

An appraisal of
“Student Files Operation”
Of
Standard Chartered Grindlays Bank Ltd.

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BBA

Internship report
On
**“An appraisal of Student Files Operation
Of
Standard Chartered Grindlays Bank Ltd.”**

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Report SD

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Dr. Tanbir Ahmed Chowdhury
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Subject: Regarding the Internship Report.

Dear Sir:

Here is the report of my internship. I was working in Standard Chartered Grindlays Bank Ltd. At Kakrail Branch from October to December. In this three months, I was dealing mainly about the "**Student Files of Kakrail Branch**". I was also involved in attending the customer service counter.

In this report, I have tried to give as details as possible about the "**Student Files**". Due to the conservative approach of the bank to give information, it was a hard job to collect the data regarding Student Files. I have conducted some analysis with this data with your cordial help.

I will be always ready to provide further information about the report if you have any quires.

Best regard,



Md. Shaheenur Rahman
ID# 1998-01-10-030

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Executive Summary

Standard chartered Grindlays bank in a new name in the banking sector not only in Bangladesh, but also in the subcontinent. The bank is fully owned by Standard Chartered Bank. When it was ANZ Grindlays Bank, it was fully member of the ANZ Group. In September 1984, Grindlays Bank was incorporated in United Kingdom and is the first bank operating in this part of the world since 1905.

The bank is the largest bank among all foreign banks in the country. It has the highest number of branches and ATM booth all over the country. A specialized department of ANZ Grindlays Bank, Dhaka opened in September 1985 for servicing the needs of Bangladeshi citizens working abroad. The SSC was shifted from 125 Motijheel C/A to 109 Kakrail, Karnaphuli Garden City during the last week of 1998.

One of the major activities of Kakrail Branch is to operate "Student Files". Student file is an authority to the student from Bangladesh Bank. And Standard Chartered Grindlays is one of the authorized dealers of Bangladesh Bank to remit money for educational purposes. The operation of student file has started from the year 1993. Before that, Bangladesh bank gave the permission by itself.

The main strength of the bank is, they have more authority to send different types of foreign currency to abroad. So they are playing the monopoly business for some currency like Australian Dollar. The weakness of the bank is the shortage of manpower, manual system of record keeping, problems with the new system are main. Still the bank has the opportunity to expand their operation by providing more manpower to this service and giving initiative for promotional campaign.

The banking sector of our country is very competitive. Though the bank is ahead in different segment of banking in this country, they have the threat from the competitors who are giving almost same type of service to the customer. So the bank should keep changing their policy such as reducing the charges to remain the leader in the market.

1. INTRODUCTION

1.1. AN OVERVIEW OF STANDARD CHARTERED GRINDLAYS

Standard chartered Grindlays bank in a new name in the banking sector not only in Bangladesh, but also in the subcontinent. The bank has got the new name after the acquisition of ANZ Grindlays Bank by Standard Chartered Bank. Now the bank is fully owned by Standard Chartered Bank.

When it was ANZ Grindlays Bank, it was fully member of the ANZ Group. In September 1984, Grindlays Bank limited became a wholly owned subsidiary of Australia and New Zealand Banking group.

Grindlays Bank was incorporated in United Kingdom and is the first bank operating in this part of the world since 1905.

In the interviewing years, changes, and developments, together with natural growth, has led Grindlays to where they are today's one of the top listed companies in the world.

Standard Chartered Bank is a London based, international bank focused on the emerging markets of Asia, Africa, the Middle East and Latin America. The group has a network of over 740 offices in more than 55 countries and assets of approximately US \$ 90 billion. Standard Chartered has an in depth understanding and a long-term commitment to the emerging markets.

Standard Chartered Grindlays bank is one of the major financial institutions with full range of Banking and Financial activity in Bangladesh. As well as it has the widest network among the foreign banks operating in this country. It was the first

bank that offers computerized services in 1984. It was the first foreign bank, which introduced corporate finance in 1989.

Standard Chartered Grindlays differentiates itself from other bank by their technological capabilities, the higher quality of services and professionalism. It is pioneer in offering world-class facilities to the consumers.

Standard Chartered Grindlays Bank has the highest number of branches among the foreign banks in Bangladesh. All of the branches are situated in major metropolitan cities, and is well decorated. There are 21 offices and 25 ATMs all over the country. The main office of standard Chartered Grindlays Bank is in the Dilkusha Commercial Area, Motijheel, Dhaka, which is the most important place for business.

1.2 OBJECTIVE OF THE STUDY

1.2.1 To Present an Overview of SCG

The prime objective of this report is to have an overall idea of the operations that Standard Chartered Grindlays (SCG) is doing in Bangladesh. In the report, my intention was to present the overall activities of SCG in the context of Bangladesh. During my internship period, I decided to focus on the Student Files operation of SCG and complete my internship report. However, while working on this, I ventured all the operations of SCG of Kakrail Branch.

1.2.2 To Appraise Student Files Activities of SCG

While undergoing my internship program in SCG Kakrail Branch, I was able to gather knowledge regarding the Student Files Operation, which is a pioneer service provided by SCG. As part of report, I decided to furnish detailed information regarding the Student Files Operation.

1.2.3 To identify the problems of Student Files Operated by SCG

One of the purpose of the study was to find out the problems associated with this service package. To me it seemed like a creative work and it was quite interesting to explore the problems regarding this service with the aid of my education and experience.

1.2.4 To Recommend for the Development of Student Files Activity

After completion of the research and finding out the problems of this service, I would like to give some suggestions, which might come in handy for the bank in order to improve their service as well as product value.

1.3 SCOPES AND METHODOLOGY OF THE STUDY

The working experience gave me the opportunity to come across the various services provided by SCG. In addition to that, direct customer interaction enabled me to acquire vast knowledge regarding the Student Files Operation. Beside these, some senior officers of the Bank had provided me with necessary relevant information for this report.

The secondary information regarding the services and activities were collected from different brochures, newsletters, guidance by the senior officials and CEO's guideline. Job description provided by the Head Office had given me the opportunity to know detailed information regarding the job itself and also other associated tasks. The job description was very much helpful since it was very well organized and included information, which aided me to prepare the report to a great extent. Only the Kakrail Branch performs student files activities. So working in this branch gave me the best opportunity to know details about "Student Files".

Direct involvement with the everyday operations of the bank had enabled me to gather knowledge and prepare this report. The all out support of the officials of the bank had encouraged me to discover the relevant facts. In addition, their warm and friendly behavior had inspired to gather vast knowledge about different services offered by the bank.

In order to get first hand information, a questionnaire was developed containing about various issues relating Student Files. Forty customers was served through one month. The result of the questionnaire had helped to prepare this report to a great extent.

1.4 LIMITATIONS OF THE STUDY

Lack of Analytical Work

One of the limitations of the study was my lack of ability in doing analytical work. As a graduate student I do not have enough experience in performing analytical work that much and it had proved to be a massive problem while preparing this report.

Time

Time was another factor that had prevented me from preparing this report in much better way. The time I was allotted for preparing this report was not sufficient and it created lot of hassle in trying to collect information in a very short space of time.

Lack of information

Another problem that I had encountered was the lack of information. I was not able to collect all the information since the bank authority was not allowed to disseminate the information to individuals. Even, the bank does not keep track of the amount of Telegraphic Transfer made in each month. They only file the receipts and that is all.

The Conservative Approach of the Bank

As a multinational bank they are not allowed to publish annual reports and other financial information in public. They also do not disclose the volume of the loans disbursed and amount deposited and the amount of commission earned. Such attitude of the bank prevented me not to furnish some more information, which otherwise have made my report more concrete.

1.5 OPERATION IN BANGLADESH

In this subcontinent, the SCGB is fully owned by Standard Chartered Bank. When it was ANZ Grindlays Bank, it was fully owned by ANZ group and such as one of the largest international banks in Bangladesh. This bank is one of the oldest banks in Bangladesh as well as it has the widest network among the foreign banks, which is operating in this country. SCGB is the fastest growing bank in the country with a global network of operation in 9 countries.

SCGB has the highest number of branches among the foreign banks. Especially after 20th of August 2001 it is giving the service to the customer from 21 branches and 25 ATM services all over the country. All of its branches are established in metropolitan city and in the fine location.

1.5.1 Organizational structure and nature of business

For making strategic planning, SCGB follows the “top-down” approach. First, top management formulates strategy in corporate level then it is converted into business and finally into individual objective. SCGB Bangladesh can plan according to the policy imposed on it from the corporate level. The corporate head office is in Melbourne. So, Melbourne, head office is the policy maker then the policy is applied in different countries.

SCGB is organized as project organization and each unit is responsible for its own performance and a manager or senior manager who is directly responsible for the performance of the unit heads.

The employees of SCGB have 3 dimensions of job in the staffing process. These are as follows-

- ◆ KNOW HOW
- ◆ ACCOUNTABILITY
- ◆ PROBLEM SOLVING

The recruitment process of SCGB at the entry level is done in two ways. One way of recruitment as a “Management Trainee”. Every Management Trainee has a probation period of nine months and after completion of that period he/she joins as fifth grade officer. The career path of each MT is headed towards different managerial jobs. The other way of recruitment is a “Non-Managerial Trainee” who joins as a bank assistant after a certain period of probation. The career path of a Management Trainee is smooth and shorter than a bank assistant.

The bank has strict control over all of its aspects, liabilities and different aspects of the organizational structure. The central bank’s directives indicate some control measures. To check whether the bank implements these control systems properly they conduct various audits and inspection. The central bank sends a credit inspection team to exercise control.

The bank has mainly three divisions under the umbrella of the General Manager’s office (GMO).

- A. CORPORATE BANK
- B. RETAIL BANK
- C. CARDS DIVISION

A. Corporate banking

Corporate banking division provides services to corporate of organization clientele. It comprises of the following-

□ Corporate finance

The capital markets in Bangladesh are becoming increasingly attractive due to the favorable industrial climate that has resulted from the economic liberalization program undertaken by the government. Recognizing the potential of this country, corporate finance unit has been set up in Dhaka in 1997 to provide a full range of corporate and investment banking services, with an emphasis on creating financial solution for Standard Chartered Grindlays Bank's corporate customers.

□ Institutional Banking

The bank offers foreign missions, donor agencies and voluntary organizations, consultants, airlines shipping lines and their personnel the following services:

- Convertible and non-convertible current accounts
- Convertible Taka accounts
- Local and foreign currency remittances through large network of branches and correspondents.
- Deposit management services for customers who wish to invest in Bangladesh or abroad.

□ **International network services**

- Trade finance facilities including counseling, confirming export L/Cs and issue of import L/Cs backed by its international branch and correspondent network.
- Bond and guarantees
- The opportunity of syndicate hard currency financing of loans and import letters of credit.
- Merchant banking advisory services.

□ **Correspondent banking**

- Current account services where settlement is necessary.
- The ability to issue and guarantees in support of their customers corporate.
- Market intelligence and status report.
- Advising of letter of credit and negotiation documents.

B. Retail banking

Retail banking deals with the banking services to individuals. It includes the following:

- a. Personal Banking
- b. Private Banking
- c. Customer Finance
- d. Investment Management
- e. Wage earners services
- f. Locker facility
- g. Deposit services

C. Card division

Card is the latest area that has been identified for rapid development. The bank is the one of the acquirers of three major cards in Bangladesh. Two of the credit cards are VISA and CASTER CARD and the one is the charge card known as Japan Credit Bureau (JCB). Standard Chartered Grindlays Bank is the subsidiary or secondary agent of the credit cards and a primary agent of JCB.

SCGB started its cards operation in 1989 as a part of retail banking. Initially, SCGB's card market was very small, with only 30 merchants. But seeing the economies and the consumers' attitude towards the credit card has given the opportunity to expand their market base by acquiring high quality merchants in the chosen segment. The bank is the first to introduce the TAKA CREDIT CARD.

The card is issued basically to a persons name and the specific person can use the card in anywhere in Bangladesh.

1.6 AN OVERVIEW OF KAKRAIL BRANCH

A specialized department of ANZ Grindlays Bank, Dhaka opened in September 1985 for servicing the needs of Bangladeshi citizens working abroad.

Recently, it was decided that this sales and service center (SSC) will be offering all kinds of local accounts and facilities as well as the foreign currency dealings. it also has locker service.

The SSC was shifted from 125 Motijheel C/A to 109 Kakrail, Karnaphuli Garden City during the last week of 1998.

1.6.1 MAIN TARGET OF THE BRANCH

All kinds of foreign currency accounts for Bangladeshi Expatriots, Resident Foreign Currency deposit, TC/ foreign Monies sale/purchase for Travel & educational purposes, Student Files, Local Accounts, Retail Loans of all kinds, Credit cards and marketing of different campaigns, when and as required by the Standard Chartered group in Bangladesh

1.6.2 STAFF SIZE

Branch Sales and Service Manager (BSSM)	1
Sales Team Manager (STM)	1
Teller Service Manager (TSM)	1
Teller	4
Personal Financial Consultants (PFC)	2
Clark	1
Total	10

1.7 AN OVERVIEW OF “STUDENT FILE”

According to the Foreign Exchange Circular no. 12, released in year 1994, Exchange control Dept of Bangladesh Bank permit to take money in foreign countries for the following reasons-

- Business travel Quota
- Release of foreign exchange for education abroad.
- Release of foreign exchange for family maintenance.

So, in the second category, the students are allowed to remit money for educational purposes. The circular is given in the appendix. The circular describes this point in the following way-

“Subject to restriction if any, of the government of Bangladesh and government’s education policy, authorized dealers may issue foreign exchange for education for all authorized courses. For release of foreign exchange, the drills prescribed in Foreign Exchange Circular No. 10 of 1993 should be followed.”

According to the Foreign Exchange Circular, the authorized dealers are given permission to send remittance in favor of the educational institution of the student without prior informing Bangladesh Bank for the following courses-

- Commercial flying
- Computer programming
- Chartered Accountancy
- Hotel management & catering
- Cost and Management Accountancy
- Banking Diploma (Open for only the bankers where the institution /proper authority request for the student.)

ANZ Grindlays Bank Ltd, which is now Standard Chartered Grindlays is one of the authorized dealers of Bangladesh Bank. That's why it enjoys the ability to send remittance to abroad for education purposes.

Standard Chartered Grindlays has the proud of having the highest number of files among all commercial banks according to the bank officials. The bank official claims that, standard quality of service and worldwide correspondent banks are their key to this success. Not only that, the bank enjoys some competitive advantages such as – “ they are authorized to send remittance in a variety of currency what other banks cannot.

“Student Files” is an authority for the students to get money abroad for specific course, duration and amount”.

The advertisement of the bank describes it in the following way-

Student Files

One stop service for overseas studies.

It you are a student going abroad for higher studies

Leave your remittance, worries to us.

We will be your one stop support for sending remittance.

1.7.1. Who is to open the file?

For opening the file, the student needs to be present while opening the file. Because, he/she has to fill up the declaration form by his own and the sign is must of the student in that form.

1.7.2. Who is to send money?

In the declaration form, this is mandatory to give the name of the financer and his/her relation ship with the student. Usually, father or mother of the student become the financer and get the authority to send money to their children. But this is not followed strictly followed. Anyone can send money to the student.

1.7.3. Identification of the file

Every student gets a unique file number that identifies his/her authorization number. This number is given chronologically and the financer is suggested to remember the number.

1.7.4. Duration of the student file

Student files are opened for only one academic year. After that, the file remains dormant. Only required documents can renew the file to the next academic year no matter how long the course duration is.

1.7.5. Charges for opening student files

Standard Chartered Grindlays charges BDT5000/- as a maintenance fee for one academic year. This rate is relaxed for the SAARC Countries and for this countries, the charge is Tk. 3500 The renewal charge is same as opening charge.

1.7.6. Where to open student files

This is a centralized system. No matter where the customers conduct his/her banking, for opening and maintaining student file, he/she is bound to come to Standard Chartered Grindlays Kakrail Branch, which is at 109, kakrail. This branch exclusively deals with Student File.

1.8 closing of file

The students are requested to let the bank know after the completion of his/her study, for which he/she opened the file. After knowing from the student, the file is marked as a close file. Then the file is sent to the central warehouse of the bank. But the fact is that, the students don't inform the bank and the bank also doesn't bother about it.

1.9. File transfer

If the financier or the student wants to transfer his/her file, from Standard Chartered Grindlays to another bank, the following steps should be taken-

Step 1. The bank to which the file is to be transferred, that bank's authority is supposed to write a letter addressing the manager of Standard Chartered Grindlays Bank saying that, they are willing to accept the file.

Step 2. The financier is also asked to write an application to the manager of SCG saying that, he/she would like to transfer the file to which branch and for which reason.

Step 3. Standard Chartered Grindlays then issue a letter describing the recent condition of the file to the bank to which the file is going. Then the letter and the file are given to the customer for giving the file to his/her desired bank.

Step 4. In the student file registrar, this number of file is marked as transferred file.

But in case of the transfer of file from another bank, the customer is advised to bring the file to the bank and after verification the student file is given a new number and all other procedure of maintaining the file are followed.

2. AN APPRAISAL OF STUDENT FILES ACTIVITY OF SCG

2.1. PROCEDURE FOR OPENING STUDENT FILES

When any student wants to open a student file, he/she needs some documents to submit to the bank. The documents are then examined properly to be sure that, the student is going to a particular university/college for a particular course and the student have the potential to go over there. The documents that are required are as follows-

- Certificate of academic qualification (original certificate should be shown to the authorized person, and photocopy should be given to keep in the file which will then be used to overcome the audit of Bangladesh Bank.
- Offer letter of the university/college to the student. The offer letter should be complete enough to provide necessary information such as, the name of the course, the duration of the course, total tuitions fees, total leaving expense for the year (if the leaving expenditure is given weekly or monthly, then it is converted into year wise.
- Passport of the student for his/her identification (the passport should be valid. The photocopy of one to seven pages should be given to the bank). In the passport, the issued amount for one year should be specified with the seal of the bank and signature of the banker.
- I 20 (for the student who wishes to go to U.S.A). Because for the students, I 20 is the offer letter from the American company.

- Pre-visa (for the students who wish to go to Australia). Because, almost all the university of Australia demand to receive the semester fees before giving the final admission whichever is refundable to the students in case of not getting the visa.
- If The Institution or university offers the student any scholarship, then its name, amount sanctioned and time period for which it is available for the student should be described in the offer letter
- If there is any part time employment opportunity available for the student, the amount of income should be described in the offer letter.

The student's financier should have an account with the bank (SCB or SCG). The account is mandatory for sending money to the foreign country, because no cash transaction is allowed now in cash. The fund should be debited from the account of the financier. This is one of the major changes after the acquisition of ANZ Grndlays by SCB.

If the documents are valid and seem to be reasonable by the acting banker, then he/she attempts to open a file in the name of the student following the rules and regulation of Bangladesh Bank. The circular of Bangladesh Bank published in year 1993 is followed.

Along with providing all the above-mentioned documents, the students are required to fill up some forms given by the bank. The forms are as follows-

- Student declaration: This form is prepared by the Bangladesh Bank and the format was enclosed in the circulation published by the bank about

foreign exchange in year 1993. the sample of student declaration is given in the appendix.

- A pre-prepared application requesting the manager of the bank to deduct the charges of Tk. 5000 or Tk. 3500 which ever applied depending on the target country is in SAARC country or not.

- **Ways to remit fund**

The student can take cash up to a fixed limit when he/she is going abroad and the limit is US \$ 600 or equivalent foreign currency if it is available in the cash counter.

Traveler's cheque is another way to remit fund. Standard Chartered Grindlays provide TC of VISA and the student can take up to the limit described in the student file as living expenses.

Demand Draft; DD is another way in that the student can take draft favoring his/her name and after going abroad, it could be deposited in his/her account.

The most effective way to remit fund is the telegraphic transfer; TT. This is effective in this way, it takes only 24 four hours to reach its destination. For TT, the account number and the bank details should be known unlike the Demand Draft.

- **The charges**

For TC, the charge depends on the amount to be issued as TC. And the charge is 1% of the issued amount plus Tk. 200/-. The charge is calculated on the basis of the interest rate of the particular day as it is charged in the local currency.

The charge for taking cash is same as TC. The only difference is that, there is a limit of taking cash of foreign currency. The limit is US \$ 600 or equivalent that amount if it is other than US \$.

For DD, the charge is US \$ 10 plus Tk. 500/-, which in total comes to Tk. 1250. The amount is not a denominator for fixing up the charges. It is the flat rate.

For TT, the charge is Tk. 1750/- for any amount. This rate is exclusively for the students. For others 1250/- is the rate, but for the students extra Tk. 500/- is charged.

There are some exceptions for the "Premium Customer". When they are the financer, then the extra charge of Tk. 500/- is not applicable.

- **Change of expenses**

If there is any change in the expenses, usually increase in the tuition fees, the student should be submitting a letter from the university telling about the increase in the expenses. The changes could be in Tuition fees or in Living expenses. The letter of the student should be on the letterhead of the university/college with signature of the authority.

- **Restriction to send money**

If any financier wants to send the money as tuition fees in his or her student's account, he/she would not be able to perform that. This is the regulation of Bangladesh Bank that, the tuition fees will go only to the account or address of the University.

It is possible to send the living expenses of the student to the University's address or account. It depends on the relationship of the student with the university. If the student and the university come to a mutual understanding, then Bangladesh Bank does not mind in this activity.

Just after deducting the maintenance charge, the file is open and the file is given a unique number identifying the student's file. In the file, all the documents are enclosed with the front page containing

- The name of the student.
- Name of the Institute
- Duration of the program
- Class opening date
- Academic year & most importantly
 - The tuition fees for the academic year
 - The living expenses for the academic year

2.2. ISSUES DEMAND PERMISSION FROM BANGLADESH BANK

- CHANGE OF THE INSTITUTION
- BREAK OF STUDY
- TIME EXTENTION
- ADDITIONAL AMOUNT

2.3. WHAT ARE THE REQUIREMENTS FOR RENEWING A FILE

- CURRENT ENROLMENT CERTIFICATE FROM THE INSTITUTION
- PROGRESS REPORT OF THE STUDENT
- ESTIMATE / INVOICE FOR THE CURRENT YEAR

2.4. NUMBER OF STUDENT FILES

Up to November 2001, the total number of student file has reached to 4315. Among all banks operating in this country, this number is the highest. If we see month wise opening of student file, then the following results are obtained-

YEAR 1998

DURATION	FILE NUMBER	NO. OF STUDENT FILE OPENED
January	1768 -1806	40
February	1807-1831	25
March	1832-1842	11
April	1843-1867	25
May	1868-1895	27
June	1896-1954	59
July	1955-1993	39
August	1994-2058	65
September	2059-2103	45
October	2104-2131	28
November	2132-2156	25
December	2157-2209	53

Source: Student Files Registrar'1989 of Kakrail Branch

Total number of file opened is 442. In this year, the highest number of file was opened in the month December and the lowest number in the month March. On an average, 48 files were opened in a month.

YEAR 1999

DURATION	FILE NUMBER	NO. OF STUDENT FILE OPENED
January	2210-2269	60
February	2270-2304	35
March	2305-2319	15
April	2320-2340	21
May	2341-2357	17
June	2358-2430	73
July	2431-2487	57
August	2488-2560	73
September	2561-2605	45
October	2606-2646	40
November	2647-2695	49
December	2696-2783	88

Source: Student Files Registrar'1999 of Kakrail Branch

The total number of file opened is 573. In this year, the highest number of file was opened in the month December and the lowest number in the month March. On an average, 48 files were opened in a month.

YEAR 2000

DURATION	FILE NUMBER	NO. OF STUDENT FILE OPENED
January	2784-2896	113
February	2897-2947	51
March	2949-2971	23
April	2972-3004	33
May	3005-3078	74
June	3079-3203	125
July	3204-3278	75
August	3279-3337	59
September	3338-3410	73
October	3411-3482	72
November	3483-3510	28
December	3511-3581	71

Source: Student Files Registrar'2000 of Kakrail Branch

Total number of file opened is 797. In this year, the highest number of file was opened in the month June and the lowest number in the month March. On an average, 66 files were opened in a month.

YEAR 2001

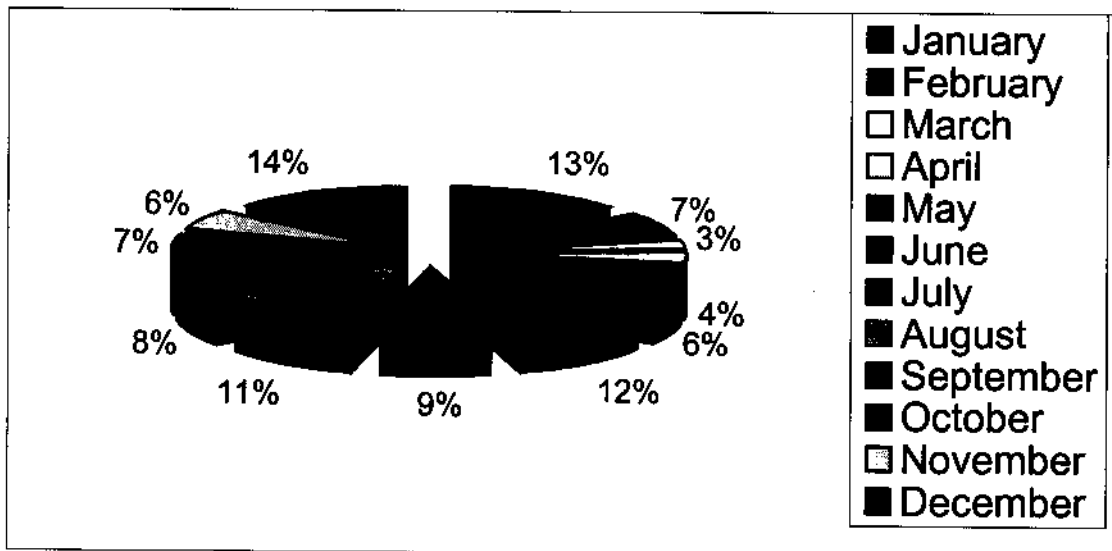
DURATION	FILE NUMBER	NO. OF STUDENT FILE OPENED
January	3582-3722	140
February	3723-3796	74
March	3797-3818	22
April	3819-3932	14
May	3833-3864	32
June	3865-3905	41
July	3906-3956	51
August	3957-4031	75
September	4032-4083	52
October	4084-4114	31
November	4115-4164	50
December	4165-4315	151

Source: Student Files Registrar'2001 of Kakrall Branch

Total number of file opened is 733. In this year, the highest number of file was opened in the month December and the lowest number in the month March. On an average, 61 files were opened in a month.

2.5. MONTH-WISE AVERAGE

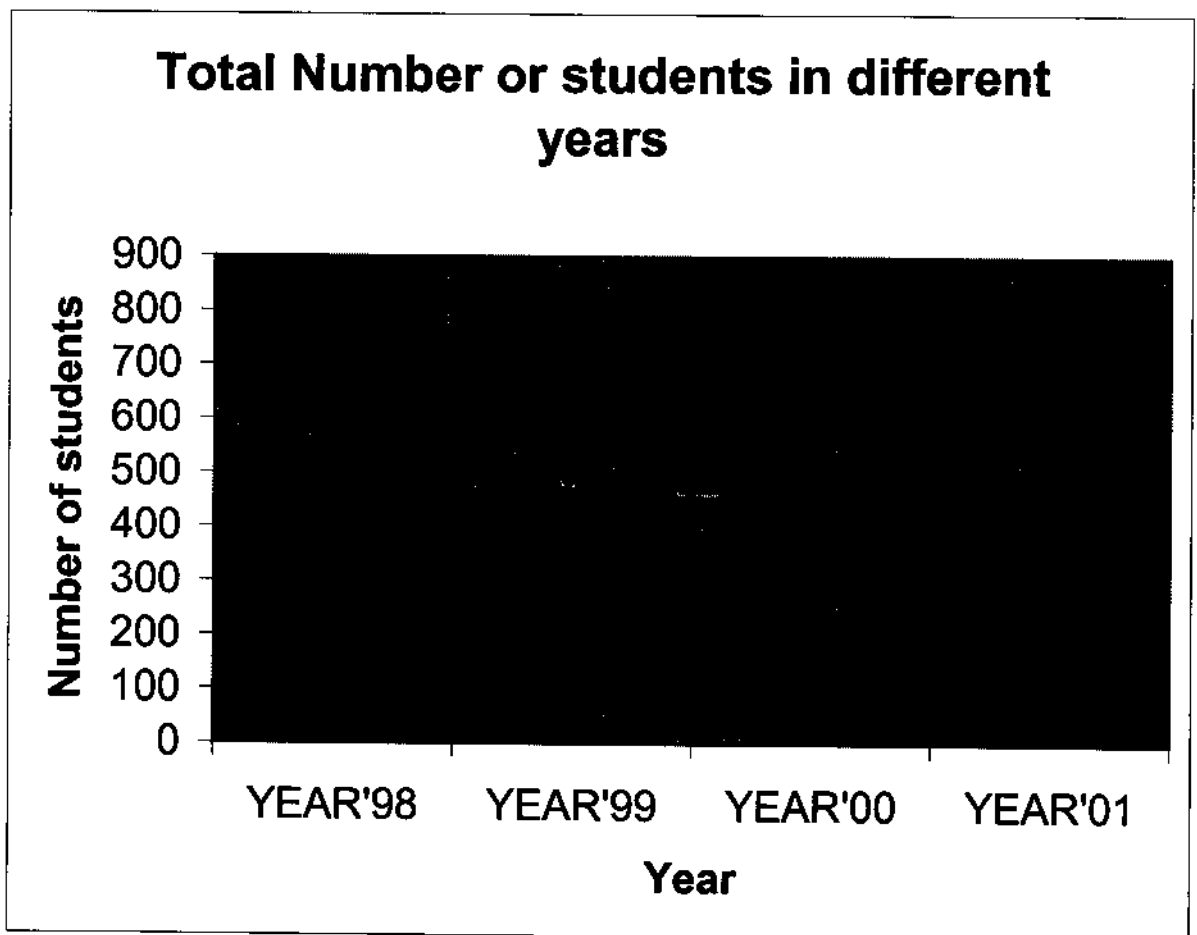
DURATION	NO. OF STUDENT FILE OPENED
January	88.25
February	46.25
March	17.75
April	23.25
May	37.5
June	74.5
July	55.5
August	68
September	53.75
October	42.75
November	38
December	90.75



in the above chart, it is observed that, mainly December and January is the season for opening Student files. And the lowest number of files is opened in month March.

2.6. Total numbers of students in different years

In the following table, it is observed that, the numbers of files was increasing at a satisfactory level up to year 2000. But in this year it is not even equal to the previous year, it is decreasing. This may be a negative signal for the bank. The most effective reason of the low performance may be the satisfactory performance of the competitors bank. Or the service quality of the bank has reduced. So the bank is to take necessary steps immediately to recover their previous records.



2.7. Amount of remittance sent to different countries

In the following tables, the amount of remittance sent is given in respect of foreign currency. It will give an idea of about the countries where mainly the remittance is going. In the following table, without USD, other currency is going to the countries where it belongs. Around 90% of USD are going to the United States and remaining 10% is going to different countries without United States.

The table describes both Demand Draft and Telegraphic Transfer and Traveler's cheque amount.

In year 1998

CURRENCY	DD	TT	TC	TOTAL
USD	3216788.1	4825182.1	579021.9	8620992.1
AUD	2432592.3	3892147.7		6324740.1
CAD	475957.34	571148.81		1047106.2
GBP	142961.68	185850.18	10007.32	338819.18

In year 1999

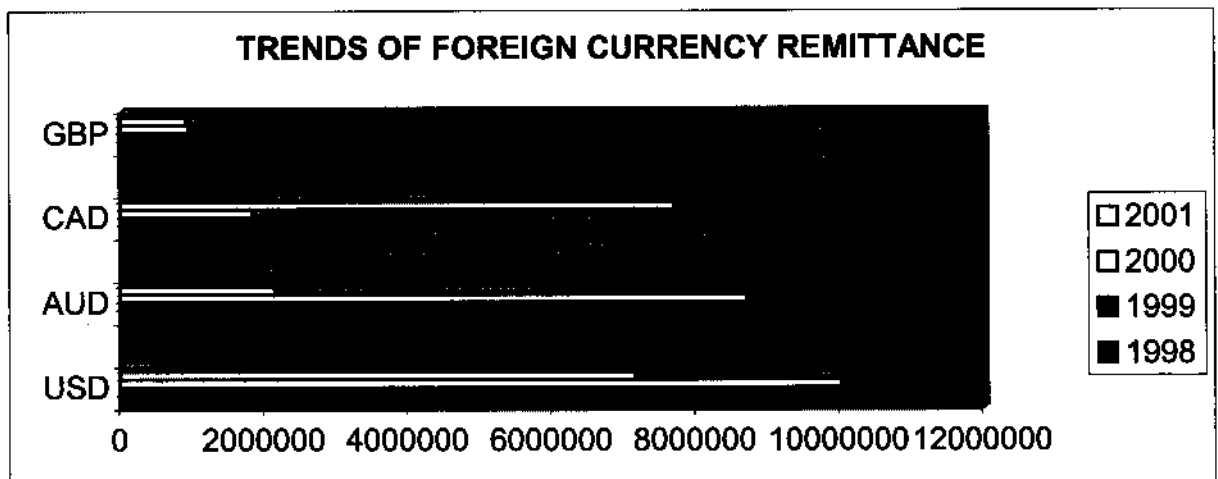
CURRENCY	DD	TT	TC	TOTAL
USD	3167022	5067235	456051.2	8690308
AUD	1758098	2461337		4219436
CAD	957937	967516.4		1925453
GBP	168790	175541.6	14043.33	358374.9

In year 2000

CURRENCY	DD	TT	TC	TOTAL
USD	3340581.04	4777030.887	1894802	10012413.93
AUD	3870879.2	4838599		8709478.2
CAD	900226.41	931734.3344		1831960.744
GBP	408685.54	429119.817	99623	937428.357

In year 2001

CURRENCY	DD	TT	TC	TOTAL
USD	2623929.00	3935894	590384	7150206.53
CAD	949735.40	1187169		2136904.65
AUD	2960017.00	4736027		7696044.20
GBP	432147.50	445111.9	33383.39	910642.82

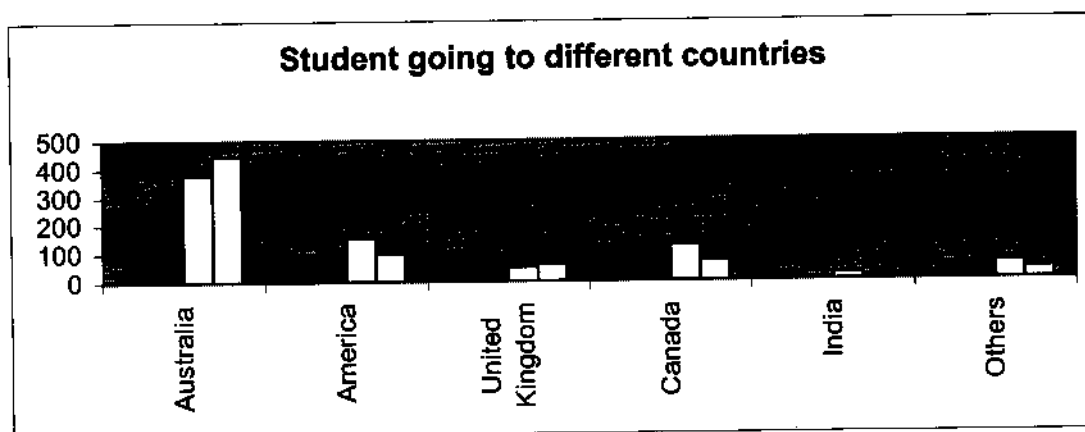


2.8. Number of students went to different countries

Name of the country	Year1998	Year1999	Year2000	Year2001	Total
Australia	175	340	378	447	1340
America	95	97	155	100	447
United Kingdom	55	38	52	62	207
Canada	37	53	127	72	289
India	27	6	25	13	31
Others	53	39	60	39	191
Total	442	573	797	733	2545

Source: Student Files Registrar of Kakrail Branch.

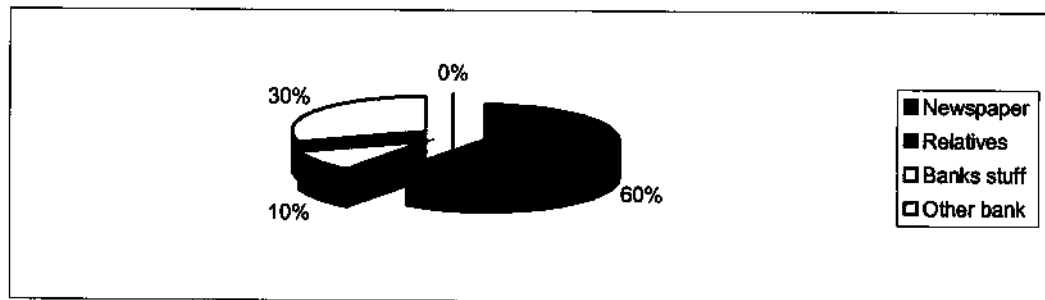
In the above table, it is observed that, most of the students, who use Standard Chartered Grindlays to get their money abroad, are going to Australia. The reason behind this is, others bank does not have the authority to send money in Australian Currency.



The result of the questionnaire is given below-

1. How did you come to know about the student files of SCGB?

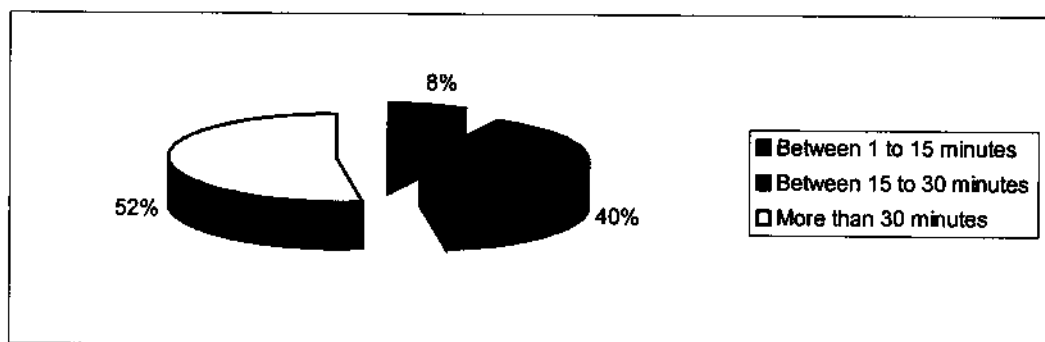
Newspaper	0
Relatives	24
Banks stuff	4
Other bank	12



So, most of the students get the information from their relatives and other banks. It shows, the bank does not take proper promotional campaign.

2. How long did it take to open the file?

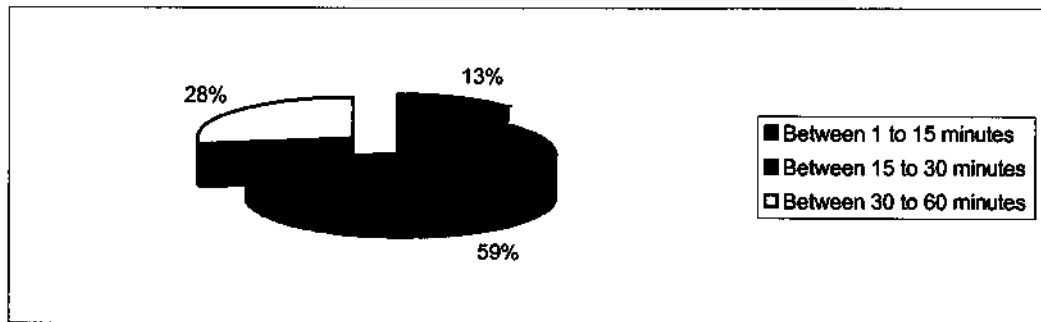
Between 1 to 15 minutes	3
Between 15 to 30 minutes	16
More than 30 minutes	21



3. So, usually it takes more than 30 minutes to open the file. The reason for this is the shortage of manpower of the bank as well as the incomplete documents of the customer.

3. How much time did you think ideal for opening the file?

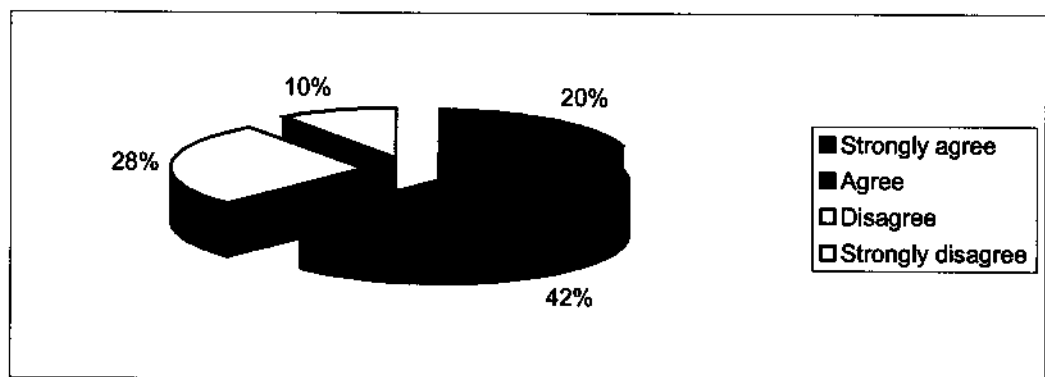
Between 1 to 15 minutes	5
Between 15 to 30 minutes	24
Between 30 to 60 minutes	11



So, most of the customer want to spent 15-30 minutes for opening the "student Files".

4. The required documents for opening a file are justified?

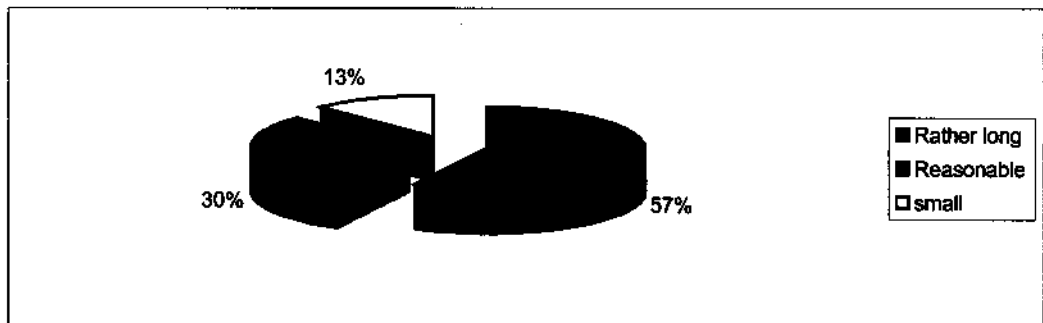
Strongly agree	8
Agree	17
Disagree	11
Strongly disagree	4



Most of the customer think that, the required documents are justified for opening the file.

5. How do you describe the queue of DD/TT/TC?

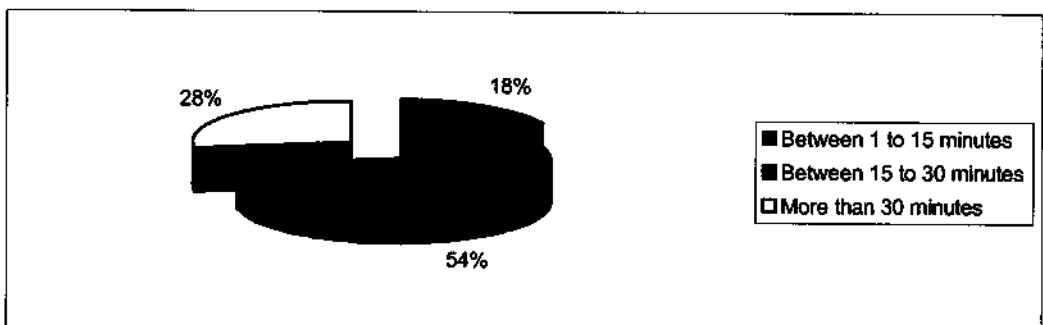
Rather long	23
Reasonable	12
Small	5



About 57% customers think that, the queue is rather long. The reason for this is, only one person deals with DD/TT/TC.

6. How long did it take to complete your transaction, while you were in the counter?

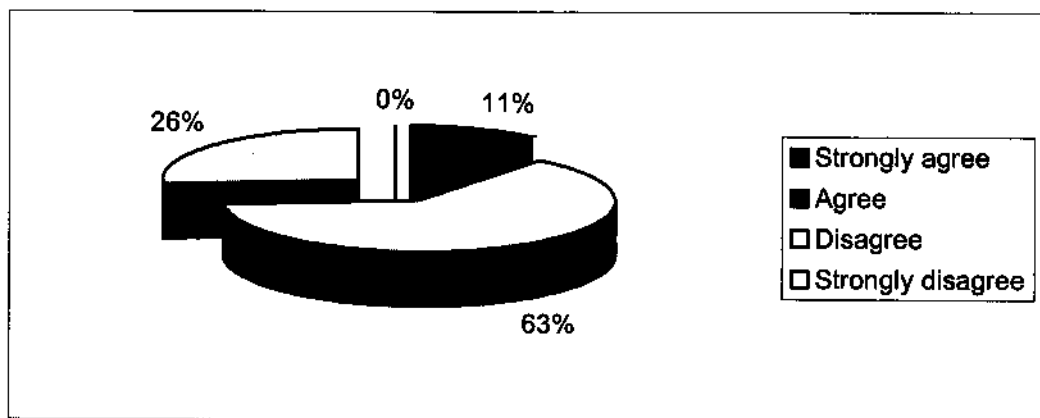
Between 1 to 15 minutes	7
Between 15 to 30 minutes	22
More than 30 minutes	11



After reaching the counter, about 54% customers have to wait for more than 30 minutes. The reason for this is the complexity of the computer system

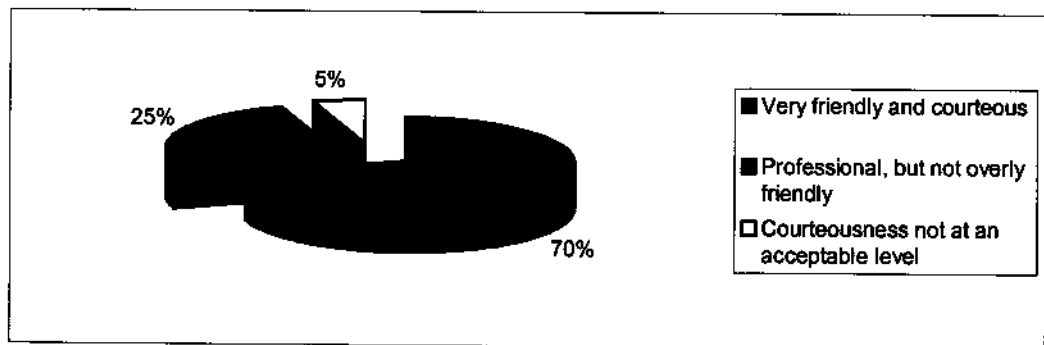
7. The service of issuing DD/TT/TC is less time consuming after the acquisition of ANZ by Standard Chartered Bank? If you are existing customer.

Strongly agree	0
Agree	2
Disagree	12
Strongly disagree	5



8. How do you describe the level of courteousness of our staff?

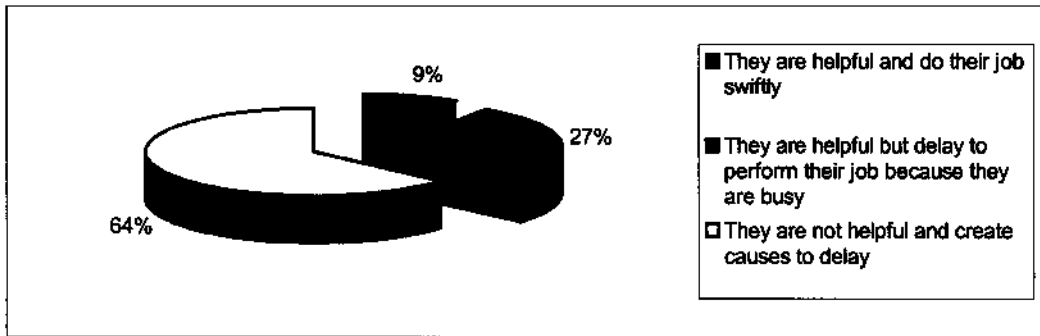
Very friendly and courteous	28
Professional, but not overly friendly	10
Courteousness not at an acceptable level	2



So, the staff of Standard Chartered Grindlays Bank, has the reputation of behaving well with the customer.

9. How would you describe the attitude of Bangladesh Banks' staff, if you went once for getting permission about Student Files?

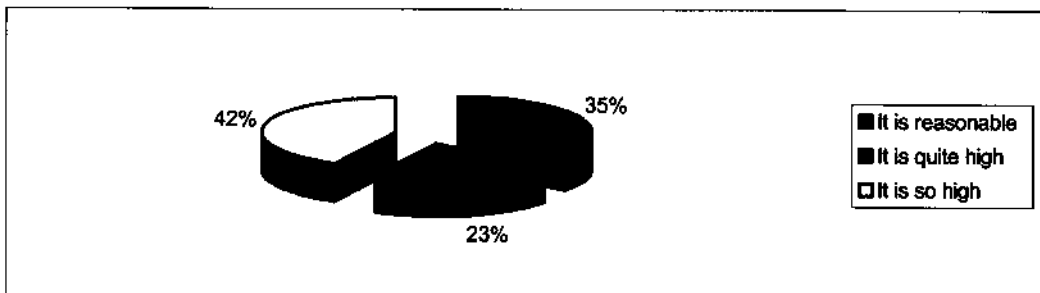
They are helpful and do their job swiftly	1
They are helpful but delay to perform their job because they are busy	3
They are not helpful and create causes to delay	7



Most of the customers are not happy with the behavior of the staff of Bangladesh Bank.

10. What do you think of our maintenance charge for the file?

It is reasonable	14
It is quite high	9
It is so high	17



so, around 40% customer says that, the charges for maintaining the file is so high.

11. Any comments

In the free comments space, the following matters are identified.

- Account opening with Standard Chartered Grindlays.
- Additional Tk.500/- charge for sending remittance.
- They were not informed properly.
- Return of DD or TT.

3. PROBLEMS OF STUDENT FILES OPERATION

The problems of operation student files are broadly divided into two categories. This are-

- 3.1. Problems relating to the students and
- 3.2. Problems relating to the bank.

3.1. PROBLEMS RELATING TO THE STUDENT

- **Insufficient documents**

Offer letter is the main documentary problem for many students. As sometimes the offer letter does not describe all the necessary information. In many cases, the living expenses are not specified. In that case, the students have to check the prospectus of the educational institution. If the prospectus/ brochure does not solve the problem, then they have to contact with their university/college or they have to go to Bangladesh bank for getting permission about remitting living expenses.

- **Account opening with SCG**

This is a major problem for the existing students. The financiers are used to send money without operating an account with this bank. They are habituated to deal with cash. Moreover they are not well informed about the recent change of the acquisition. In this case, they have to find someone else who has an account with this bank and known to him/her for sending money through his/her account. Otherwise, they have to open an account urgently as they come at the eleventh hour. so the student fails to get the money at the specified date.

- **Getting permission from Bangladesh bank**

In many cases, the students have to go to Bangladesh Bank for getting permission. In that case, firstly the student or the financier of the student has to write a letter addressing the manager of the branch for referring him or her to Bangladesh Bank. Then the bank issues a letter to Bangladesh Bank requesting for giving permission to the student. All the necessary documents are enclosed with the letter. To get permission, and open a file in that case take around a week, instead of a day.

- **Time consuming procedure of opening student files**

Due to the lack of awareness of the students and the shortage of manpower in the bank, it takes huge time to open a file. Usually at the first day the students come to know about the requirements and in the second day they come to open the file. They have to wait in a queue for opening the file. Only one person is assisted to deal the student file.

- **High charges for maintaining the file**

Compared to other banks, the charges are high in Standard Chartered Grindlays. As the bank is playing some sort of monopoly, the students have no other alternative than maintaining a student file with this bank.

- **High charges for draft and TT**

The charges in demand draft of telegraphic transfer, there is a different rate than other customer. Normally the charge of demand draft is BDT equivalent to US\$ 10. And for telegraphic Transfer, it is BDT 1250. But in both cases, the students have to give Tk. five hundred extra.

- **Long queue**

From the survey, it is found that, most of the customers say the queue as a long queue. For this reason, they have to wait a long time for getting their TT/DD/TC or cash.

3.2. PROBLEMS RELATING TO SCG

- **Regulation of bangladesh bank**

The regulation imposed by Bangladesh Bank creates the main problem to the bank. Bangladesh Bank is so strict in accordance with their issue. As a result sometime the bank fails to satisfy the customer though they have genuine issue.

- **Manual system of file maintainance**

Student Files that are maintained manually and as a result it needs huge time to give service to the customer. When a student's financier come to send money, the officer who deals with preparing DD or TT, he/she needs

to bring the file of the student from the store room and then he/she has to make several photocopy of the necessary documents from the file. Thus a long time is spent due to the manual system.

- **Circular of Bangladesh bank is not so clear**

The circular of Bangladesh Bank is not so clear to understand. But it was supposed to be a proper guideline for the dealers to send money abroad. the courses are not clearly described for which the dealers are supposed to send money. Even it is not clearly described that, in case of any change among the tuition fees and the living expenses, is it possible or not to send tuition fees as living expenses or vice versa.

- **Problems with correspondent bank**

Sometimes correspondent bank creates a major problem. This problem has arisen after the acquisition of the ANZ Grindlays Bank by Standard Chartered Bank. it is not clear to the bankers that which correspondent of which country is now really correspondent of the bank. As a result, a good number of DD has been returned in recent time.

- **The officials are not informed properly**

After the acquisition of the bank, many rules and regulation has changed. The officers are not informed properly about this. According to the official, "I have collected all the number of correspondent bank by myself over telephone. But I was not supposed to do it. The bank should know me about the changes".

- **Customers' illogical request**

Very often it is seen that customers come up with requests, which can not be met. For instance, many customers request to process their files without having proper documentation like original copy of the transcript. However, according to the policies of the Standard Chartered Grindlays and the rules and regulations of the Central Bank of Bangladesh i.e. Bangladesh Bank, SCG can not process such files without appropriate documents. Thus, it is quite difficult to handle those customers due to their illogical request.

- **Lack of manpower**

Everyday, around 10 to 12 people visit the bank for collecting necessary information and processing the student files for sending remittance abroad. However, there is only one intern who is responsible for dealing with the customers. There is another officer responsible for issuing demand drafts, Telegraphic Transfer, Traveller's Cheque, foreign currency endorsement.

- **Problem with the new system**

According to the acting officer, the new system, provided by Standard Chartered Bank is much more slower and complex than the old system. Moreover, they are not still habituated to operate the system properly.

- **Increase of low transaction oriented accounts**

As a requirement of sending money, the customers are sometimes bound to open accounts. And usually, they are willing to open an account which has low requirements of money, the "Access Account". In this account, the bank does not have much benefit. As the customers don't get the cheque book, they don't come to the bank for getting other financial service from the bank. It is found by checking 30 accounts, only 4 accountholders have done transaction through this account. As a result, the number of accounts is increasing, but the bank's perception of benefit is not accomplished.

4.0 SUGGESTION AND CONCLUSION

4.1. SUGGESTION

- **The Existing Financer should be Informed properly**

It is not a hassle for the new customers but as far as the old customers are concerned it is a massive embarrassment for them since they are not aware of the bank's newly manufactured regulations. As far as the bank is concerned, they should have notified the customers about the recent changes in their policies so that they take necessary steps timely and do not encounter any embarrassing situations at the last minute. So, in order to prevent such occurrences, the customers should be informed through direct mailing as well as advertisements in the leading national dailies.

- **Bangladesh Bank should make their Policy more relaxed**

The Central Bank of the country should revise some of their policies regarding sending remittances abroad. At present there are quite a few limitations which causes lot of problem for the customers as well as the banks to function smoothly. For instance, quite often customers are required to go to the Bangladesh Bank by themselves in order to obtain permission for sending funds abroad. Since it is a common problem, the Central Bank should revise the policies and also empower more authority of the concerned financial institutions who are engaged in sending funds abroad.

- **More Manpower should be provided**

It is quite a difficult task for only one person to handle a number of jobs. Sometimes, lot of mistakes may take place and the individual may not be able to deliver his/her best service to the customers. This in turn does not provide the sound service that customers undoubtedly expect from the bank. So, the bank should deploy more people in the bank in order operate efficiently. As it is a very much profitable arena of the bank, it will not be a problem to have some more people working.

- **Automated System of Record Keeping**

At present the student file is maintained manually which is very time consuming. While sending any remittance, the bank needs to check the available balance manually, which is not that convenient. However, if the manual system could be automated it would not only save time but at the same time increase efficiency of the bank. In addition to this, a printed copy should be kept in the file for future assistance. A separate software should be developed for maintaining the Student Files similar to the one's for issuing demand drafts. This would allow all the branches to operate Student Files due to online any branch banking facilities.

- **Charges should be reduced**

It is a common comment from the customers regarding the charges of the bank. Quite often they say that other bank charges much less amount but why is SCG charging so much for the same service. As a result of this, the bank is losing many of its customers. Therefore, the rates should be revised and made competitive so that bank is able to attract new and at the same time retain their existing customers.

- **All the Branches will be Authorized to Operate "student file"**

At present the Student Files is operated only from Kakrail Branch of SCG and the Motijheel, Alico Building Branch of SCB. Only these two branches are currently authorized for dealing with Student Files. However, the bank should change this decision and allow the operation of Student Files from all the branches of SCG and SCB. This is because, many customers live in places very far from Motijheel and Kakrail area. For them it is not only time consuming but causes lot of other problems for coming over to Kakrail or Motijheel. If the bank allow the operation of Student Files from all other branches then it would certainly be very beneficial for the customers as well as for the bank itself.

- **Bangladesh Bank should take few times to give permission**

It is found out through the survey that, the customers are not satisfied with the performance of the Bangladesh Bank's officials. Bangladesh Bank takes abnormally more time like 5 to 6 days to process any documents. This in turn causes lot of problem for the customer. Apart from this, some unfair practices take place among the officials of the Bangladesh Bank. Therefore, Bangladesh Bank should take necessary actions in order to quicken their processing power and avoid any sort of involvement with unethical practices.

- **More training session should be organized**

Training could be is a very important initiative for the bank to make the officer more familiar with the new system. If training session is organized very often,

then it is easier to cope up with ongoing changes in Standard Chartered Grindlays.

- **Promotional Campaign**

The Bank does not undertake any sort of promotional campaign for themselves. Without any promotional campaign they are not able to attract new customers since no awareness is created through advertisement in any media. Although the bank has some bill boards but it is proven that bill boards does not catch the attention of the customers at all. So, in order to create their image and maximize their value and profits the bank should engage themselves in all sorts of promotional activities they can. Moreover, consumer banking currently is very much competitive in our country. So, in order to get the competitive edge the bank should give out frequent advertisements either on Television or newspapers or both depending on their target audience.

CONCLUSION

Standard Chartered Grindlays has the competitive advantages of 21 branches and 25 ATMs all over the country. The on-line automated service and the reputation of this bank has a great impact on the customer. Moreover, the recent government policy will give an opportunity to explore their business in the recent days.

The Student Files operation is certainly a very profitable segment as far as the bank is concerned. Despite having so much opportunities for maximizing the revenue, I felt that bank is unable to do so. It seemed that bank authorities are bit ignorant about this specific service. However, if proper utilization of this facility would have been made, then the bank would be able to maximize their revenue to a great deal.

Whenever, the dissatisfaction arise to a customer, he/she has two alternatives. Either he/she can leave the bank and continue transaction with other bank or they complain about the service and continue banking with this bank. Now a days, the first alternative is much more easier to an individual. Because, the banking sector of our country is now challenging. And other banks are now providing same sort of service to the customer. So the competitors are a great threat to the bank.

The bank could certainly improve their service if they take necessary steps in order to overcome the problems that I have discussed earlier on. Moreover, with the implementation of the suggestions would certainly enable the bank to operate at an efficient and effective manner.

One of the highlighting part of this Student Files System is it is very much secured. The bank is simply carrying out some transactions with the exchange of a fee. So, if the service quality could be improved then undoubtedly it would enable the bank to build a higher image and reliability among customers.

Therefore, as a commercial bank, in order to increase their value they should take care of the Student Files operation in a proper manner so that customers receive the best service from them. This in turn, would act as a contribution to the social development for the country.

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The NEWS, monthly magazine published by Standard Chartered Bank, middle East region.

www.standardchartered.com

www.anzgrindlays.com

APPENDIX

CUSTOMER RESPONSE FORM

Dear Customer,

Thank you for banking with Standard Chartered Grindlays.

We would appreciate it if you take time out from your busy schedule to fill in this simple questionnaire. Your feedback is of enormous importance in our continuous efforts to improve the quality of service we deliver.

Please tick box of your opinion.

1. How did you come to know about the student files of SCGB

- a. Newspapers
- b. Relatives
- c. Bank stuff
- d. Other banks

Please answer this question if you have come in for opening a Student File.

2. How long did it take to open the File?

- a. Between 1to 15 minutes
- b. Between 15 to 30 minutes
- c. More than 30 minutes

3. How much time do you think ideal for opening the file?

- a. Between 1to 15 minutes
- b. Between 15 to 30 minutes
- c. More than 30 minutes

4. The required documents for opening a file is justified?

- a. Strongly agree
- b. Agree
- c. disagree
- d. Strongly disagree.

Please answe the following questions if you have come in for issuing Demand Draft/Travellers cheque/Telegraphic Transfer.

5. How would you describe the queue, if you waited?

- a. Rather long
- b. Reasonable
- c. small

6. How long did it take to complete you transaction, while you were in the counter.

- a. Between 1to 15 minutes
- b. Between 15 to 30 minutes
- c. More than 30 minutes

7. The service of issuing DD/TT/TC is less time consuming after the acquisition?

- a. Strongly agree
- b. Agree
- c. disagree
- d. Strongly disagree

8. How would you describe the level of courteousness of our staff?

- a. Very frinedly and courteous
- b. Professional , but not overly friendly
- c. Courteousness not at an acceptable level

9. How would you describe the attitude of Bangladesh Bank, if you went once?

- a. They are helpful And do their job swiftly.
- b. They are helpful but delay to perform their job because they are busy.
- c. They are not helpful and create cause to delay.

10. What is you openion about the maintenance charge for the file?

- a. It is lower
- b. It is reasonable
- c. It is so high.

11. Any comments.

Thank you.

Remittance Request

Branch
Date

PLEASE

- Issue a Demand Draft
- Issue Payment order
- Make Telex/SWIFT transfer
- Make an Account to Account Transfer.

Draft/Payment Order to be :

- Collected personally :
- Collected by Representative
- Posted

Specimen signature of representative _____
Attested

Currency and amount (in figures)

(in words)

In favour of Account no.

(Name)

BENEFICIARY'S BANK DETAILS

(If applicable)

Name of Bank.....

Address

Payment to be made : on application and identification Credit & Advise

Transfers are expedited by mentioning : Sort codes for funds sent to UK _____

Chips/ABA codes for funds sent to USA. _____

Remarks / References
(To be used for Telex/SWIFT messages)

IN REIMBURSEMENT

Please receive cash Please debit my / our account

WITH STANDARD CHARTERED BANK STANDARD CHARTERED GRINDAYS BANK

Customer Name

Address

Subject to conditions overleaf

Telephone Customer signature

FOR BANK USE ONLY

Signature verified

P.O. / Draft No.

Remittance Approval :

Customer Advice :

Mail to Branch. Mail to Customer

CASHIER/CUSTOMER ADVICE SECTION

Cashier's Stamp

Foreign currency

Amount

@ Rate

BDT equivalent

Commission

Other charges

CONDITIONS

On requesting the Bank to make the remittance overleaf, I/we hereby agree that it is to be actioned in accordance with the following conditions :

1. The Bank is at liberty to send the telex transfer entirely at my/our risk. The Bank shall not be liable for any loss, delay, error, omission which may occur in the transmission of the message or for its misinterpretation when received or any delay caused by the clearing system of the country in which the payment is to be made or any act default or negligence of the beneficiary's bank in collecting the remittance. In no event shall the Bank under any circumstances be liable for any loss or profits or contracts or special, indirect or consequential loss or damages.
2. The Bank reserves the right to select agent/correspondent to effect the remittance to places where the Bank is not established.
3. In the absence of specific instructions, the transfer will be effected in the currency of the country in which payment is to be made.
4. All charges/commission outside Bangladesh are for the beneficiary's account unless specified.
5. The Bank reserves the right to send this transfer from a different place other than the one specified by the remitter if operational circumstances so require.
6. Encashment of the remittance is subject to any exchange control or other restrictions which may be imposed by the rules and regulations of the country where encashment is to be made. Neither the Bank nor its correspondents or agents shall be liable for any loss or delay caused by any such rules and regulations.
7. The Bank will use reasonable endeavours to process applications received by the bank before 2.00 p.m. (or such other time as may be notified by the receiving branches or centres) from Sunday to Thursday. Applications received after such cut-off time will be processed on the next working day. For this purpose, Friday & Saturday are not working days.
8. Applications for same day value are subject to cut-off times related to the geographical location of the destination.
9. If a refund of the remittance amount is desired from the Bank by the Applicant, the Bank shall, at its discretion make the payment to the applicant at the prevailing buying rate for the relevant currency less all charges and expenses.
10. The Bank reserves the right to revise all remittance charges from time to time without prior notice.
11. If a draft applied for is lost, stolen or destroyed, the applicant may request for a replacement draft or a refund. The applicant must, first, provide the Bank with a letter of indemnity protecting the Bank against liability with respect to the lost, stolen or destroyed draft.

REMITTANCE REQUEST

Branch
Date

PLEASE

- Issue a Demand Draft
- Issue Payment order
- Make Telex/SWIFT transfer
- Make an Account to Account Transfer.

- Draft/Payment Order to be :
- Collected personally :
 - Collected by Representative
 - Posted

Specimen signature of representative _____
Attested

Currency and amount (in figures)

(in words)

In favour of Account no.

(Name)

BENEFICIARY'S BANK DETAILS
(If applicable)

Name of Bank.....

Address

.....

.....

Payment to be made : on application and identification Credit & Advise

Transfers are expedited by mentioning : Sort codes for funds sent to UK _____
Chips/ABA codes for funds sent to USA. _____

Remarks / References
(To be used for Telex/SWIFT messages)

IN REIMBURSEMENT

Please receive cash Please debit my / our account

WITH STANDARD CHARTERED BANK STANDARD CHARTERED GRINDLAYS BANK

Customer Name

Address

Subject to conditions overleaf

Telephone Customer signature

FOR BANK USE ONLY

Signature verified

P.O. / Draft No.

Remittance Approval :

Customer Advice :

Mail to Branch. Mail to Customer

CASHIER/CUSTOMER ADVICE SECTION

Cashier's Stamp	Foreign currency
	Amount
	® Rate
	BDT equivalent
	Commission

CONDITIONS

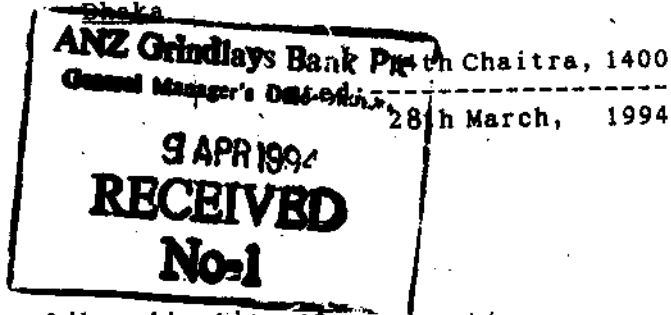
On requesting the Bank to make the remittance overleaf, I/we hereby agree that it is to be actioned in accordance with the following conditions :

1. The Bank is at liberty to send the telex transfer entirely at my/our risk. The Bank shall not be liable for any loss, delay, error, omission which may occur in the transmission of the message or for its misinterpretation when received or any delay caused by the clearing system of the country in which the payment is to be made or any act default or negligence of the beneficiary's bank in collecting the remittance. In no event shall the Bank under any circumstances be liable for any loss or profits or contracts or special, indirect or consequential loss or damages.
2. The Bank reserves the right to select agent/correspondent to effect the remittance to places where the Bank is not established.
3. In the absence of specific instructions, the transfer will be effected in the currency of the country in which payment is to be made.
4. All charges/commission outside Bangladesh are for the beneficiary's account unless specified.
5. The Bank reserves the right to send this transfer from a different place other than the one specified by the remitter if operational circumstances so require.
6. Encashment of the remittance is subject to any exchange control or other restrictions which may be imposed by the rules and regulations of the country where encashment is to be made. Neither the Bank nor its correspondents or agents shall be liable for any loss or delay caused by any such rules and regulations.
7. The Bank will use reasonable endeavours to process applications received by the bank before 2.00 p.m. (or such other time as may be notified by the receiving branches or centres) from Sunday to Thursday. Applications received after such cut-off time will be processed on the next working day. For this purpose, Friday & Saturday are not working days.
8. Applications for same day value are subject to cut-off times related to the geographical location of the destination.
9. If a refund of the remittance amount is desired from the Bank by the Applicant, the Bank shall, at its discretion make the payment to the applicant at the prevailing buying rate for the relevant currency less all charges and expenses.
- 10.. The Bank reserves the right to revise all remittance charges from time to time without prior notice.
11. If a draft applied for is lost, stolen or destroyed, the applicant may request for a replacement draft or a refund. The applicant must, first, provide the Bank with a letter of indemnity protecting the Bank against liability with respect to the lost, stolen or destroyed draft.

Exchange Control Department
Bangladesh Bank
Head Office
Dhaka

CR

F.E. Circular No.12



All Authorised Dealers in
Foreign Exchange.

Dear Sirs,

Further Liberalisation of
Exchange Control System.

With a view to further liberalising the existing exchange system it has been decided to eliminate all remaining restrictions on current international transactions including the following :

1) Business Travel Quota

In terms of F.E. Circular No. 42 of 21st October, 1991 new exporters may purchase foreign exchange upto US\$ 6000 for undertaking business travel abroad. From now on Bangladesh Bank will allow such exporters to purchase foreign exchange beyond this limit if the genuineness of the requirement is established to the satisfaction of Bangladesh Bank with supporting documents. Likewise foreign exchange for other business visits i.e. other than for exports will be allowed to be purchased by Bangladesh Bank in genuine cases.

2) Release of Foreign Exchange For Education Abroad

Subject to restrictions if any, of the Government of Bangladesh and Government's Education Policy, Authorised Dealers may issue foreign exchange for education abroad for all authorised courses. For release of foreign exchange, the drills prescribed in FE Circular No.10 of 1993 should be followed.

3) Remittance of Foreign Exchange For Family Maintenance

Bangladesh Bank will allow Bangladesh nationals to remit moderate amount of foreign exchange for family maintenance abroad. The term family would include dependent, parents, spouses and children living abroad. All applications should be supported by a certificate

issued by the relevant Bangladesh Embassy regarding residency of the beneficiary, level of his/her income abroad along with the recommendation of the same Embassy regarding minimum amount required for maintenance purpose. The certificate should also indicate the purpose for which the family member(s) went abroad, reasons for continued residence abroad and the probable period of stay abroad.

Foreign exchange in connection with serial nos. 1 and 3 above will be allowed by the Bangladesh Bank promptly in genuine cases. Application should be made to the relevant offices of the Bangladesh Bank.

Yours faithfully,

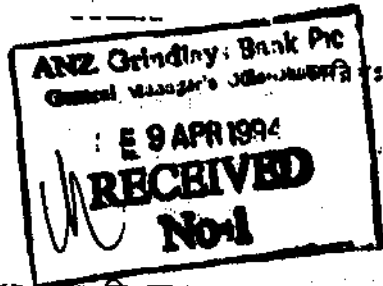
Sd/

(ZIAUL H. SIDDIQUI)
General Manager
Tel # 231185

Lyman

বৈদেশিক মুদ্রা নিয়ন্ত্রন বিভাগ
বাংলাদেশ ব্যাংক
প্রধান কার্যালয়
ঢাকা।

এফ, ই, সার্জুলার নং-১২



১৪ই চৈত্র, ১৪০০ বাং
২৮শে মার্চ, ১৯৯৪ ইং

বৈদেশিক মুদ্রা লেনদেনের
সকল অনুমোদিত ডিলার।

প্রিয় মহোদয়গন,

বৈদেশিক মুদ্রা নিয়ন্ত্রন ব্যবস্থা আরও
উদারকরণ প্রসঙ্গে।

বিদ্যমান বৈদেশিক মুদ্রা নিয়ন্ত্রন ব্যবস্থা আরও উদার করার লক্ষ্যে নিম্নোক্ত বিষয়াদিসহ
আনুষ্ঠানিক লেনদেনের চলতি হিসাবের অবশিষ্ট বিধি-বিবেধসমূহ বিলোপের সিদ্ধান্ত গৃহীত হয়েছে :-

১। ব্যবসায়িক ভ্রমণ কোটা :

২১শে অক্টোবর, ১৯৯১ ইং সনের এক, ই, সার্জুলার নং-৪২ এ বর্ণিত নির্দেশনামালী অনুযায়ী
নবাগত রপ্তানীকারকগন বিদেশে ব্যবসায়িক ভ্রমণ বার্ষিক মাঃ তঃ ৬,০০০/= (ছয় হাজার মার্কিন
ডলার) ক্রয় করতে পারেন।

কোন নবাগত রপ্তানীকারক যদি উল্লিখিত অংকের অতিরিক্ত বৈদেশিক মুদ্রা ক্রয় করতে চান
এবং তিনি যদি প্রাথমিক দলিলাদি দিয়ে সন্তোষজনক ভাবে তাঁর দাবীর যথার্থতা প্রমাণ করতে পারেন
তাহলে বাংলাদেশ ব্যাংক এখন হতে এ ধরনের ক্ষেত্রে অতিরিক্ত বৈদেশিক মুদ্রা ক্রয়ের অনুমতি দেবে।
একইভাবে যথার্থ ক্ষেত্রে রপ্তানী শক্তি অন্যান্য ব্যবসায়িক ভ্রমণের জন্যও বাংলাদেশ ব্যাংক বৈদেশিক
মুদ্রা ক্রয়ের অনুমতি দেবে।

২। বিদেশে লেখাপড়ার জন্য বৈদেশিক মুদ্রা ছাড় :

গন-প্রজাতন্ত্রী বাংলাদেশ সরকার কর্তৃক আরোপিত শিথি বিবেধ সাপেক্ষে এবং বিধি নীতির
পরিপন্থী না হলে সকল অনুমোদিত কোর্সে বিদেশে লেখাপড়ার জন্য অনুমোদিত ডিলারগন বৈদেশিক
মুদ্রা প্রক্রয় করতে পারবে। এক্ষেত্রে বৈদেশিক মুদ্রা ছাড় করার সময় ১৯৯০ ইং সনের এক, ই,
সার্জুলার নং-১০ এ বর্ণিত নিয়মামালী অনুসরণ করতে হবে।

৩। বিদেশে অস্বাসরত পরিবারের সদস্যদের ভরন পোষণ খরচ প্রেরণ :

দেশে অস্বাসরত বাংলাদেশী নাগরিকদের বিদেশে অস্বাসরত পরিবারের সদস্যদের ভরন
পোষণ ব্যয় নির্বাহ কল্পে পরিমিত (moderate) পরিমাণ বৈদেশিক মুদ্রা প্রেরণের জন্য
বাংলাদেশ ব্যাংক অনুমোদন দেবে। এখানে পরিবার বলতে বিদেশে অস্বাসরত নির্ভরশীল পিতা-
মাতা, স্যামী-স্ত্রী ও নিরু পুত্র কন্যাকে বুঝাবে।

এ ধরনের আবেদন পত্রের সাথে বিদেশে অস্থায়ীভাবে নির্ভরশীল পরিবার সদস্য যাঁর, যাঁদের নামে বৈদেশিক মুদ্রা প্রেরণ করা হবে তাঁর/তাঁদের সাক্ষর্কে সংশ্লিষ্ট বাংলাদেশ মুদ্রা কাসের নিম্নোক্ত তথ্যাবলী সম্বলিত প্রত্যয়ন পত্র সংযোজন করতে হবে :-

- (ক) নিবাস (residency) সাক্ষর্কিত তথ্য ;
- (খ) বিদেশে আয়ের পরিমাণ ;
- (গ) বিদেশ গমনের কারণ ;
- (ঘ) নিরক্ষমতা বা বিদেশে অস্থায়ীভাবে অস্থায়ীতার কারণ , এবং
- (ঙ) বিদেশে অস্থায়ীতার সাক্ষর্কিত প্রমাণ ।

উল্লিখিত প্রত্যয়ন পত্রে সংশ্লিষ্ট ব্যক্তির (গণের) বিদেশে ভ্রমণ পোষনের জন্য ন্যূনতম কি পরিমাণ অর্থের প্রয়োজন সে সাক্ষর্কেও সুপারিশ থাকতে হবে ।

উপরোক্ত ক্রমিক নং ১ ও ৩ এর সংশ্লেষে বাংলাদেশ ব্যাংক যথার্থ করে প্রত্যাশিত সাথে বৈদেশিক মুদ্রা প্রেরণের অনুমতি দেবে । সকল আবেদন পত্র বাংলাদেশ ব্যাংকের সংশ্লিষ্ট অফিস সমূহে দাখিল করতে হবে ।

আপনাদের বিশ্বাস

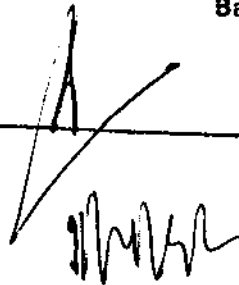


(জিয়াউল হাসান সিদ্দিকী)
মহাস্বাক্ষরকারক
ফোনঃ ২৩ ১১ ৮৫ ।

ANZ Grindlays Bank

General Manager's Office
P O. Box 502
2, Dilkusha Commercial Area,
Dhaka - 1000

General Manager's Circular to all
Bangladesh Branches



GMO CIRCULAR NO. 132/42 DATED APRIL 11, 1994

Bangladesh Bank has further relaxed exchange controls and we enclose their Foreign Exchange Circular No. 12 dated 28/3/94 detailing removal of restrictions on the following:

1. Business Travel Quota
1. Release of Foreign Exchange for Education Abroad
3. Remittance of Foreign Exchange for Family Maintenance

Please advise the contents of the circular to all staff concerned and our customers, as appropriate.



ANIS A. KHAN
SENIOR MANAGER ADMINISTRATION

Encl:

Dr. K.

নৈবেদিক পুস্তা বিদ্যুৎপ্রবণ বিভাগ
বাংলাদেশ ব্যাংক
প্রধান কার্যালয়
ঢাকা

"গাছ লাগান, গাছের পরিচর্যা করুন
এবং পরিবেশ বাচান-প্রধানমন্ত্রী"

এফ, ই, সার্ভিস নং-১০

তারিখ- ১৯৯৩ সাল, ১০ই আগস্ট, ১৯৯৩ ইং

নৈবেদিক পুস্তা বিদ্যুৎপ্রবণ
সকল অনুমোদিত ডিনার।

প্রিয় মহোদয়গণ,

বিদেশে নেতৃত্বের জন্য নৈবেদিক পুস্তা ছাড় প্রসংগে

একচেহা কন্ট্রোল অ্যান্ড মনিটরিং (১৯৮৬ সংস্করণ)-এর অধিদপ্তর অধ্যক্ষের যত্ন অনুচ্ছেদ অনুযায়ী
বিদেশে বাংলাদেশী ছাত্রদের নেতৃত্ব ও আনুষ্ঠানিক খরচ নির্বাহের নিমিত্তে নৈবেদিক পুস্তা ছাড়ের জন্য
বাংলাদেশ ব্যাংকের প্রকৌশলমূলক আবেদন।

০২) (ক) এই ঘর্ষে সিদ্ধান্ত গৃহীত হইয়াছে যে, এখন হইতে বাংলাদেশী ছাত্রদের বিদেশে
কলেজ/স্কুলে ও পোস্ট গ্রাজুয়েট পর্যায়ের বিদ্যুৎপ্রবণ কোর্সে/কোর্সে/কোর্সে
সমূহে বিদ্যুৎপ্রবণ ছাত্র হিসাবে নেতৃত্ব ও আনুষ্ঠানিক খরচ নির্বাহের নিমিত্তে
অনুমোদিত ডিনারগণ পরবর্তী অনুচ্ছেদ সমূহে বর্ণিত বিদ্যুৎপ্রবণ শালন সাপেক্ষে
বাংলাদেশ ব্যাংকের প্রকৌশলমূলক আবেদনকেই সংশ্লিষ্ট ছাত্রের/ছাত্রী প্রতিষ্ঠানের
অনুকূলে নৈবেদিক পুস্তা বিদ্যুৎপ্রবণ করিতে পারিবে :-

- (১) কমার্শিয়াল স্টাইল ,
- (২) কমিউটার প্রোগ্রামিং ,
- (৩) হোটেল ম্যানেজমেন্ট সিস্টেমস ,
- (৪) চার্টার্ড একাউন্ট্যান্সি ,
- (৫) কম্পিউটার ম্যানেজমেন্ট একাউন্ট্যান্সি ,
- (৬) ব্যাংকিং ডিপ্লোমা/নিয়োগকারী/উপযুক্ত কর্তৃপক্ষের সুপারিশ স্বাক্ষর সাপেক্ষে
কোনোমাত্র ব্যাংকারদের জন্য উন্মুক্ত।

(খ) ভাষা কোর্সের ক্ষেত্রে Language course) জন্য নৈবেদিক পুস্তা অধ্যক্ষের সুযোগ
সাধারণভাবে দেওয়া যাইবে না , তবে কোন স্কুল-কোর্সের প্রদর্শিত হিসাবে ভাষা শিক্ষা
বাধ্যতামূলক হইলে সেসকলে ভাষা কোর্সসহ স্কুল কোর্সের জন্য নৈবেদিক পুস্তা অধ্যক্ষের
সুযোগ দেওয়া যাইবে ।

(গ) স্কুল লেভেলে বিদেশে নেতৃত্বের জন্য নৈবেদিক পুস্তা অধ্যক্ষের সুযোগ দেওয়া
যাইবে না । তবে কোন কর্মকর্তা/কর্মচারী বিদেশে সরকারী কাজ/অধ্যয়ন শেষ করিয়া
দেশে ফেরত আসিবার ফলে তাহার সন্তানসম্প্রতি যদি দেশে নেতৃত্বের অনুবিধার
সম্ভবীয় হয় সেসকলে তাহাকে সরকারী অনুমোদন সাপেক্ষে নৈবেদিক পুস্তা অধ্যক্ষের সুযোগ
প্রদান করা যাইবে ।

০০১
E.....
16 MAR 1993
W.S. OFFICE

০১) [Redacted]
০২) [Redacted]
০৩) [Redacted]
০৪) [Redacted]

দ্বিতীয় বর্তমান প্রকরণ

(৫) ~~অনুমোদিত~~ বিক্রয় সনদসহ সপ্তাহের মূল ও অতিরিক্ত মূল্য

এবং

(৬) ~~অনুমোদিত~~ ~~সনদ~~

(খ) পরীক্ষণ ও প্রক্রিয়াকরণ :-

(১) উপরোক্ত ০৩(ক) অনুচ্ছেদের (৩), (৪), (৫) ও (৬) উপ-অনুচ্ছেদ সপ্তাহে বর্ণিত কাগজ-পত্রাদি অনুমোদিত ডিলারগণ যথাবিহিত যাজাই করিয়া শিফা প্রতিষ্ঠান কর্তৃক প্রাপ্ত প্রকল্পের ~~অনুমোদিত~~ সাধারণ ~~স্বত্ব~~ কোটার পাবে সপ্তমুখ সাপেক্ষে ~~অনুমোদিত~~ প্রেরণ করতঃ যথাবিহিত নগদ/টি/নি/ড্রাকট ইত্যাদি আকারে নৈমিত্তিক মুদ্রা বিক্রয় করিবেন, তবে সংশ্লিষ্ট ছাত্রের আবেদনের প্রেক্ষিতে রাহা-বরচ (exp. in transit) হাল্কাহার সাধারণ ভদ্রন ফোটা হইতে অর্পণ পার্শ্ব উল্লিখিত ২০০/০০ বা সম-তুল্য অন্য অন্য বিবিধমুযোগ্য নৈমিত্তিক মুদ্রা প্রয়োগ দেওয়া যাইতে পারে,

(২) ~~নৈমিত্তিক~~ মুদ্রা বিক্রয়ের প্রতিটি ক্ষেত্রেই সংশ্লিষ্ট শিফা প্রতিষ্ঠান কর্তৃক ~~ইস্যু~~ প্রকল্পের ~~সহ~~ /acceptance letter এর মূল কপি Front page -এ ~~সাধারণ~~ এবং I-20-এর পেছনের ~~মুদ্রা~~ নৈমিত্তিক মুদ্রা ইস্যুকারী সংশ্লিষ্ট ~~স্বত্ব~~ /গোল-সীল (round stamp) ও অনুমোদিত কর্তৃকর্তার সাক্ষর মুদ্রাভায়ে পরিবেশ করিতে হইবে,

(৩) ছাত্র সন্তীত অন্য কাহারো জন্য, যেমনঃ ছাত্রের স্ত্রী বা এটেডেন্টকে নৈমিত্তিক মুদ্রা প্রয়োগ দেওয়া যাইতে না,

(৪) উপরোক্ত ০৩(ক) অনুচ্ছেদে বর্ণিত কাগজ-পত্রাদির মূল কপি সপ্তাহে যাজাই করিয়া ফটোকপি সপ্তাহে সত্যায়িত করতঃ নৈমিত্তিক মুদ্রা বিক্রয়কারী অনুমোদিত ডিলার সংরক্ষণ করিলে এবং মূল কপি সপ্তাহে আবেদনকারীকে ফেরত দিতে হইবে,

(৫) শিফা প্রতিষ্ঠানের অনুমুদিত প্রদেয় নৈমিত্তিক মুদ্রা এবং টি/এম, টি/ড্রাকট আকারে শিফা প্রতিষ্ঠানের নামেই ইস্যু করিতে হইবে, ~~ইত্যাদি~~

(৬) ছাত্রের ~~স্বত্ব~~ বাড়া-বাড়্যা ~~আর্থিক~~ বরচ ~~নগদ~~ নৈমিত্তিক মুদ্রা এবং ~~শিফা~~ প্রতিষ্ঠানের অনুমুদিত প্রদান ~~সাক্ষর~~ না হইলে, উহা ছাত্রের অনুমুদিত ~~নিম্নমাত্রায়~~ নগদ ও টি, নি/ড্রাকট ইত্যাদি আকারে ইস্যু করা যাইবে,

(৭) সাধারণভাবে ছাত্রের ~~স্বত্ব~~ শুরু হইবার অগতির পনের/শিশু দিন পূর্বে নৈমিত্তিক মুদ্রা প্রয়োগ দেওয়া যাইতে পারে, তবে এই সীমা বিশেষ ~~নির্দেশনা~~ মুই মাস পর্যন্ত ~~বর্ধিত~~ করা যাইতে পারে,

(৮) নিম্নবর্ণিত ক্ষেত্রসমূহে নির্ধারিত সময়ের পূর্বে নৈমিত্তিক মুদ্রা অগ্রিম প্রেরণের বিষয়টি ~~নির্দেশনা~~ করা যাইতে পারে,

(ক) ~~নির্দেশনা~~ শিফা প্রতিষ্ঠানের কাগজপত্রে যদি এই মর্মে উল্লেখ থাকে যে, ভর্তি হইতে না পারিলে অগ্রিম প্রেরিত ~~সম্পূর্ণ~~ অর্থ (অথবা সামান্য কম) ফেরত প্রদান করা হইবে, অথবা

(খ) শিফা প্রতিষ্ঠানের কাগজপত্রে যদি এই মর্মে উল্লেখ থাকে যে, ছাত্র/ছাত্রীকে ভর্তির জন্য Accept করা হইয়াছে তবে সীট সংরক্ষণের জন্য অথবা ভর্তি প্রক্রিয়াকরণের জন্য অগ্রিম অর্থ প্রেরণ আবশ্যিক।

বিদেশে স্থানীয়কার ছাড়া বৈদেশিক মুদ্রার আবেদন পত্র

ব্যবস্থাপক,

----- (আপনার নাম)

----- (আপনার নাম)

----- (ঠিকানা)

মহোদয়,

আমি বিদেশে নিজের সুযোগ পাইয়াছি। প্রয়োজনীয় তথ্য বিস্তারিতঃ-

- ১। নাম :
- ২। ঠিকানা :
- ৩। পাসপোর্ট নং :
- ৪। শিক্ষাগত যোগ্যতা :
- ৫। সুদক্ষতারে শিক্ষা প্রতিষ্ঠানের নাম ও ঠিকানা :
- ৬। কোর্সের নাম :
- ৭। কোর্সের মেয়াদ :
- ৮। কোর্সের হইবার তারিখ :
- ৯। বার্ষিক খরচঃ (ক) টিউশন ফি ;
(খ) খাওয়া এবং ষাওয়া ইত্যাদি খরচ :
- ১০। অগ্রিম প্রেরিত অর্থের পরিমাণ :
- ১১। অগ্রিম অর্থ প্রেরণের সর্ব শেষ তারিখ :
- ১২। প্রেরিত অর্থ অগ্রিম অর্থ ফেরত যোগ্য কিনা :
- ১৩। ইতোপূর্বে কোন বৈদেশিক মুদ্রা ক্রয় করিয়া থাকিলে তাহার বিবরণ ;
বৈদেশিক মুদ্রা ক্রয়ের তারিখ ও পরিমাণ এবং সংশ্লিষ্ট খাতে ব্যবহৃত বা-হইয়া থাকিলে উহা আবেদন পত্রের সহিত জমা দিতে হইবে।

উল্লিখিত তথ্যের প্রেক্ষিতে আমাকে টিউশন ফি এবং খাওয়া, ষাওয়া ইত্যাদি খরচ প্রদান করায় অনুমোদন দানে সক্ষম করিবেন।

দাখিলকৃত কাগজপত্র সমূহঃ

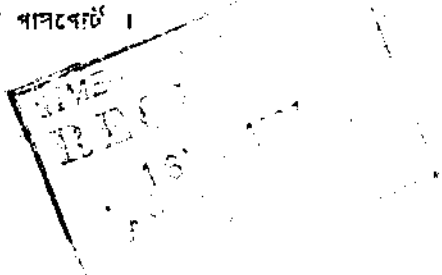
- ক) শিক্ষা প্রতিষ্ঠান কর্তৃক ইস্যুকৃত ভর্তির অনুমতি পত্র
- খ) শিক্ষাগত সনদপত্র সমূহ
- গ) শিক্ষা প্রতিষ্ঠান কর্তৃক ইস্যুকৃত প্রাকলন (Estimate/Invoice)
- ঘ) আবেদনের ঘোষণা (Declaration)
- ঙ) বৈধ পাসপোর্ট।

আপনার বিশ্বসু,

(আবেদনকারীর স্বাক্ষর)

(আবেদনকারীর নাম)

ঠিকানা -----



(To be completed in duplicate)

PARTICULARS TO BE FURNISHED BY STUDENTS PROCEEDING TO PLACES OUTSIDE BANGLADESH FOR HIGHER STUDIES.

1. Your name, age nationality, academic & technical qualifications and Division or Class secured in the examination.
2. Nature of course you intend taking up and its duration. If you are going for G.C.E. or Entrance Examination what course you propose to take on completion of that examination?
3. The name of the University in which you have secured admission (original cable advice or letter of admission from the University, together with its copy to be submitted).
4. Your foreign exchange requirements.
5. Has any institution or university offered you scholarship? If so, please let us know its name, the amount sanctioned and the period for which it is available to you. Have you taken up any part-time employment abroad? What is the income you get out of this employment?
6. If you are proceeding for practical training, please let us know the course, its duration, the name of the institute which has offered you facilities for training and also whether you will receive any remuneration during the period of training. Original letter from the institute in this connection should be produced. Please also state the name of your present employer and the length of your service with them.
7. Students proceeding for school education must, in addition to the above particulars, furnish an estimate of expenses duly certified by their school authorities as also a certificate that the school is a boarding school, the student has been admitted as a boarder.
8. Are you returning to Bangladesh after completion of your course of study/training?

9. Has/will any foreign exchange been/be remitted to you through any other source ?

10. What is the name, present address, profession, nationality of the person who will finance cost of your education ?

11. What is his/her relationship with you ? If he/she is not your parent, please state whether your parents are alive and why finance is not being arranged by them ?

12. Number, place and date of issue of passport of the applicant .

We hereby declare that the above particulars are correct. In case any information furnished above is found to be incorrect, we will jointly and severally render ourselves liable for action under the Foreign Exchange Regulation Act, 1947 .

Signature of the Student

Address

Date:.....

০০৬

Signature of the Financier

Address:

Date:.....

Are you returning to Bangladesh after completion of your study abroad for training ?

APPLICATION FOR FOREIGN EXCHANGE FOR STUDY ABROAD.

THE MANAGER,
STANDARD CHARTERED GRINDLAYS BANK LTD.
KAKRAIL OFFICE,
109 - KAKRAIL,
DHAKA.

DEAR SIR / MADAM,

I HAVE GOT AN OPPORTUNITY TO STUDY ABROAD. THE REQUISITE PARTICULARS ARE AS FOLLOWS :

1. NAME :
2. ADDRESS & TELEPHONE NO. :
3. PASSPORT NO. :
4. EDUCATION QUALIFICATION :
5. NAME OF THE EDUCATIONAL INSTITUTE WHERE STUDY IS INTENDED AND ITS ADDRESS :
6. NAME OF THE COURSE :
7. DURATION OF THE COURSE :
8. DATE OF COMMENCEMENT OF THE COURSE :
9. ANNUAL EXPENSES
a) TUITION FEES
b) EXPENSES FOR LODGING AND FOODING :
10. AMOUNT PAYABLE IN ADVANCE :
11. LAST DATE FOR REMITTANCE OF THE ADVANCE AMOUNT :
12. WHETHER THE AMOUNT OF ADVANCE PAYABLE IS REFUNDABLE :

13. PARTICULARS OF THE FOREIGN EXCHANGE IF PREVIOUSLY PURCHASED :
14. DATE OF PURCHASE OF FOREIGN EXCHANGE AND THE AMOUNT (IF THE AMOUNT HAS NOT BEEN SPENT IN THE CONCERNED HEAD, THE SAME WILL HAVE TO BE DEPOSITED WITH THE APPLICATION :

IN VIEW OF THE ABOVE PARTICULARS, I SHALL BE OBLIGED IF YOU WILL KINDLY APPROVE PURCHASE OF THE FOREIGN EXCHANGE, ON ACCOUNT OF TUITION FEE AMOUNTING AND LODGING & FOODING AMOUNTING TO

YOURS FAITHFULLY,

(SIGNATURE OF THE APPLICATION)

(NAME OF THE APPLICANT)
ADDRESS

PARTICULARS OF THE PAPERS SUBMITTED :

- (a) LETTER OF PERMISSION / ACCEPTANCE ISSUED BY THE EDUCATIONAL INSTITUTION.
- (b) CERTIFICATES OF EDUCATIONAL QUALIFICATIONS.
- (c) ESTIMATES / INVOICE ISSUED BY THE EDUCATIONAL INSTITUTION (1 - 20) (BOTH TUITION FEES & LODGING AND FOODING EXPENSES SEPARATELY).
- (d) DECLARATION BY THE STUDENT.
- (e) VALID PASSPORT

ENCLOSURE "B" OF
F. E. CIRCULAR NO. 10/93
(TO BE COMPLETED IN DUPLICATE)

PARTICULARS TO BE FURNISHED BY STUDENTS PROCEEDING TO PLACES OUTSIDE BANGLADESH FOR HIGHER STUDIES.

1. YOUR NAME, AGE, NATIONALITY, ACADEMIC AND TECHNICAL QUALIFICATIONS AND DIVISION OR CLASS SECURED IN THE EXAMINATION :
2. NATURE OF THE COURSE YOU INTEND TAKING UP AND IT'S DURATION IF YOU ARE GOING FOR G.C.E. OR ENTRANCE EXAMINATION WHAT COURSE YOU ARE PROPOSED TO TAKE ON COMPLETION OF THE EXAMINATION ? :
3. THE NAME OF THE UNIVERSITY IN WHICH YOU HAVE SECURED ADMISSION (ORIGINAL CABLE ADVISE OR LETTER OF ADMISSION FROM THE UNIVERSITY, TOGETHER WITH IT'S COPY TO BE SUBMITTED.)
4. YOUR FOREIGN EXCHANGE REQUIREMENTS :
5. HAS ANY INSTITUTION OR UNIVERSITY OFFERED YOU A SCHOLARSHIP ? IF SO, PLEASE LET US KNOW IT'S NAME, THE AMOUNT SANCTIONED AND THE PERIOD FOR WHICH IT IS AVAILABLE TO YOU HAVE YOU TAKEN UP ANY PART TIME EMPLOYMENT ABROAD ? WHAT IS THE INCOME YOU GET OUT OF THIS EMPLOYMENT ?
6. IF YOU ARE PROCEEDING FOR PRACTICAL TRAINING, PLEASE LET US KNOW THE COURSE, IT'S DURATION THE NAME OF THE INSTITUTE WHICH HAS OFFERED YOU FACILITIES FOR TRAINING AND ALSO WHETHER YOU WILL RECEIVE ANY REMUNERATION DURING THE PERIOD OF THE TRAINING. ORDINAL LETTER FROM THE INSTITUTE IN THIS CONNECTION SHOULD BE PRODUCED. PLEASE ALSO STATE THE NAME OF YOUR PRESENT EMPLOYER AND THE LENGTH OF YOUR SERVICE WITH THEM. :

7. STUDENTS PROCEEDING FOR SCHOOL EDUCATION MUST IN ADDITION TO THE ABOVE PARTICULARS, FURNISHED AND ESTIMATE OF EXPENSES DULY CERTIFIED BY THEIR SCHOOL AUTHORITIES AS ALSO A CERTIFICATE THAT THE SCHOOL IS A BOARDING SCHOOL, THE STUDENTS HAS BEEN ADMITTED AS A BOARDER.

8. ARE YOU RETURNING BANGLADESH AFTER COMPLETION OF YOUR COURSE OF STUDY / TRAINING ?

9. HAS / WILL ANY FOREIGN EXCHANGE BEEN / BE REMITTED TO YOU THROUGH OTHER SOURCE ?

10. NAME, PRESENT ADDRESS, PROFESSION, NATIONALITY OF THE PERSON (SPONSOR) WHO WILL BEAR COST OF EDUCATION ?

11. WHAT IS HIS / HER RELATIONSHIP WITH YOU ? IF HE / SHE IS NOT YOUR PARENT PLEASE STATE WHETHER YOUR PARENTS ARE ALIVE AND WHY FINANCE IS NOT BEING ARRANGED BY THEM ?

12. NUMBER, PLACE AND DATE OF ISSUE OF PASSPORT OF THE APPLICANT.

WE HEREBY DECLARE THAT THE ABOVE PARTICULARS ARE CORRECT. IN CASE ANY INFORMATION FURNISHED ABOVE IS FOUND TO BE INCORRECT, WE WILL JOINTLY AND SEVERALLY RENDER OUR SELVES LIABLE FOR ACTION UNDER THE FOREIGN EXCHANGE REGULATION ACT, 1947.

SIGNATURE OF THE STUDENT

SIGNATURE OF THE FINANCIER

NAME :

NAME :

ADDRESS :

ADDRESS :

DATE

DATE

Date

Standard Chartered Grindlays Bank Ltd.
109 Kakrail Road.
Dhaka .
Bangladesh.

Sub:- Yearly student file mantainance charges for BDT. 5000/=

Sir,

I have opened a new/renew the student file no. with you in the
name of Mr. Please realise your file
maintenance charge from account no. with you.

Thanking you.

.....
(signature of the account holder)

Name

Address

Tel: