Contents

1. Introduction :

After independence of Bangladesh, Sonali Bank emerged as the largest and leading Nationalized Commercial Bank by proclamation of the Banks' Nationalization Order 1972 (Presidential Order - 26) liquidating the then National Bank of Pakistan, Premier Bank and Bank of Bhwalpur. As a fully state owned institution, the bank had been discharging its nation-building responsibilities by undertaking government entrusted different socio-economic schemes as well as money market activities of its own volition, covering all spheres of the economy.

The bank was converted by the government to a public limited company with 100% ownership and began operations as Sonali Bank Limited on November 15, 2007, taking over all assets, liabilities, and business of Sonali Bank. After corporatization, the bank's management has the freedom it needs to make the bank more competitive and run its business well. Our goal is to offer a wide range of high-quality goods and services to meet all of our customers' needs. This will make their lives better, help our stakeholders, and contribute to the country's economic and social growth.

2. Problem Statement :

I. To study about the management system of Sonali Bank Limited, Bahaddarhat Branch, Chittagong.

II. To gain the idea of the infrastructure of this organization.

III. To understand about the information, its types, used by this organization and

IV. To make better understanding about the management hierarchy, position hierarchy of this organization

V. To be familiar with the operations of every staff member of this branch.

VI. To understand what each level of management needs and how the company is set up.

3. Purpose :

By dissecting the parts of a system and seeing how they work together, we may get a good grasp on the overall structure and dynamics of a business. To make a good information system, it is important to understand the system and any needs or limitations that come with

it. Adjusting a system in this way is essential for getting the intended results. The purpose of the analysis of this system based on information is given below:

➢ To achieve a better understanding of this system, also about its management and structure.

➢ Find out what problems a company is having that are preventing it from expanding economically.

➢ To gain different kinds of informational knowledge and to know how to categorize them into information kinds.

➢ To specify the requirements for designing an information-based system

4. Scope :

The study focuses on problem analysis and requirement specification. The system analysis of Sonali Bank Limited's Bahaddarhat Branch in Chittagong will be the main focus of the study.

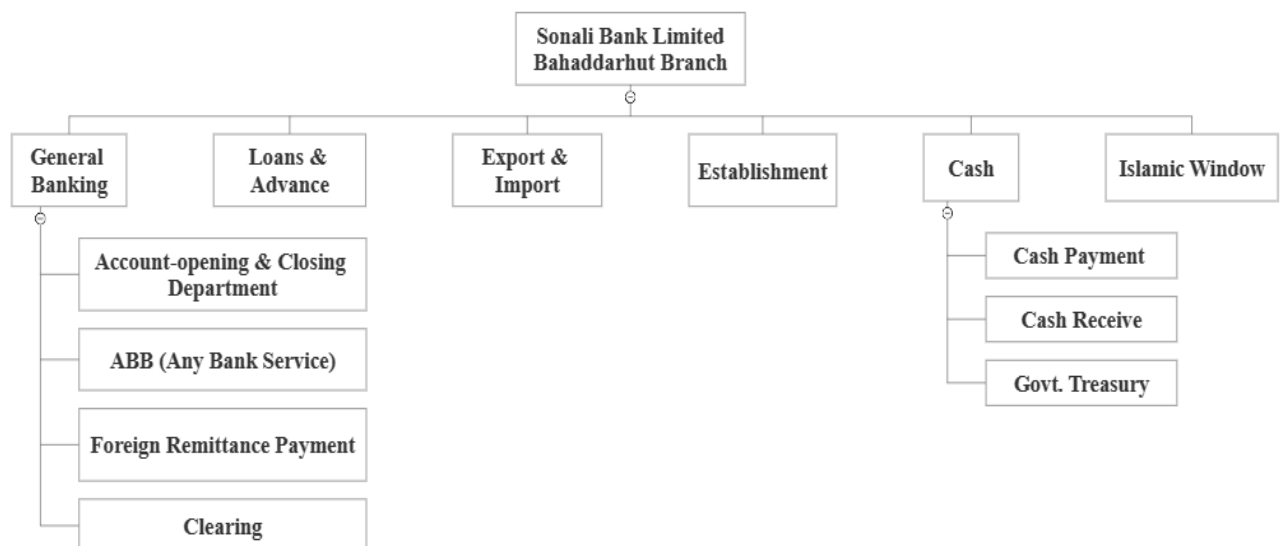## 5. Overview of the organization :

Figure 1: Overview of the organization
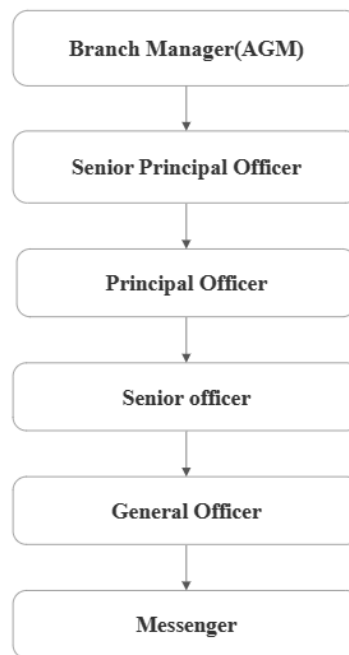
6. Positional Hierarchy :

Figure 2: Position Hierarchy

7. Management Structure:

This is the management structure of the Sonali Bank Limited, Bahaddarhat Branch, Chittagong. And the branch is controlled by this management hierarchy.
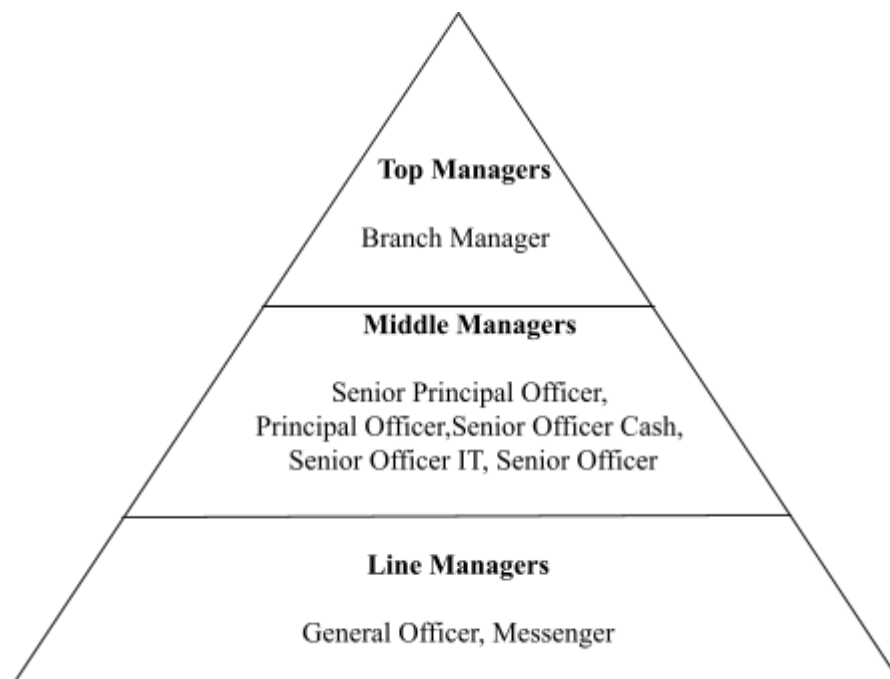

Figure 3: Management Level

The employees are categorized as follows:

7.1 Top Managers:

i. Branch Manager (AGM):

Indeed, this is the pinnacle of the department. The assistant general manager is in charge of coordinating the work of all departments and keeping an eye on it. He is also in charge of giving out loans, helping with transactions between branches, etc. Bank managers are mostly in charge of making sure that the government's banking policy is followed, but they may also have a say in what the central bank decides.

7.2 Middle Managers:

I. Senior Principal Officer

The SPO's role is to delegate tasks to the officers in the department and keep tabs on how well they're being completed. The SPO is important not only for stopping people from laundering money but also for giving out loans. The SPO is delegated decision-making authority by the Branch manager in his absence.

II.Principal Officer

The principal officer (PO) is in charge of three of the most important departments: general, establishment, loans & advances. The PO is also in charge of different bank-related court cases. Line management receives advice and assistance from him/her on all credit matters.

III. Senior Officer Cash

Senior officers Cash is assigned to

- Cash Receiving

- Treasury Collections

- Posting of Treasury information on computers

IV. Senior Officer IT

Senior Officers IT is assigned to

- Export and Import department handling

- Offering details on many loan and bank account creation schemes

V. Senior Officer

Senior Officers is assigned to

- Cheque debit

- Receive credit

- Clearing related works

- Loan session

7.3 Line Managers:

I. Officer IT

Officers IT is assigned to

- Account open & close

- Cheque Book Issue

II. Officer Cash

Officers Cash is assigned to

- Foreign remittance payment receive

III. Messenger

Messenger is assigned to

- Voucher Sorting

- Carrying Letters & Treasury to another branch

8. Types of information:

8.1 Operational Information:

➢ Account opening in several categories like savings, current, fixed deposit etc and closing with respect to customers

➢ Cheque book issue and pay order

➢ Getting approval of a loan proposal

➢ Transactions that are done through online banking and SMS banking, as well as sending information about different transactions to the Head Office

➢ Maintain intra/inter departmental transactions

➢ Information about receiving remittance and providing allowance services like any bank service, freedom fighter etc

➢ Keeping track of the staff's daily attendance records

➢ Carrying letters and treasury to other branches and banks

➢ Sorting vouchers

8.2 Tactical Information:

➢ There are a variety of account types, like SDS (Sonali Deposit Scheme), MDS (Medical Deposit Scheme), EDS (Educational Deposit Scheme), SBMS (Sonali Bank Millionaire Scheme), and Islamic windows.

➢ Analytical record of all banking transactions

➢ Taking care of employee leave and facilities

➢ Recovery of classified loans (bad and loss)

➢ Updating Right-off accounts for classified loans

➢ Issuing bank guarantee based on a short term notice

➢ Monitoring the availability of resources

➢ Providing govt. incentives to those who received loans and got lost in business during COVID-19

8.3 Strategic Information:

➢ The expansion of the building will benefit workers of all ranks.

➢ Updated technology with feasible strategies (Sonali e-Wallet)

➢ Strategy for meeting both immediate and distant goals

➢ Guidelines for enhancing online banking operations

➢ Providing down-payment for customers to recover classified loans

8.4 Statutory Information:

➢ Annual tax filing with the government

➢ Comprehensive annual report detailing all export and import monetary dealings

➢ Report the quantity of remittances transferred within a fiscal year

9. Information Gathering :

Throughout the information-gathering stage of the visit to the company, we have learned the following information, as given below:

● How many departments are there and the name of all departments in the branch?

● Does the organization provide one-stop services?

● Information on the system overview and management hierarchy of the branch

● Information about all the account types and their facilities

● Facilities on varieties of loans, pension, remittance, subsidy, and allowance services

● Information on the total number of staff members and their activities on the branch

● Information about the amount of customers gets the service (daily/monthly/yearly) in the branch

- Information on active website facilities, Credit & Debit card facilities, online and sms banking facilities

- Information on the IT sector and server-system

- Information about the impact of COVID-19 and activities for recovering the disaster

- Information about the requirements of the employees

- Information about the future steps to improve the system

- Information about the mission and vision of the organization and also about the problems being faced while fulfilling the mission

- Information about recruiting new employees in the branch

10. Requirement Specification

Gathering all of a system's needs into one document is what a system requirements specification does. After talking with the user, it helps you better understand the current setup and determine what they need from the system.

Based on our conversations with bank employees and customers, we've come up with a list of systems that could be improved or changed:

- Staffing levels require an increase.

- Hiring young, skilled, and knowledgeable people who are familiar with the latest systems and technologies

- Increase hardware infrastructure

- Additional technical and physical security

- Improving One stop service

11. Conclusion :

Sonali Bank Limited, Bahaddarhat Branch, Chittagong, provides a variety of services to all types of consumers. However, the remittance-receiving customer was given top priority. At the moment, the bank is trying to bring in customers who are interested in bank loans and

savings accounts and give them a single point of contact. We gained an understanding of this bank's corporate structure and departmental information.