Practice on Activities of General Banking and Bills Section

Md. Ashabur Rahman

1. Introduction:
A bank is an institution that accepts deposits from savers, extends loans to borrowers, and provides a range of other financial services to its customers. Banks are a central part of the modern financial system. General Banking section is considered as the direct customer service center. It is the starting point of all the banking process. General Banking department assists in taking deposits and simultaneously provides some ancillaries services. It provides those customers who come frequently and those customers who come one time in banking for enjoying ancillary services. Good customer service is essential to long-term viability of a business, and working towards ensuring customer loyalty and retention is as important as winning new customers. It is the department, which provides day-to-day services to the customers. Every day it receives deposits from the customers and meets their demand for cash by honouring cheques. Banks play a key role in organizing the flows of funds between savers and borrowers, including households, companies, and the government. In recent decades advances in information technology have delivered major changes in the quality and range of banking services, and have generated cost savings for banks.

2. Methodology:
This article covers practical aspects of cash department of banking sector. The data gathering for the factual description of the article included collecting and reviewing secondary sources, such as academic literature, analytical reports, publicly available data which meet the criteria of being available online in English. It is based on sources that are reliable and relevant. Though this study is primarily qualitative in nature, both qualitative and quantitative approaches have been used for validity and reliability.

1 He is an apprentice lawyer of the Supreme Court of Bangladesh.
2 Wilson, Banking, 21.
3 Wilson, 21.
4 Choudhry, An Introduction to Banking, 56.
5 Wilson, Banking, 21.
6 Wilson, 21.
3. Activities of General Banking and Bills Section:
Various kinds of activities are performed by the General Banking and Bills Section. It opens new accounts (KYC, TP), Demit Funds, issues Bank Drafts, Pay Orders, Demand Drafts, Sancaypatra, FDR, PL, GL and Remittance etc. To accomplish the activities of this section, various kinds of bills and vouchers are used. This department is very important part of a bank.

4. Different Types of Bank Account:
In the bank, people come to open different kinds of accounts, and schemes. Here the employees help customer to open various types of accounts. This is where financial services bundling will start to be reframed\(^7\). We might open a new account, or get access to a new credit facility, without ever knowing the bank that is behind that facility, or maybe only finding out after we’ve selected the features of the facility we accepted\(^8\). However, various kinds of account opening procedure are being discussed below.

4.1 Savings Account:
Savings Account provides an opportunity of savings with a handsome savings rate. It is easy to operate. This account is familiar to earn deposit on small savings. ATM service and Cheque Books are available for this account. Savings Account may be opened in the name of individual (Single), two or more individuals (joint), minor jointly with Natural or Legal Guardian, Clubs, Societies, Associations or Similar Institutions as well as non-profit organizations. Following information are required for opening this account\(^9\).

- Name of applicant(s) together with name(s) of parents and spouse(s),
- Present and Permanent Address,
- Date of Birth,
- Nationality,
- TIN (if any),
- Duly attested photocopy of valid Passport or Employer’s Certificate or ID Card or Driving License or National ID Card or Certificate about credentials by the local Ward Commissioner or Chairman of Union Parishad;
- Two copies of recent passport size Photographs of account holder duly attested by the Introducer and one copy of passport size photograph of nominee duly attested by the Account Holder.

4.2 Current Deposit Account:
Banks provide account from which drawings are allowed on demand without any restriction within the funds available in its credit. This is the ideal choice to conduct and have access of customers’ day to day transactions. ATM service and Cheque Books are available for this

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\(^7\) King, *Bank 4.0*, 166.
\(^8\) King, 166.
\(^9\) “Savings Account.”
account. Current Deposit Account may be opened by individual, two or more persons jointly, sole proprietorship concerns, partnership firms, Limited Companies (Both Public and Private), Societies, Clubs, Associations or Local Bodies, Banks as well as Govt. or Semi Govt. Offices, Corporations or Autonomous bodies\textsuperscript{10}. Following information are required for opening this account\textsuperscript{11}.

- Name of applicant(s) together with name(s) of parents and spouse(s),
- Present and Permanent Address,
- Date of Birth,
- Nationality,
- TIN (if any),
- Duly attested photocopy of valid Passport or Employer’s Certificate or ID Card or Driving License or National ID Card or Certificate about credentials by the local Ward Commissioner or Chairman of Union Parishad.
- Two copies of recent passport size Photographs of account holder duly attested by the Introducer where one copy of passport size photograph of Nominee duly attested by the Account Holder.

For opening of current accounts for joint stock companies, associations and clubs following information are required\textsuperscript{12}.

- Duplicate of Registration or Incorporation (In case of Company or registered organization),
- Duplicate of the business start date certificate (only for public limited company),
- Duplicate of Memorandum and Articles of Association (in case of limited company), constitution and by-law (in case of association),
- Proposal of board of directors, managing committee or governing body meeting for account management,
- Certified copy of the names of directors or officials and their signature
- Declaration.

### 4.3 Special Noticed Deposit Account:

Account from which drawings are allowed subject to serving of 7 (Seven) days prior notice and bear a pre-determined interest rate on day end balance (daily product) basis is Special Noticed Deposit (SND). In this account interest rates are fixed. Cheque book and real time Online Banking facility is available. Special Noticed Deposit Account may be opened by individual, two or more persons jointly, sole proprietorship concerns, partnership firms, Limited Companies (Both Public and Private), Societies, Clubs, Associations or Local Bodies, Banks as well as Govt. or Semi Govt. Offices, Corporations or Autonomous bodies. Following information are required for opening this account.

\textsuperscript{10} “Current Deposit Account.”
\textsuperscript{11} “Current Deposit Account.”
\textsuperscript{12} “Current Deposit Account.”
4.4 Special Savings Scheme:
Account where customers can deposit money at every month for 5 years at the rate of 6% or 10 years at the rate of 7% in separate installments starting from 1000 taka upto 10000 taka. Customers must deposit the installments in every month within date from 1 to 15 otherwise penalty will be applicable on the defaulted installments.

4.5 Fixed Deposit Account:
It is a deposit with fixed amount of time agreed upon between the bank and the depositor in exchange for not withdrawing the money during the agreed-upon period of time. In this account interest rates are fixed for 3 Months-5.75%, 6 Months-5.85%, 1 Year and above 6.00%. Fixed Deposit Account can be opened by individual, two or more persons jointly, sole proprietorship concerns, partnership firms, Limited Companies (Both Public and Private), Societies, Clubs, Associations or Local Bodies, Banks as well as Govt. or Semi Govt. Offices, Corporations or Autonomous bodies. Following information are required for opening this account.

- Name of applicant(s) together with name(s) of parents and spouse(s),
- Present and Permanent Address,
- Date of Birth,
- Nationality,
- TIN (if any),
- Duly attested photocopy of valid Passport or Employer’s Certificate or ID Card or Driving License or National ID Card or Certificate about credentials by the local Ward Commissioner or Chairman of Union Parishad.
- Two copies of recent passport size Photographs of account holder duly attested by the Introducer where one copy of passport size photograph of Nominee duly attested by the Account Holder.
- For opening this account for joint stock companies, associations and clubs following information are required.
- Duplicate of Registration or Incorporation (In case of Company or registered organization),
- Duplicate of the business start date certificate (only for public limited company),
- Duplicate of Memorandum and Articles of Association (in case of limited company), constitution and by-law (in case of association),
- Proposal of board of directors, managing committee or governing body meeting for account management,
- Certified copy of the names of directors or officials and their signature
- Declaration.

13 “Fixed Deposit Account.”
14 “Fixed Deposit Account.”

Electronic copy available at: https://ssrn.com/abstract=3468648
5. Maintenance of Specimen Signature Card:
Specimen Signature is retained in card cabinet arranged in account number order. The key of the cabinet is held by an authorized officer who ensures that cabinets are securely locked and placed inside the Strong Room overnight. Samples of specimen signature card are given below.

5.1 Specimen Signature Card for Savings Account:

![Signature Card for Savings Account](image1)

Figure-01: Signature Card for Savings Account\(^{15}\).

5.2 Specimen Signature Card for Current Account:

![Signature Card for Current Account](image2)

Figure-02: Signature Card for Current Account\(^{16}\).

6. Letter of Thanks:
After completing all the formalities of opening an account, a letter of thanks is sent to the address of the customer. If letters addressed to customers, introducers or referees are returned undelivered or not satisfactorily responded, then no service is provided to the customer unless specifically approved by the Branch Manager and no cheque book is issued in favour of the customer if such irregularities are found.

\(^{15}\) This signature card is collected by the author from a state owned commercial bank of Bangladesh.

\(^{16}\) This signature card is collected by the author from a state owned commercial bank of Bangladesh.
6.1 Specimen of Thanks Letter:

Figure-03: Signature Card for Current Account

7. Account Statement:
Any company or individuals may want to know their balance. For that they have to provide their account number, starting and ending date of transaction. This information is recorded to the register khata and receives the computer printed statement by giving signature.

8. Account Closing:
To close an account, one may be requested to send an application along with the unused pages of the cheque book that is issued to the person. After receiving the application, the signature of the account holder is verified and the number of unused pages of the cheque book Page 22 of 52 is noted. Before the account is closed the manager approves the application. Lastly closing charge is debited to the account. However, the following circumstances are usually considered in case of closing an account or justifying the stoppage of the operation of an account:

- Notice given by the customer himself or if the customer is desirous to close the account.
- Death of the customer.
- Customer's insanity and insolvency.
- If the branch finds that the account is inoperative for a long period.

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17 This thanks letter is collected by the author from a state owned commercial bank of Bangladesh.
9. Remittance:
Remittance is one of the important items of bank business. Now-a-day business person cannot run his business without bank remittance facilities. Sending money from one place to another place through banking channel is known as remittance. Remittance may be both local and foreign. For keeping records, different vouchers are used here as like as is done while providing loans. It is done to maintain financial security and legal obligations. Thus, the financial system is set up to gather information on borrowers before giving them resources and to monitor their use of the resources afterward. The main instruments used for local remittance of fund are discussed below:

9.1 Pay Order (PO):
Payment order is meant for making payment of the bankers own of the customer’s dues locally and not for affecting any remittance to outstation. The payment order is used for making remittance for the local creditors. Following process is maintained for Pay Order:

- The customer fills up PO application form.
- Money is received by cash or by debiting clients account.
- Give necessary entry in the Pay Order register where payee’s name, date, PO no. etc. is mentioned.
- Printed payment order leaf is filled and signed by two authorized officers.
- Entry should be given in computer under supervision of authorized officers.
- After scrutinizing and approval of the instrument by the authority, it is delivered to customer.
- Signature of customer is taken on the counterpart.

A Specimen Pay Order (PO) application form is given below.

![Figure-04: Pay Order (PO) application form](https://ssrn.com/abstract=3468648)

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19 This Pay Order (PO) application form is collected by the author from a state owned commercial bank of Bangladesh.
9.2 Demand Draft (DD):
A bank draft is an order to pay money drawn by one office of the bank on other office up on other office of the same bank for a sum of money payable to order on demand. A bank draft is an order by one branch to another branch of the same bank outside the clearing zone. Issuance procedure of Demand Draft is same as of Pay Order.

9.2.1 Issuance of Duplicate PO/DD:
- If the customer wants to issue a duplicate DD, then customer is asked to do the following formalities:
  - Making a general diary (GD) in the nearest Police Station.
  - Furnishing an Indemnity Bond in Tk.300/= stamp.
  - The banker immediately marks “Stop Payment” in the register after receiving the application from the customer and a duplicate PO/DD is issued.

A Specimen Demand Draft (DD) application form is given below.

![Demand Draft (DD) Application Form](https://ssrn.com/abstract=3468648)

Figure-05: Demand Draft (DD) application form

9.2.2 Encasement Procedure of DD:
After receipt of advice:
- On receipt of advice from drawing branches following entries are passed. The signatures of the issuing branch is verified by the responding branch,
- Head Office A/c- Branch concerned Debit,
- Bill Payable Account- DD Payable Credit,
- Particulars of the above are entered on DD Payable Register in which separate foils are allocated to every branch and an index is maintained,
- The particulars are checked and initialed by the in-charge,

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20 This Demand Draft (DD) application form is collected by the author from a state owned commercial bank of Bangladesh.
9.2.3 Payment in Cash:
- The dates, amount in words and figures, branch drawn upon and signatures on the drafts are checked.
- Particulars of the draft are verified from the register.
- Payment date is noted on the register.
- Stamp is affixed on the face of the drafts.
- Draft together with the register is sent to the officer in-charge for cancellation and initials in the register.
- After cancellation the draft is sent to the cash department for payment.
- In case of any irregularity in the draft an advice letter is sent to obtain the confirmation of the drawer branch.

9.2.4 Payment in clearing:
- Collection Bank’s stamp, crossing and discharge are checked.
- Other procedure is similar to that explained in payment in cash.

9.2.5 Pay slip Issue:
- Pay slip is issued for the payment of banks cash expenditure.
- When the customers have no account in the bank then in case of FDR close, SB a/c close, Savings certificate interest payment etc.

10. Savings Certificate:
Savings Certificate is a savings mobilization Scheme of the Government. After the independence of Bangladesh through the bloody freedom fight, in 1972 with the initiative of father of the nation Bangabandhu Sheikh Mujibur Rahman, Directorate of National Savings was established\(^\text{21}\). At present the following savings certificates are sold & encashed from the post office.
a) 5- years term Bangladesh Sanchayapatra
b) 3–Months interval Profit based Sanchayapatra
c) Paribar Sanchayapatra
d) Pensioner Sanchayapatra

10.1 Five (5) - Yearly Bangladesh Sanchayapatra\(^\text{22}\):

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inauguration</td>
<td>1977</td>
</tr>
<tr>
<td>Value</td>
<td>Tk.10,50,100,500,5000,10000,25000,50000,100000,500000,1000000</td>
</tr>
<tr>
<td>Availability</td>
<td>National Savings Bureau, Bangladesh Bank, Schedule Banks and</td>
</tr>
</tbody>
</table>

\(^\text{21}\) “History.”
\(^\text{22}\) “5 Year Bangladesh Sanchayapatra.”
Post offices

<table>
<thead>
<tr>
<th>Tenure</th>
<th>5 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate of Profit</td>
<td>After Maturity 11.28% (But if it is encashed before maturity the rate will be for 1st year-9.35%, 2nd year-9.80%, 3rd Year-10.25%, 4th year-10.75%)</td>
</tr>
<tr>
<td>Eligibility to purchase</td>
<td>i) a single adult; ii) a minor; iii) two adults in their joint names; iv) an adult on behalf of- a single minor, two minor jointly, himself/herself and a minor jointly and any lunatic of whom he is the guardian or manager appointed by a court of law.</td>
</tr>
<tr>
<td>Limit to purchase</td>
<td>Individual: single-30 Lacs, Joint-60 Lacs</td>
</tr>
<tr>
<td>Others Facility</td>
<td>Auto renewal</td>
</tr>
<tr>
<td></td>
<td>Nominee can be given</td>
</tr>
<tr>
<td></td>
<td>Duplicate can be issued if original is lost</td>
</tr>
<tr>
<td></td>
<td>Transfer to another place</td>
</tr>
</tbody>
</table>

Table-01: Five Yearly Sanchaypatra.

### 10.2 Three (3) –Months interval Profit based Sanchayapatra:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inauguration</td>
<td>1998</td>
</tr>
<tr>
<td>Value</td>
<td>Tk. 100000, 200000, 500000, 1000000</td>
</tr>
<tr>
<td>Availability</td>
<td>Jatiya Sanchay Bureau, Bangladesh Bank, All Scheduled banks, Post office</td>
</tr>
<tr>
<td>Tenure</td>
<td>3 Years</td>
</tr>
<tr>
<td>Rate of Profit</td>
<td>11.04% (In case of Pre Matured encashment Conditions will be applied)</td>
</tr>
<tr>
<td>Eligibility to purchase</td>
<td>Any individual, Minor</td>
</tr>
<tr>
<td>Limit to purchase</td>
<td>Individual: single-30 Lacs, Joint-60 Lacs</td>
</tr>
<tr>
<td>Others Facility</td>
<td>Nominee can be given</td>
</tr>
<tr>
<td></td>
<td>Nominee can withdraw money after the death of owner of Savings Certificate</td>
</tr>
<tr>
<td></td>
<td>Duplicate can be issued if original is lost</td>
</tr>
<tr>
<td></td>
<td>Transfer to another place</td>
</tr>
<tr>
<td>Required Documents</td>
<td>Form-S.C-1</td>
</tr>
<tr>
<td></td>
<td>02 copies of photograph of purchaser &amp; nominee</td>
</tr>
<tr>
<td></td>
<td>Passport, NID, or Birth Certificate of purchaser</td>
</tr>
</tbody>
</table>

Table-02: Three Yearly Sanchaypatra.

23 “3 Monthly Profit Bearing Sanchayapatra.”
### 10.3 Family Sanchaypatra⁴⁴:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inauguration</td>
<td>2009</td>
</tr>
<tr>
<td>Value</td>
<td>Tk. 10000,20000,50000,100000,200000,500000,1000000</td>
</tr>
<tr>
<td>Availability</td>
<td>Jatiya Sanchay Bureau, Bangladesh Bank, All Scheduled banks, Post office</td>
</tr>
<tr>
<td>Tenure</td>
<td>5 Years</td>
</tr>
<tr>
<td>Rate of Profit</td>
<td>11.52% (In case of Pre Matured encashment Conditions will be applied)</td>
</tr>
<tr>
<td>Eligibility to purchase</td>
<td>Any Bangladeshi women having 18 years or above</td>
</tr>
<tr>
<td></td>
<td>Any physically challenged men &amp; women.</td>
</tr>
<tr>
<td></td>
<td>Any men &amp; women having 65 years or above.</td>
</tr>
<tr>
<td>Limit to purchase</td>
<td>45 Lacs</td>
</tr>
<tr>
<td>Others Facility</td>
<td>Nominee can be given</td>
</tr>
<tr>
<td></td>
<td>Nominee can withdraw money after the death of owner of Savings Certificate, Duplicate can be issued if original is lost, Transfer to another place</td>
</tr>
<tr>
<td>Required Documents</td>
<td>Form-S.C-1</td>
</tr>
<tr>
<td></td>
<td>02 copies of photograph of purchaser &amp; nominee</td>
</tr>
<tr>
<td></td>
<td>Passport, NID, or Birth Certificate of purchaser</td>
</tr>
</tbody>
</table>

Table-03: Family Sanchaypatra.

### 10.4 Pensioner Sanchaypatra⁴⁵:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inauguration</td>
<td>2004</td>
</tr>
<tr>
<td>Value</td>
<td>Tk. 50000,100000,200000,500000,1000000</td>
</tr>
<tr>
<td>Availability</td>
<td>Jatiya Sanchay Bureau, Bangladesh Bank, All Scheduled banks, Post office</td>
</tr>
<tr>
<td>Tenure</td>
<td>5 Years (In case of Pre Matured encashment Conditions will be applied)</td>
</tr>
<tr>
<td>Rate of Profit</td>
<td>11.76%</td>
</tr>
<tr>
<td>Eligibility to purchase</td>
<td>Retired Govt. semi-govt. autonomy, semi-autonomy officers, Retired judges of Bangladesh Supreme Court</td>
</tr>
<tr>
<td></td>
<td>Retired Army officers</td>
</tr>
<tr>
<td></td>
<td>Husband/wife of dead person who are eligible for pension</td>
</tr>
<tr>
<td>Limit to purchase</td>
<td>50 Lacs</td>
</tr>
<tr>
<td>Others Facility</td>
<td>Profit after 3 months, Nominee can be given</td>
</tr>
<tr>
<td></td>
<td>Nominee can withdraw money after the death of owner of Savings Certificate, Duplicate can be issued if original is lost, Transfer to another place</td>
</tr>
<tr>
<td>Required Documents</td>
<td>Form-S.C-1</td>
</tr>
<tr>
<td></td>
<td>02 copies of photograph of purchaser &amp; nominee</td>
</tr>
<tr>
<td></td>
<td>Passport, NID, or Birth Certificate of purchaser</td>
</tr>
<tr>
<td></td>
<td>Sanction letter of Provident fund</td>
</tr>
</tbody>
</table>

Table-04: Pensioner Sanchaypatra.

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⁴⁴ “Poribar Sanchayapatra (Family Saving Certificate).”

⁴⁵ “Pensioner Sanchayapatra.”

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Electronic copy available at: https://ssrn.com/abstract=3468648
11. Know Your Customer (KYC):
KYC stands for Know Your Customer. It is a risk grading process of the customer.

Figure-06: KYC Application Form²⁶.

²⁶ This Know Your Customer (KYC) form is collected by the author from a state owned commercial bank of Bangladesh.
12. Transaction Profile (TP):

![Transaction Profile (TP) Application Form](image)

Figure-07: Transaction Profile (TP) Application Form

13. Computerized Main Office (CMO) & Computerized New General (CNG):

It is reconciliation process of the bank.
- CMO: Branch to Head office
- CNG: Branch to Branch

13.1 Main Office Credit Advice (MOCA):

When branch credit the Head Office, then branch prepare MOCA vouchers

Journal:
- Branch Dr.
- Main Office Cr.

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27 This Transaction Profile (TP) form is collected by the author from a state owned commercial bank of Bangladesh.
Specimen of MOCA:

![Specimen of MOCA Form](image)

Figure-08: Specimen of MOCA Form.

13.2 Main Office Debit Advice (MODA):
When branch Debit the Head Office, then branch prepare MODA vouchers

Journal:

Main Office   Dr.
Branch       Cr.

Specimen of MODA:

![Specimen of MODA Form](image)

Figure-09: Specimen of MOCA Form.

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28 This voucher is collected by the author from a state owned commercial bank of Bangladesh.
13.3 Inter Bank Credit Advice (IBCA):

When originating branch Credit the other branch, then originating branch prepare IBCA vouchers.

Journal:
Originating Branch Dr.
Responding Branch Cr.

Specimen of IBCA:

![IBCA Specimen](image)

Figure-10: Specimen of IBCA Form.

13.4 Inter Bank Debit Advice (IBDA):

When originating branch Debit the other branch, then originating branch prepare IBDA vouchers.

Journal:
Responding Branch Dr.
Originating Branch Cr.

Specimen of IBDA:

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29 This voucher is collected by the author from a state owned commercial bank of Bangladesh.
30 This voucher is collected by the author from a state owned commercial bank of Bangladesh.
14. Transfer Voucher:
All business units of a financial institution share a common resource: liquidity. The primary functions of funds transfer pricing systems (FTP) are to exchange funds between business units and to determine the profit and loss (P&L) of business lines. But transfer systems have several other critical roles. However, an expenditure transfer voucher is an accounting document used to make journal adjustment between funds, agencies and appropriation accounts, or to reflect the change of an expenditure or revenue object in the Uniform Statewide Accounting System (SAS). The following vouchers are known as transfer voucher.

14.1 Party Debit Voucher:

This voucher is collected by the author from a state owned commercial bank of Bangladesh.

Bessis, Risk Management in Banking, 109.
Bessis, 109.
Bessis, 109.

This voucher is collected by the author from a state owned commercial bank of Bangladesh.
14.2 Party Credit Voucher:

![Party Credit Voucher](image)

Figure-13: Party Credit Voucher\(^{36}\).

14.3 Single Debit Voucher:

![Single Debit Voucher](image)

Figure-14: Single Debit Voucher\(^{37}\).

15. Reporting for Cash & GB Section:

<table>
<thead>
<tr>
<th>SL No</th>
<th>Name of the Report</th>
<th>Reporting Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cash Transaction Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>2</td>
<td>Suspicious Transaction Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>3</td>
<td>Self-Assessment</td>
<td>(Half Yearly)</td>
</tr>
<tr>
<td>4</td>
<td>SBS1</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>5</td>
<td>SBS2,3</td>
<td>(Quarterly)</td>
</tr>
<tr>
<td>6</td>
<td>MIS</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>7</td>
<td>WMIS</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>8</td>
<td>ISS</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>9</td>
<td>MIS Supplementary Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>10</td>
<td>BB ISS Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>11</td>
<td>Demand Deposit – Time liabilities Report</td>
<td>(Weekly)</td>
</tr>
<tr>
<td>12</td>
<td>Rate of Interest Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>13</td>
<td>One Core above Deposit Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>14</td>
<td>Staff Position</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>15</td>
<td>Mutilated Note</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>16</td>
<td>Sector Corporation Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>17</td>
<td>Sundry Debtors Report</td>
<td>(Monthly)</td>
</tr>
<tr>
<td>18</td>
<td>Savings Certificate sales Report</td>
<td>(Quarterly)</td>
</tr>
</tbody>
</table>

Table-05: Reporting for Cash & GB Section\(^{38}\).

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\(^{36}\) This voucher is collected by the author from a state owned commercial bank of Bangladesh.

\(^{37}\) This voucher is collected by the author from a state owned commercial bank of Bangladesh.

\(^{38}\) The reports which are prepared by the general banking and bills section are shown through the table.
16. Findings and Recommendation:
The banking sector is facing problems regarding bad loans where cash department is involved. Using modern technology to serve the clients is also a challenge. Nearly every bank follow traditional system in general banking activities but bank should introduce computerized system it will reduce time, labor and cost also. However, the other element that is critical here is recommendations and ratings. Today, banks have been able to avoid side-by-side comparison generally in favour of direct channel reinforcement for access. In this paper, we find out several solutions to reduce those problems which will more reliable that can be implemented to get benefit. These are as follows:
   a) Rules and regulations must be made up-to-date.
   b) Bank has to maintain KYC (Know Your Customer) properly
   c) To develop strong cash management system to mitigate the problems.
   d) Forming Strong cyber protection unit by taking IT specialists and legal experts.
   e) Arranging adequate training for the employees regarding cash management.

17. Conclusion:
In summary, in the final decade of the twentieth-century commercial banks were pushed into the security markets by a combination of advances in financial economics, innovations in information technology, and legal changes. Their greatest successes were in the debt markets, where practice was most codifiable, and where their capital, their scale, and their deposit insurance subsidy gave them a comparative advantage. Becoming the primary financial experience for the customers won’t be through products, people or even channels—it’s all through anticipating and delivering experiences, when and where the customer needs it the most. The era of ubiquitous banking is almost upon us, and that means that banking will be embedded in the lives of your customers, but not banking as we know it today. Finally it can be said that though there are some challenges but general banking section contributes a lot in satisfying customers by using modern scientific techniques.

39 King, Bank 4.0, 166.
40 King, 166.
41 Morrison and Wilhelm, Investment Banking, 300.
42 King, Bank 4.0, 170.
43 King, 170.
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