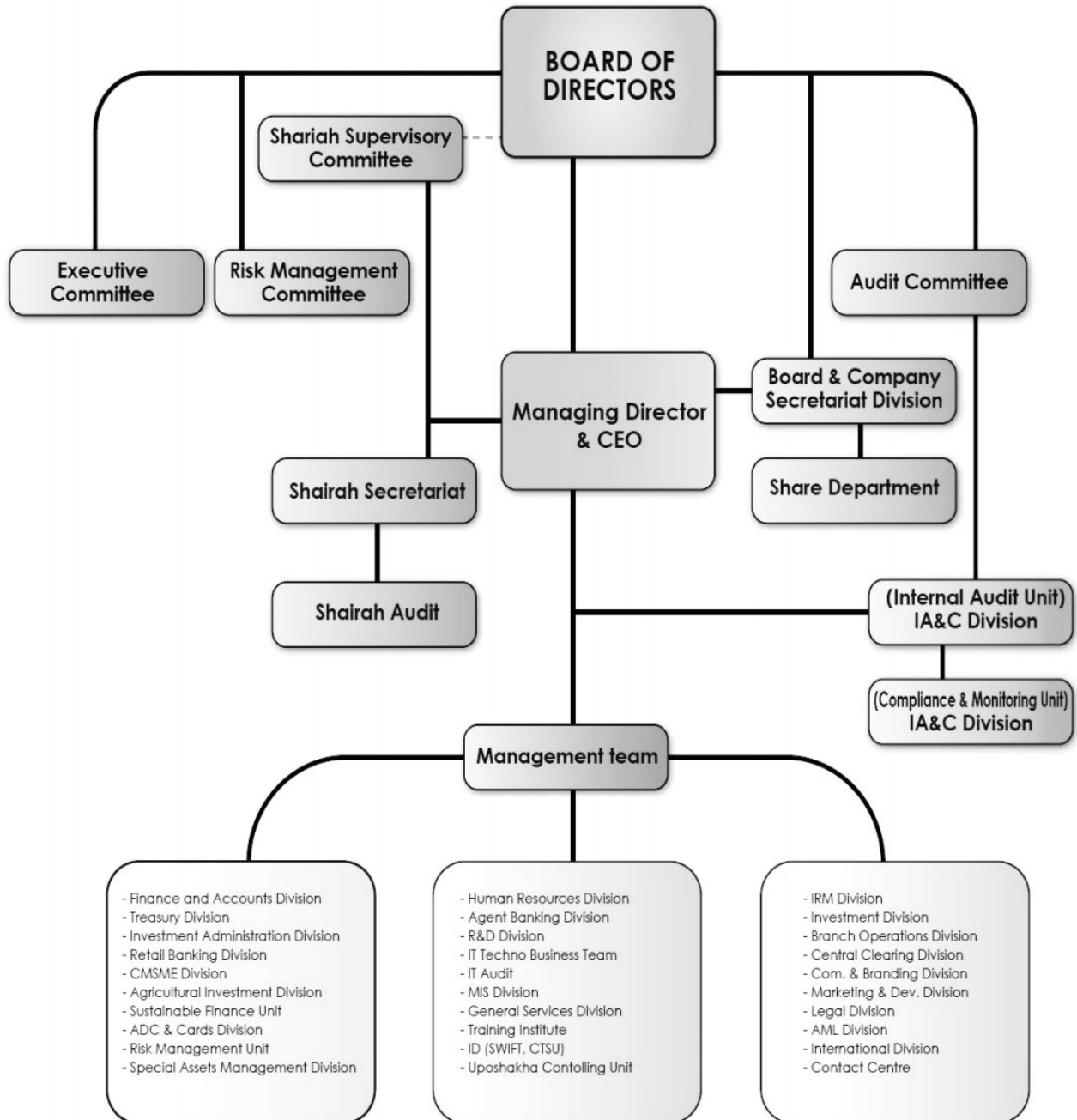
Particulars	Date	Particulars	Date
NOC from Bangladesh Bank	June 19, 2013	Approval for Full-fledged Islami Banking	December 31, 2020
Consent from BSEC for raising Paid up Capital	July 07, 2013	First Annual General Meeting (AGM) of the Bank	July 14, 2014
Incorporation from RJSC	July 21, 2013	1 <sup>st</sup> GiB ATM Booth	June 23, 2014
License from Bangladesh Bank	July 25, 2013	Launching of Credit Card	June 16, 2015
Enlistment as a Scheduled Bank	July 29, 2013	Launching of Debit Card	August 23, 2015
1 <sup>st</sup> Board of Directors Meeting	August 04, 2013	Inauguration of GiB Training Institute	July 31, 2016
Opening Corporate Head Office	September 09, 2013	First Dividend Declared for the Shareholders	April 18, 2018
GiB Gulshan Corporate Branch	October 23, 2013	1 <sup>st</sup> Islami Banking Branch at Pacchor, Madaripur	September 08, 2019
Bangladesh Bank Approval for BEFTN	June 04, 2014	Opening of GiB Call Center	October 15, 2019

Approval from Bangladesh Bank for GiB Islami Banking Window/Branch	April 30, 2019
Opening of First Islami Banking Window at GiB Gulshan Corporate Branch	August 01, 2019
Opening of First GiB Sub-Branch	November 05, 2020

**Table No. 02 – GiB Corporate Milestones**

### 2.4.3 GIB Corporate Organogram

At Global Islami Bank, we possess a streamlined organogram, or organizational structure, with clear line of reporting. This framework enables rapid communication and direct engagement across the various levels of the bank, thereby supporting quick and quality decision-making. This represents a core competitive advantage in a rapidly changing business environment. The corporate organogram and the chain of command are illustrated below.



**Figure No. 01 – GiB Corporate Profile**

## 2.5 Board of Directors of GiB

- **Chairman** - Mr. Nizam Chowdhury
- **Vice Chairperson** - Mrs. Maimuna Khanam
- **Directors**
  - Dr. Mohammed Faruque
  - Mr. Shahidul Alam
  - Ms. Shahana Ferdous
  - Mr. Arif Ahmed
  - Mr. Md. Mostan Billah Adil
  - Mr. Bourhanul Hassan Chowdhury
  - Ms. Rokea Yesmin
  - Mr. Subrata Kumar Bhowmick FCA
  - Mr. Wahidul Alam Seth
  - Dr. Md. Nurul Akter Chowdhury
  - Mr. Hasan Mansur
  - Mr. Osman Goni
  - Mr. Mohammed Oheidul Alam
  - Mohammad Shahjahan Meah
- **Independent Directors** -
  - Mr. Mohammed Kutub Uddowllah
  - Mr. S.A.M Salimullah
  - Dr. Md. Nizamul Hoque Bhuiyan
  - Mr. Syed Habib Hasnat

### Sub-Committees of the Board of Directors of GiB

Executive Committee	
Name	Status
Mrs. Maimuna Khanam	Chairperson
Dr. Mohammed Faruque	Member
Mr. Md. Mostan Billah Adil	Member
Ms. Shahana Ferdous	Member
Mr. Wahidul Alam Seth	Member
Mr. Md. Manjur Hossain	Secretary

**Table No. 03 – Executive Committee**

Risk Management Committee	
Name	Status
Mr. Arif Ahmed	Chairman
Dr. Mohammed Faruque	Member
Mr. Bourhanul Hassan Chowdhury	Member
Dr. Md. Nurul Akter Chowdhury	Member
Mr. Md. Manjur Hossain	Secretary

**Table No. 04 – Audit Committee**

Audit Committee	
Name	Status
Mr. Mohammed Kutub Uddowllah	Chairman
Mr. S.A.M Salimullah	Member
Mr. Arif Ahmed	Member
Mr. Subrata Kumar Bhowmick, FCA	Member
Mr. Mohammad Shahjahan Meah	Member
Mr. Md. Manjur Hossain	Secretary

**Table No. 05 – Risk Management Committee**

<b>Shariah Supervisory Committee</b>	
<b>Name</b>	<b>Status</b>
Professor Dr. Mohammad Giasuddin Talukder	Chairman
Janab Mufti Sayed Ahmed	Vice Chairman
Janab Mufti Shahed Rahmani	Member
Janab Mufti Mawlana Muhibbullahil Baquee	Member
Professor Md. Muzahidul Islam Chowdhury	Member
Janab Mawlana Shah Waliullah	Secretary
Professor Dr. Mohammad Abdus Samad	Member Secretary

**Table No. 06 – Shariah Supervisory Committee**

### **Management Committee**

- Mr. Syed Habib Hasnat  
Managing Director
- Mr. Md. Golam Sarwar  
Additional Managing Director
- Mr. Kazi Mashiur Rahman Jayhad  
Additional Managing Director
- Mr. Ataus Samad  
Deputy Managing Director
- Mr. Sami Karim  
Deputy Managing Director
- Mr. Zulfiker Ahmed Khan  
Executive Vice President  
Head of International Division
- Mr. Md. Jahir Uddin Ferdous  
Executive Vice President  
Head of Investment Administration  
Division
- Mr. Zulfiquar Ali Khan  
Executive Vice President  
Head of General Service Division
- Mr. Md. Zillur Rahman FCA FCS  
Senior Vice President  
Chief Financial Officer (CFO)
- Mr. Md. Osman Gani Mollah  
Vice President  
Head of Human Resources Division
- Mr. Md. Manjur Hossain  
Senior Assistant Vice President  
Company Secretary

### **2.6 Ethics and Values**

Shariah Principles of Ethics: Being a full-fledged Islamic bank, avoidance of interest (Riba) in all financial transactions, ensuring welfare and justice to all the stakeholders, righteousness in dealing with the day-to-day operations and ensuring transparency & avoidance of obscurity (Gharar) are the principal business ethics of GiB. Honesty & Integrity: Honesty is the best policy. Honesty is the key component for success in business. GiB will stick to the honesty and integrity principles in relation to customers, employees, shareholders, other Banks, regulators and stakeholders. Honesty and integrity in business are at the top when customers are deciding which company to do business with.

The integrity of the banking and financial services market depends comprehensively on the perception that it functions within a framework of legal, professional and ethical standards. A reputation for integrity is one of the most valuable assets of a financial institution. Reliability: GiB shall offer clear, comprehensible and correct information to its customers within the principle of reciprocal trust during services and any transactions; and provide the customer services in the nick of time and humble manner. Loyalty: GiB will be loyal in any business dealing as well as in other relation with public organizations, regulators and other institutions. The Bank is worthy of trust, demonstrates fidelity and loyalty to persons and institutions especially in adversity, support and devotion and the Bank does not allow to use or disclosure of information learned in confidence for personal advantage. Transparency: This is another ideology that GiB follows. The Bank will inform its customers in an open, easily understandable and clear way regarding the underlying rights and responsibilities, benefits and risks attached to the products and services offer to them. Competition: GiB always positively approaches healthy challenges in industries as well as others with the compliance of Laws and regulations. GiB is avoiding any kind of unfair means which ruin the discipline of the economy, industries or financial services and strongly discourages immoral or unjustified acts, and behaviors. The Bank keeps a close eye on the overall development of the employees, Bank and Banking Industries. Fighting Against Money Laundering: To combat Money Laundering is one of the core ethical principles that GiB always belongs. Launderers are continuously looking for new routes for laundering their funds. With the backdrop against the above, GiB is more conscious in terms of money laundering. Relations with Public Organizations, Regulators and Other Institutions/Organizations: GiB practices honesty, integrity, accountability and transparency in terms of building and maintaining the relationship with other organizations and it expresses utmost sincere regarding communication in accordance with the enforced laws and regulations and guidelines set by competent authority as well as morality. Law Abiding: Basic Ethical Principle of GiB to abide by laws, rules and regulations relating to its business activities. Working Environment: GiB is stick to maintain work friendly environment. The Bank has introduced internal regulation/code of conduct in conformity with the reputation of the profession. Fairness & Respect for Others: GiB is fair for just all dealings and does not exercise power arbitrarily, and does not use overreaching nor indecent means to gain or maintain any advantage nor take undue advantage of other institutional mistakes or difficulties. It's also believing in fair people's manifest, the equal treatment of individuals, and tolerance. GiB demonstrates respect for human dignity, autonomy, privacy, rights, and interests and treats all people with equal respect and dignity regardless of sex, race or national origin.

## **GIB COMMITMENTS**

- To the Islami Shariah.
- To the Regulators.
- To the Shareholders.
- To the Nation.
- To the Society.
- To the NRBs.
- To the Customers.
- To the Employees.
- To the Environment.
- To the other Stakeholders

## **2.7 PRODUCTS & SERVICES**

### **2.7.1 GiB Asset Products:**

- Bai Muajjal - FO
- Bai Murabaha - Hypo
- Bai Murabaha - General
- Bai Muajjal - Professional/ Executive/ Festival/ Adhoc/ Marriage/ Travel
- Bai Muajjal - Uddom/ Nandini/ Utshoho/ Shohoyata/ Proshar/ Kishan
- HPSM - Industrial/ Commercial/ Consumer/ Retail/ Auto/ Staff
- Bai-Murabaha Post Import (MPI) - Trust Receipt
- Murabaha Import Bills (MIB) – Cash LC

### **2.7.2 GiB Liability Products**

- Al-Wadeeah Current Account
- Mudaraba Short Notice Deposit Account
- Mudaraba Savings Account
- Mudaraba Queen Savings Account
- Mudaraba Perfect Savings Account
- Mudaraba Junior Savings Account
- Mudaraba Freshers Savings Account
- Mudaraba Farmers Savings Account
- Mudaraba Salary Savings Account
- Mudaraba Term Deposit Account
- Mudaraba Student Savings Account
- Mudaraba Swadesh Savings Account
- Mudaraba Foreign Currency Savings Account
- Mudaraba Waqf Cash Deposit Account
- Mudaraba Muhor Savings Account
- Mudaraba Tawfiq Deposit Scheme
- Mudaraba Tayeba Deposit Scheme
- Mudaraba Hasanah Deposit Scheme
- Mudaraba Tahseen Deposit Scheme
- Mudaraba Deposit Pension Scheme
- Mudaraba Monthly Profit Deposit Scheme
- Mudaraba Marriage Savings Scheme
- Mudaraba Rural Deposit Scheme
- Mudaraba Labbaik Hajj Deposit Scheme
- Mudaraba NRB Savings Bond Scheme
- Non-Residence Foreign Currency Deposit
- Residence Foreign Currency Deposit



### **2.7.3 Other Financial Products and Services**

- GiB Internet Banking (Gofast)
- GiB ATM 24/7 Services
- GiB Electronic Fund Transfer Services
- GiB RTGS (Real Time Gross Settlement)
- GiB Call Centre Services
- GiB Locker Service
- GiB Online Banking Services
- GiB Evening Banking Services
- GiB SMS Banking
- GiB Agent Banking
- GiB Automated Clearing Services
- GiB POS (Point of Sale)
- GiB Centralized Trade Processing Services
- Foreign Remittance Services
- Export Services
- Import Services
- Bank Guarantee Services
- Utility Bills Services
- Correspondent Banking Services

### **2.7.4 GiB Card Products**

- GiB Debit Card
- GiB Local Classic Card
- GiB Local Gold Card
- GiB Dual Gold Card
- GiB Platinum Card

### **Banking for NRBs**

GiB has also some services for non-resident Bangladeshis. They can also get the banking facilities here. They can also invest in dollars through GiB. Their service also includes having an F/D account to deposit.

### **Personal Banking**

By personal banking in GiB we can find deposit services such as saving accounts, fixed deposits, pensions; Loan services and also Card services. There are some loan services at persona such as home loans, consumer's loans etc.

### **Corporate Banking**

There is also corporate services for their corporate clients which include opening a current account and giving a fixed deposit. There are also services such as accumulating funds through different banks for big projects.

### **SME Banking**

GiB also provides services to different small and medium enterprises. They provide funds accordingly as they are a sector which greatly influences the country's economy. They have launched a program called Small Enterprise to help small companies to flourish.



## Chapter 03

### Industry Analysis



গ্লোবাল ইসলামী ব্যাংক  
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### 3.1 Islamic Banking in Bangladesh

Bangladesh has eight Islamic banks, while several non-Islamic banks offer Islamic banking services alongside their normal operations. As of 2017, Islamic banking, led by Islami Bank Bangladesh Ltd, controls 20% of deposits in Bangladesh. Bangladesh operates the world's biggest Islamic microfinance scheme. According to Bangladeshi government polling, Islamic banking has an overall approval rating of 84% among the country's population.

<b>Islamic Banks</b>	<ul style="list-style-type: none"><li>● Al-Arafah Islami Bank Limited</li><li>● Export-Import Bank of Bangladesh Limited</li><li>● First Security Islami Bank Limited</li><li>● Islami Bank Bangladesh Ltd</li><li>● Shahjalal Islami Bank Limited</li><li>● Social Islami Bank Limited</li><li>● Union Bank Limited</li><li>● Global Islami Bank</li></ul>
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**Table No. 07 – Islami Banks**

### 3.2 Industry Size and Growth Trends

Islamic finance was practised in the banking first in Bangladesh. In 1983, Bangladesh established its first Islamic bank. At present, in Bangladesh, out of 56 banks, 8 are full-fledged Islamic banks: Islami Bank Bangladesh Limited, ICB Islamic Bank Limited, Al-Arafah Islami Bank Limited, Social Islami Bank Limited, Shahjalal Islami Bank Limited, Export-Import Bank of Bangladesh Limited, First Security Islami Bank Limited and Union Bank Bangladesh Limited. Islami Bank Bangladesh Limited (IBBL) was established in March 1983. The second interest-free Islamic bank, Oriental Bank Bangladesh Limited was established in July 1987. The Oriental Bank Limited had been taken over and renamed ICB Islamic Bank Limited. Formerly it was known as Al-Baraka Bank Bangladesh Limited. The third Islamic Bank of Bangladesh namely Al-Arafah Islamic Bank Limited started its business on September 27, 1995. The fourth Islamic bank of Bangladesh was established on November 25, 1995, under the name Social Investment Bank Limited. Now it is operating its services as the Social Islami Bank Limited after renaming. In 2001, the fifth Islamic Bank, Shahjalal Islamic Bank Limited, began its banking operation. The sixth Islamic Bank is the EXIM Bank of Bangladesh Limited which initially started as a traditional bank and then switched over to Islamic banking in July 2004. The seventh Islamic Bank is the First Security Islami Bank Limited which was established in 2006. The eighth Islamic bank in Bangladesh is Union Bank Limited established on

1st April 2013 with an Authorized Capital of Tk.10,000 million and a paid-up capital of Tk. 4,280 million. Growth in paid-up capital of Islamic Banks: The 5-years (from 2013 to 2017) average growth rate in paid-up capital of IBBL is 2.5%. The paid-up capital of IBBL remains constant from 2014 to 2017 and it is Tk. 16100 million.

### 3.3 Maturity of the Industry

The authorized capital of IBBL is now TK. 20000 million. AIBL has an average growth rate of 9.52% for 5 years from 2013 to 2017. The authorized capital of AIBL is now TK. 15000 million and the current paid-up capital of the bank is Tk. 9943 million. EXIM bank's average growth rate in paid-up capital for the five years is 5.25%. It had the lowest growth rate of 0% both in 2016 and 2017. EXIM bank has the current authorized capital and paid-up capital is Tk. 20000 million and Tk. 14123 million respectively. SJIBL's average growth rate in paid-up capital for the 5 years period is 3.75%. The authorized and paid-up capital of the bank in 2017 is Tk.10000 million and Tk. 7714 million respectively. FSIBL has the highest average growth rate in paid-up capital for the period from the year 2013 to 2017 and it is 20.13%. FSIBL's authorized capital is now Tk.10000 million. SIBL's average growth rate in 42 paid-up capitals for the 5 years period is 1.25%. The authorized and paid-up capital of the bank in 2017 is Tk.10000 million and Tk. 7383 million respectively. Union Bank's average growth rate in paid-up capital for the 5 years period is 5.5%. The authorized and paid-up capital of the bank in 2017 is Tk.10000 million and Tk. 5273 million respectively. ICBIBL's average growth rate in paid-up capital for the 5 years period is 0%. The authorized and paid-up capital of the bank in 2017 is Tk.15000 million and Tk. 6647 million respectively.

		IBBL	AIBL	EXIM	SJIBL	FSIBL	SIBL	Union Bank Ltd.	ICBIBL
Auth. Capital	2013	20000	15000	20000	10000	10000	10000	10000	15000
Paid-up Capital	2013	14636	7131	11566	6679	4114	7031	4280	6647
Auth. Capital	2014	20000	15000	20000	10000	10000	10000	10000	15000
Paid-up Capital	2014	16100	8343	12839	7347	4114	7031	4280	6647
Auth. Capital	2015	20000	15000	20000	10000	10000	10000	10000	15000
Paid-up Capital	2015	16100	9470	14123	7347	6789	7031	4280	6647
Auth. Capital	2016	20000	15000	20000	10000	10000	10000	10000	15000
Paid-up Capital	2016	16100	9943	14123	7347	6789	7383	4708	6647
Auth. Capital	2017	20000	15000	20000	10000	10000	10000	10000	15000
Paid-up Capital	2017	16100	10200	14123	7714	7841	7383	5273	6647
5-year's average growth in paid-up capital		2.5%	9.52%	5.25%	3.75%	20.13%	1.25%	5.5%	0%

**Table No. 08 – Paid-Up Capital**

In view of the mudaraba and asymmetric information related problem, installing a support system is necessary to see the mudaraba mechanism effectively implemented. A detailed and costly monitoring system is an important factor to manage the moral hazard problem.

The Islamic finance wing of Bangladesh Bank needs to set up a monitoring agency to detect financial distress in the enterprises and take proactive measures to restructure or reorganize or liquidate distressed companies for making mudarabah or musharakah a viable investment tool in interest-free banking. This will help nurture trust and confidence, thus reducing transaction costs and promoting healthy coordination as entrusted in the mudarabah contract between banks and non-bank companies. The Islamic banks should reduce over-dependence on credit sale instruments; otherwise, they will fall into a risky position if the market interest rate increases rapidly. Introducing mudarabah and musharakah facilities as well as-salam, istisna and al ijarah into Islamic bank's product line must be taken seriously. Islamic banks, with a view to facing the growing competition of either fellow-Islamic banks or the conventional banks which have launched Islamic banking practices, will have to adapt their functioning in line with modern business practices, through improvement and expansion of the range of dealing in the banking sector. Thus, it is necessary for them to provide comprehensive banking and investment services to clients and simultaneously take advantage of modern technological breakthroughs in areas such as electronic communication, computerization etc. All Islamic banks should come forward to help each other's and adopt a perspective long term plan for the Islamization of the banking system of Bangladesh. To actualize this mission, they should establish a common platform as a Research Academy and Training Institute designed with modern tools, books and other accessories.

### 3.4 PESTLE Analysis

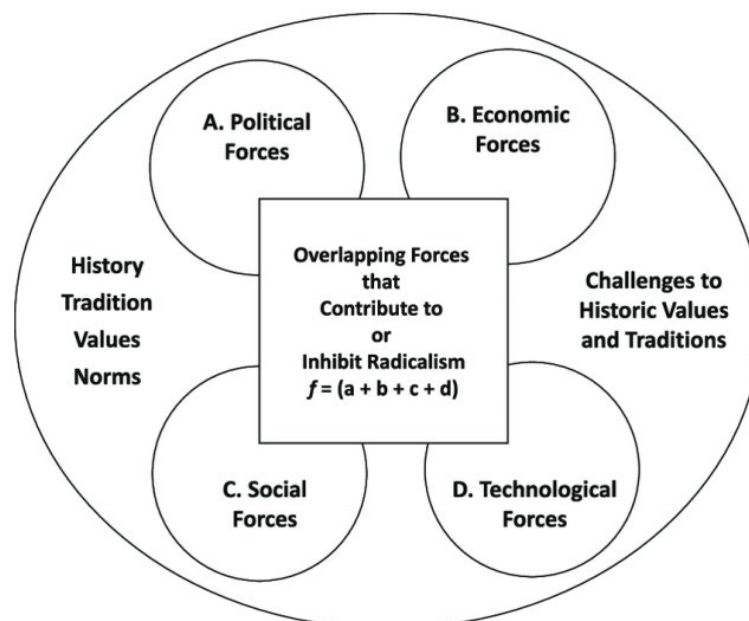


Figure No. 02 – PESTLE Analysis

### 3.5 SWOT Analysis

	<b>Strengths:</b> <ol style="list-style-type: none"> <li>1. Mobile and Online Banking</li> <li>2. High Number of BIMB ATM</li> <li>3. High R&amp;D</li> <li>4. Wide Coverage Area of Service provided</li> </ol>	<b>Weaknesses:</b> <ol style="list-style-type: none"> <li>1. Limited to One Segment</li> <li>2. Ineffective Public Dealing</li> <li>3. Poor Employees' Attitudes</li> <li>4. Poor Condition of Technology</li> </ol>
<b>Opportunities:</b> <ol style="list-style-type: none"> <li>1. Expand into Asean market</li> <li>2. Increase Economic Activities</li> <li>3. Government Encouragement</li> <li>4. Internet and Communication Technologies (e-commerce)</li> </ol>	<b>SO:</b> <ol style="list-style-type: none"> <li>1. Increase services with the uses of technology (S1,O4)</li> <li>2. Improve the performance of service provided (S3,O2)</li> </ol>	<b>WO:</b> <ol style="list-style-type: none"> <li>1. Increase the business segment provided (W1, O1)</li> <li>2. Do a research and correct the technology system (W4,O4)</li> </ol>
<b>Threats:</b> <ol style="list-style-type: none"> <li>1. Duplicate Web site</li> <li>2. Increase Entrants of New Islamic Bank</li> <li>3. Changes in Lifestyle</li> </ol>	<b>ST:</b> <ol style="list-style-type: none"> <li>1. Improve and increase website's security (S3,T1)</li> <li>2. Increase the awareness of new and advanced system of banking (S1,T3)</li> </ol>	<b>WT:</b> <ol style="list-style-type: none"> <li>1. Increase the service quality (W3,T2)</li> <li>3. Increase the security (W4,T1)</li> <li>2. Give training to employees (W2, W3, T2)</li> </ol>

Figure No. 03 – SWOT Analysis

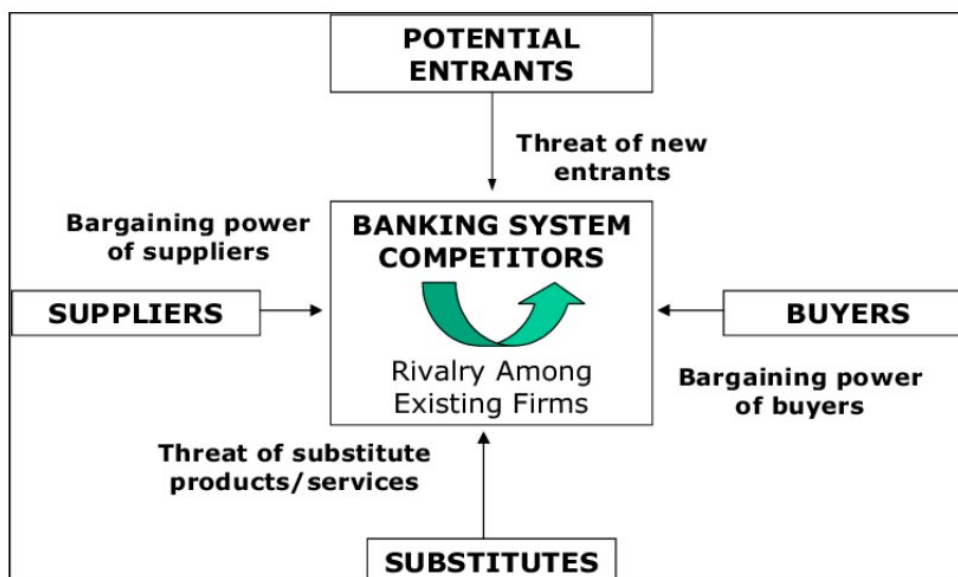
### 3.6 Porter's 05 Forces Analysis

Porter's Five Forces is a business analysis model that helps to explain why various industries are able to sustain different levels of profitability. The impact of porter's five forces model in responding to competition in the banking industry is adversely anticipated.

Basically, Porter's five forces are -

1. Competition in the industry
2. Potential of new entrants into the industry
3. Power of suppliers
4. Power of customers
5. Threat of substitute product

Hence, accumulated functions of these 05 forces in the banking industry are important.



**Figure No. 04 – Porter's 5 Forces Analysis**

Banking industry is considered one of the most significant drivers in strengthening the soundness of an economy in terms of investment, job creation, income generation, and facilitating the flow of funds nationally and globally. It is assumed that the present state and attractiveness of the industry can be assessed by applying Porter's Five Forces Model. Porter's model incorporates five dimensions i.e., Competitive Rivalry, Bargaining Power of Suppliers, Bargaining Power of Buyers, Threat of Substitutes and Threat of New Entrants. It has been objectively assessed that Competitive Rivalry is negative as 57 banks operate with more than 9000+ branches where the market share is segregated. The bargaining power of Buyers is high as the customers are very rate sensitive while the threat of new entrants is also negative. Mobile Financial Services (MFS) are gaining huge momentum. The Bargaining Power of Suppliers is not high as there is an idle fund of Tk 1140 billion and shareholders are risk-averse. The threat of Substitutes is also negative considering the similar lending and deposit services by the NBFIs and MFS substituting the transfer of funds. Considering the negative dimensions (4) over positive (1), it can be inferred that currently, the industry is not attractive along with other factors that have an influence on the Five Forces



## Chapter 04

### Breakdown of Activities



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## 4.1 General Banking Activities

Every branch has some specific functions it should perform. These departments each do a specific operation so that the clients can get those services separately from each department. These departments are discussed hereafter.

## 4.2 Departments and Infrastructure

- **Cash Department**
  - They receive the cash from clients
  - They also provide cash to the clients
- **General banking Department**
  - They mainly provide information regarding account closing and openings
  - They help customers open new accounts
  - They issue PO
  - They also issue TT
  - They also look over the issuing of DD
- **Credit Department**
  - They provide information about different loans
  - They also look over the formalities of it
- **Clearing Department**
  - They do the clearance for the cheques and POs
  - They prepare the position statements of monthlies
  - They pass cheques to the cash department

The functions of the departments are described in brief -

- **Cash Department**

In a bank the cash department is the main section which is tasked with various works such as receiving cash from different parties and also paying them. It is one of the most important and major departments of a bank. Another major department is the computer department which works side to side with the cash department. Its core task is to record all the information of the works of cash departments and also record the information of account holders and update it.

- **Account Opening Department**

Since it is an Islamic bank, it needs a lot of funding to run its banking operations. GiB gets their fund from various sources. They receive capital and loan from Bangladesh Bank. They also get loans from different banking companies and deposit assortments. Their core duties involve tasks related to account opening.

- **Local Remittance Department**

Local remittance refers to the transfer of cash from one place to another place which is inside the same country. If the cash is transferred to a place outside of a country it is called foreign remittance. These services are given to customers so that they can avoid various risks such as thievery, loss etc. which carry cash from one place to another to make a payment or to make use of it in another place. There are a few types of these transactions according to the urgency and nature.

These are shown below -

- Payment Order (PO)
- Demand Draft (DD)
- Transfer Cheque (TC)
- Telegraphic Transfer (TT)

- **Clearing House**

Clearing house is one of the independent institutions in a bank. It has its own rules. It even admits members separately. The clearing house acts as an intermediary. In the financial market when the buyer and the seller do a transaction, the clearing house validates it. In a bank when different bills, cheques, drafts come. It provides a system to draw one another and they are received by them. The clearing mechanism is to reciprocate claims. It reciprocates one bank against others. Then they draw on the debtor account which is maintained by Central Bank to settle for the difference in receipts and payments

#### **Common Functions**

- **Check:** They check to see if a cheque's information is the same as mentioned.
- **Seal:** They place a seal on the cheque "Global Islami Bank Dhanmondi Branch"

#### **4.3 Function of the Departments**

- Sorting vouchers
- Auditing daily transactions.
- They prepare extracts which are late sent to H.O.
- Preparing Daily Statement of Affairs.
- Monthly preparation of the Consolidated Statement - Profit & Loss
- Preparing Statement of SBS - 01 which is done to H.O monthly
- Preparing Statement of SBS - 02 which is done to H.O quarterly
- Voucher for depreciation is also prepared in this department
- Monthly Salary Sheet is also one of the tasks of the department to prepare

#### 4.4 My Responsibilities

Started working in GiB from the end of December 2021 at their Dhanmondi Branch. Most of my works were related to General Banking. But I have periodically experienced all other departments and desks. As an intern, I did not have any access to the banking software or server but I was guided to mailing, writing, and arranging documents for the customer. There were other tasks such as-

- I show the customers who need help to the departments where they need to go or how some procedures work to get their needed service
- I receive the TT and the vouchers to see if it matches and see if there should be any changes
- Checking if the information on the cheque is all filled accordingly and then putting the authorized seal
- I had to debit from some account and credit from certain accounts in the software provided by the bank
- I also had to write a letter of confirmation of DD and TT
- I had to scan all the cheques that are received. Then I had to store it on the computer.
- I also had different other tasks given to me according to the manager and the operation manager's supervision.



## Chapter 05

### Analysis and Findings



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## 5.1 Analysis

I have done a descriptive analysis of the customers who arrived each day at the branch. To compare them, I classified them as the account holders and as of who haven't any accounts, the walk-in customers. As the questionnaires were asked verbally without any digital form for convenience, the data were sorted and refined manually for analysis. It is shown on the tables. The questions I have put in my questionnaire, I will also be taking each of them and discussing the customers' perspective of that service indicated through the question and comparing their received services.

	<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>	<i>Q5</i>	<i>Q6</i>	<i>Q7</i>	<i>Q8</i>	<i>Q9</i>	<i>Q10</i>
Mean	3.581	2.72	3.906	3.74	2.12	2.309	2.345	3.705	3.935	2.244
Standard Error	0.071	0.094	0.047	0.08	0.06	0.069	0.077	0.069	0.037	0.070
Standard Deviation	0.918	1.108	0.563	0.97	0.74	0.740	0.914	0.820	0.437	0.832
Sample Variance	0.838	1.229	0.317	0.94	0.56	0.548	0.836	0.673	0.191	0.693
Range	4	4	3	4	3	4	4	4	3	4
Minimum	1	1	2	1	1	1	1	1	2	1
Maximum	5	5	5	5	4	5	5	5	5	5
Count	139	139	139	139	139	139	139	139	139	139

**Table No. 09 – Survey Analysis (GiB A/C Holders)**

	<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>	<i>Q5</i>	<i>Q6</i>	<i>Q7</i>	<i>Q8</i>	<i>Q9</i>	<i>Q10</i>
Mean	2.346535	2.405941	3.574257	3.633663	2.148515	3.366337	2.257426	3.475248	3.514851	2.247525
Standard Error	0.126988	0.125215	0.058609	0.08292	0.118894	0.08292	0.133982	0.081562	0.071218	0.115532
Standard Deviation	1.27621	1.258398	0.589008	0.83334	1.194874	0.83334	1.346503	0.819684	0.715735	1.161085
Sample Variance	1.628713	1.583564	0.346931	0.694455	1.427723	0.694455	1.813069	0.671881	0.512277	1.348119
Range	4	4	3	4	4	4	4	4	3	4
Minimum	1	1	2	1	1	1	1	1	2	1
Maximum	5	5	5	5	5	5	5	5	5	5
Count	101	101	101	101	101	101	101	101	101	101

**Table No. 10 – Survey Analysis (GiB Walk-in Customers)**

For the case of questions, the mean for GiB's mean 2.244 which indicates that most people are inclined towards not agreeing. And for the A/C holders, the mean is 2.247 this shows they are also inclined towards not agreeing about the statement. After such descriptive analysis, I can say that both types of customers are in a poor condition per this statement. The 33-standard deviation of .74 for GiB indicates the responses varied from the mean. Then for Walk-in Customers, the standard

deviation of 1.16 for the branch indicates the responses varied from the mean. The minimum of this response was 1 and the maximum was 5.

## **5.2 Company Level Analysis**

Exploratory and descriptive question analysis shows that as a company GiB has some individuality unlike others as well as some failings as an organization. GiB, in the field of the banking industry, is still naive but ruled out.

To meet or exceed international standards, GiB's priority services and walk-in services have vastly improved during the previous decade. GiB has been an FAA (Finance Accreditation Agency) accredited bank since its latest inception.

## **5.3 Market Level Analysis**

- This business has regular criteria for selection like fundamental qualifications, talents, and experiences and in certain circumstances any additional supplementary requirements defined in the functional policy of GiB general banking cell.
- In addition to the manpower distribution, the organization and methods department endorses the application of the respective departments under one roof as the functional banking cell or any other active hub.
- Global Islami Bank's compensation policy is to provide workers with the greatest possible benefit and job satisfaction which leads them to work in another subsection side by side with the daily work progress. It takes them a long time to locate the right person for the appropriate job and who can be the driving force of newly determined opportunities. It is visible from the study that GiB's work function and stability are being satisfied, even if it takes a long time.
- Because of the Islamic banking scenario of the country, the official head of the company, the chairman of the board and the directors of the board do not need to answer to anybody else. As a result, the board is not directly answerable to anyone else and is not required to disclose its actions and performance to anyone else. As for the sharia banking is not also accountable to any other body in the acquisition of organization rules.
- Banking is the potential ruling side of GiB by far in this middle of epidemic surgency. A rigorous policy and overlooking are just all needed from higher authority.

#### 5.4 Professional Level Analysis

GiB isn't always able to provide its employees with the training they need. As an intern, I could personally feel the measurement after being needy and ambitious to learn something new. Because the employees are structured on their own and need to do so without claiming major concern in this area, tertiary progress has been made very slow as a lifelong career. Banking industries are held as the most dressed-up corporate sector as their only product is money. Professionalism is the topmost priority here for the customers. After recruiting employees, GiB trains them in its academy under the supervision of highly professional banking policymakers.

- The legislation mandates that GiB is not a solely Islamic bank and that it prioritizes national interests above commercial ones. The ordinance gives the government the authority to carry out its duties. When it comes to providing services for prioritised customers, such as Hajj and Umrah financing, international loans and etc., GiB is being used directly by the government.
- As of right now, it has an employment ratio of 1:67, although the acceptable worldwide level is 1:100. Although GiB employs a large number of people, their salaries are comparably modest when compared to those at competing banks.
- Although GiB is new and gaining trust changing its core policy by night is a bit challenging, and profitability becomes difficult. From the latest financial report according to the year 2019-20, GiB's total assets were \$250 million whereas profit was just \$32 million including an operating income loss of \$380 million and revenue generated of \$690 million.
- Due to the set targets by the board of directors, GiB branches are unable to operate freely in the decision-making process. The complexity of the bureaucracy might make it difficult to respond quickly to an urgent issue. GiB has been politicized in numerous ways as a result of its status as a state-owned enterprise.

# SUMMARIZED KEY OPERATING AND FINANCIAL DATA

OF PRECEDING 5 (FIVE) YEARS OF GiB

[BDT in Million]

Sl.	Particulars	2020	2019	2018	2017	2016
1	Authorized Capital	12000.00	12,000.00	12,000.00	12,000.00	12,000.00
2	Paid-Up Capital	4908.75	4,675.00	4,250.00	4,250.00	4,250.00
3	Total Capital (Tier-I & II)	7,836.30	6,490.34	6,051.64	5,638.93	5,006.19
4	Capital Surplus (deficit)	(1,358.26)	169.56	961.43	632.87	775.49
5	Capital adequacy ratio (CAR)	10.65%	10.27%	11.89%	11.26%	11.83%
6	Total assets	120,902.12	106,405.31	92,171.97	79,132.60	49,266.75
7	Total Deposits	106,749.49	96,716.34	82,882.86	68,981.11	42,880.37
8	Total loans and advances	92,909.17	82,365.60	71,556.40	59,328.38	34,958.29
9	Import business handled	1,860.00	2736.38	3,082.40	1,903.48	2,718.03
10	Export business handled	910.00	2073.28	1,269.70	1,581.26	1,736.60
11	Guarantee Business handled	4,098.93	6,462.17	-	-	-
12	Total contingent liabilities and commitments	5,170.71	7,848.88	7,550.43	7,387.02	4,908.83
13	Investments deposit ratio	81.47%	88.42%	86.04%	85.00%	81.69%
14	Percentage of classified investments against total investments	2.03%	1.77%	2.02%	1.31%	0.42%
15	Profit after tax and provision	1,029.29	367.03	530.26	389.64	423.01
16	Operating Profit	1,900.77	1,284.47	1080.45	1614.81	923
17	Operating Expenditure	2,189.91	1,929.99	1827.39	1553.29	1212.12
18	Amount of classified loans and advances during the year	1,884.54	1,461.60	1,444.52	774.83	146.31
19	Provisions kept against classified investments	436.77	613.16	318.03	332.87	19.34
20	Provision surplus/deficit against classified loans and advances	-	-	-	-	-
21	Cost of fund	8.79%	12.51%	11.91%	9.65%	9.60%
22	Profit earning assets	103,666.33	96,976.65	84,065.16	71,751.13	44,824.93
23	Non-Profit earning assets	17,235.79	9,428.67	8,106.82	7,381.47	4,441.82
24	Return of investment (ROI) in shares and securities	10.64%	4.44%	3.85%	6.59%	7.08%
25	Return on assets (ROA)	0.91%	0.09%	0.15%	0.15%	0.26%
26	Income from investments in shares an securities	998.68	444.65	322.09	425.85	305.30
27	Earnings per share (Taka)	2.10	0.79	1.25	0.92	1.00
28	Operating Profit per share (Taka)	3.87	2.75	2.54	3.80	2.17
29	Price Earnings Ratio (times)	-	-	-	-	-
30	Dividend	-	-	-	-	-
	Cash	245.44 (Pro.)	-	-	212.50	-
	Bonus Share	245.44 (Pro.)	233.75	425.00	-	-
31	Net Asset Value Per Share (NAVPS)	13.65	12.17	12.51	11.77	10.86
32	Number of Employees	1528	1,313	1,114	1,001	740
33	Number of Branches	80	69	57	48	37
34	Number of Sub-Branches	27	-	-	-	-

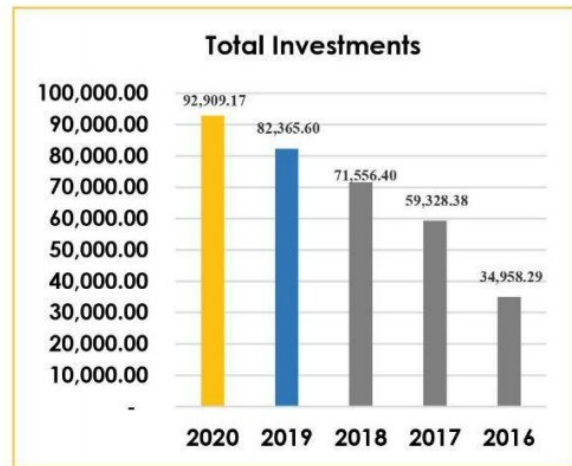
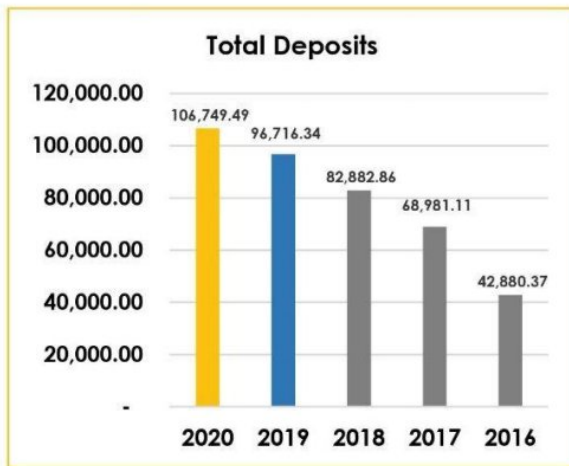
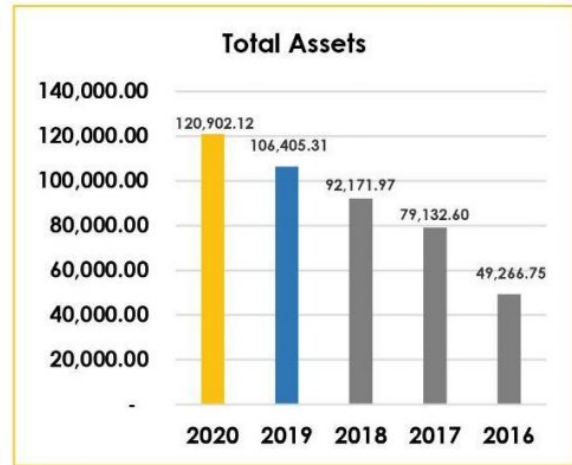
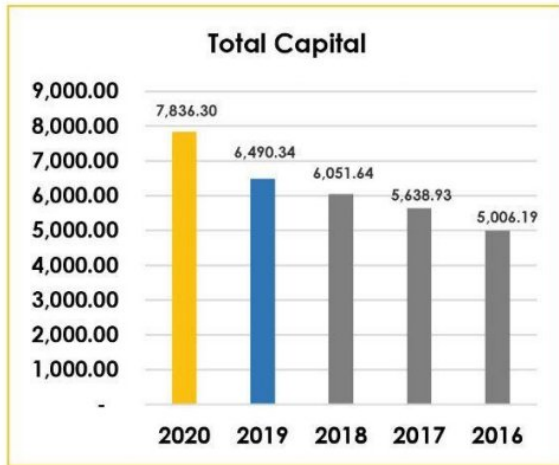
Table No. 11 : Operating and Financial Data

\* The Board of Directors recommended for 5% Stock Dividend and 5% Cash Dividend for the shareholders of the Bank subject to the approval of shareholders in the 8th AGM of the Bank and also subject to the approval of Bangladesh Bank and other regulatory authorities, if any



# FINANCIAL GRAPHICAL REPRESENTATION

[BDT in Million]



# FINANCIAL GRAPHICAL REPRESENTATION

[BDT in Million]

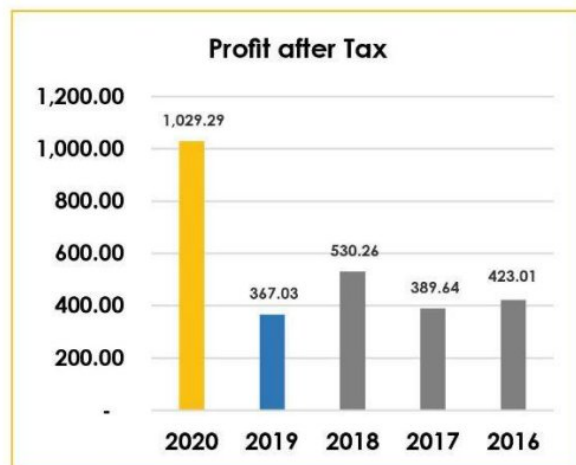
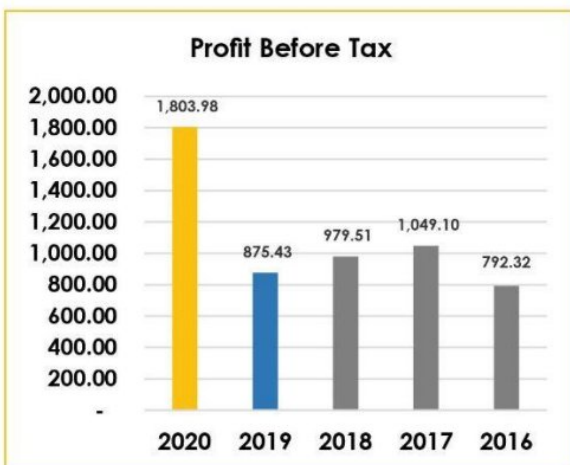
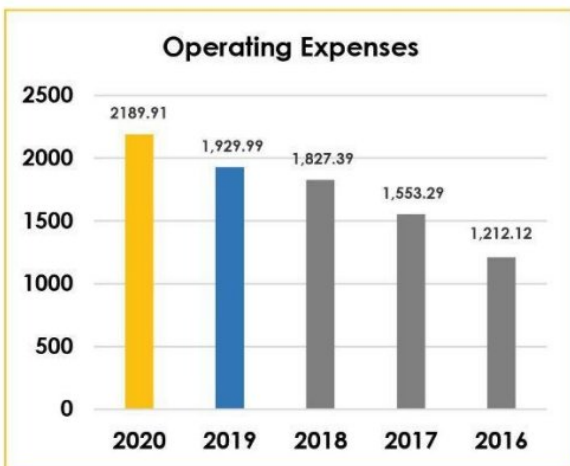
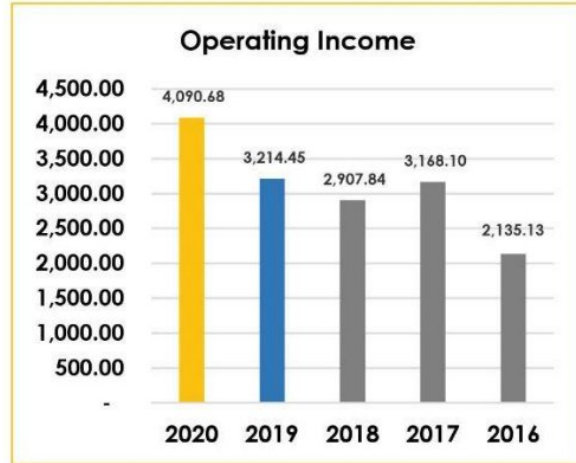


Figure No. 06 : Financial Graphs



Figure No. 07 : Capital Exposure



Figure No. 08 : Liquidity Rate Ratio



Figure No. 09 : Interest Rate Stock

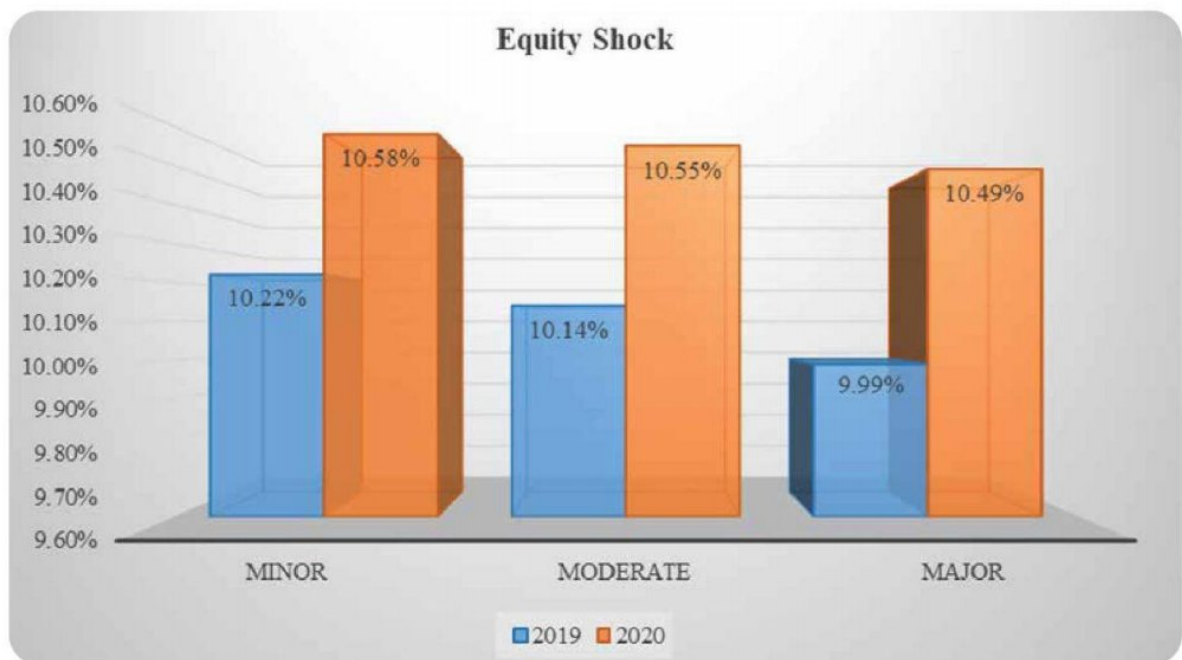


Figure No. 10 : Equity Stock

Sd/-

**Md. Golam Sarwar**  
 Additional Managing Director &  
 Chief Risk Officer (CRO)



## Chapter 06

### Conclusions & Recommendation



গ্লোবাল ইসলামী ব্যাংক  
Global Islami Bank  
غلوبل إسلامي بنك

## 6.1 Recommendations

After the completion of the three-month-long close survey and daily-basis analysis, for me, there are a few suggestions for the branch for conquering the deficiencies of GiB underneath:

- **All the operations in Banking should be performed using IT:** Many of the process and tasks are gradually being performed through IT. But they are still lacking compared with other commercial banks. So, all the operations should quickly be converted to technology-based.
- **The bank should ignore all manual operations:** Some of the activities in the bank are still using traditional manual methods. These should quickly be disregarded.
- **Communication of the staff should be more appropriate:** The bank can still have much progress to do regarding their communication and behaviour with the customers. There should be an overview of the behaviours of staff with the customers.
- **The bank should initiate new services:** The bank administration may come up with various ideas for the bank. But they should emphasize thinking about newer items to draw in more clients. The bank needs new services as the time comes so that they can hold on to their customers and also reel in more.
- **The bank should provide appropriate training:** The management should also take steps regarding training offices for staff/officers. They can start by providing PC/IT-based preparation. They can also start ability advancement projects.
- **The bank should take necessary steps for employee motivation:** The bank should take reasonable steps towards motivational strides. The higher-level managers should think of rewards for the employees' hard work. It will make them work more effectively and their hierarchical objectives will also be satisfied.

## 6.2 Conclusion

This report has given some insights on how they give importance to some of the services and how much quality they expect from GiB. It is very obvious from the outcome that the requirements of the clients are not fully met and they are pretty dissatisfied with some of the aspects. But there are still a lot of customers who are loyal and will keep coming here.

I would like to say that during my stay at the GiB Dhanmondi branch I have learned a few things which have increased my knowledge a lot. The practical knowledge I have gathered was outstanding compared to my theoretical studies.

In the end, I would like to say that customers are very important in every business. It is unimaginable to make a profit without the help of its customers. So, concerning the customers should be a top priority. GiB is a great uprising Islamic bank where a lot of customers are loyal to them even after drastic periods. If they can improve their services according to the customers' needs, they will surely achieve their desired positional target.

While I was doing my internship in GiB. I have noticed the following things in the bank that can be considered shortcomings during that period –

- In GiB, there seems to be a Bureaucratic complexity. It is rather much seen in their Management.
- In the management practices of General banking, there are excess formalities involved
- Service providing mentality is absent from most of the employees
- There are many unfair activities from the upper level
- Due to irregular promotions and lobbying, there is a great lack of motivation among the employee
- There are still lack of IT application in comparison with the high-tech private banks
- They are still involved in the manual-based operation for most procedures
- The procedure which the customers have to follow to open an account is rather complex for some people.

I have also noticed the following positive things are found from my observation:

- The bank is trying to compete in the banking market
- The branch manager shows great motivation to achieve their planned goals.
- GiB is starting to adopt modern technologies in their process
- The controlling officers are guiding and supporting the employees as much as possible
- The Branch Manager is very effective in his planning of strategies and planning

Employees are very friendly when they are providing their various services to the customers. I have also conducted a survey among the customers in the General Banking Department. As to learn how they see the situation in GiB Bank from their perspective. I have found the below answers through the survey -

- The employees are not that sincere in solving the customers' problems
- Customers are not fully satisfied with them
- Customers do feel secure doing transactions through GiB
- The customers think they are poorly equipped with modern technology
- Their service quality is not low compared with other commercial banks
- Their operating hours are convenient for the customers
- They employees have little knowledge about modern technology
- Customers are dissatisfied as the bank does not bring new services
- Customers are satisfied with the maintenance cost
- The employees do not show enough concern for customers



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