Internship Report
on

Janata Bank Limited and It's General Banking Activities

<u>Supervised by:</u>

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Batch : 47th

Major: Human Resources Management

Date of Submission: August 20, 2020

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Janata Bank Limited and It's General Banking Activities

Letter of Transmittal

August 20, 2020

Nighat Farjana
Senior Lecturer
School Of Business
Uttara University

Subject: Application for submission of Internship Report.

Respected Sir,

I am Mahareen Faria Lasmee submitting a complete Internship Report on `‘Janata Bank Limited and It’s General Banking Activities’’. Despite many limitations and access of information, I have studied the topic and tried to do something satisfactory. I have tried to follow your guidelines for preparing this report.

I hope this report will entice your kind appreciation and you would be kind enough to give me the permission to present my full internship report.

Sincerely,

Mahareen

Mahareen Faria Lasmee
ID:2183021001,
MBA(Regular)
Batch : 47th
Department of Business Administration
Uttara University.

Student's Declaration

I, Mahareen Faria Lasmee, hereby declare that the present Internship Report on "Janata Bank Limited and It's General Banking Activities''. Uniquely prepare by me after completion of two months internship of Janata Bank Limited.

I also confirm that this report is only prepared for my academic requirement. The work has not been published in any journal or magazine, any other university or institution for any degree, associate-ship, and studentship fellowship and other similar title of prize.

I further under take to indemnity the university against any loss or damage arising of forgoing obligation.

Thanks and Regards,

Yours Truly

____

Mahareen Faria Lasmee
ID:2183021001,
MBA(Regular)
Batch : 47th
Department of Business Administration
Uttara University.

Supervisor's Declaration

Certificate of Supervisor

August 20, 2020

I am pleased to declare that Mahareen Faria Lasmee,ID:2183021001, student of MBA(Regular) Program, Batch : 47th was advised to perform a study on the issue "Janata Bank Limited and It's General Banking Activities'' for writing an Internship Report.

This student has reviewed all the relevant materials and has conducted efforts practically in "Janata Bank Ltd" for two months to achieve practical knowledge regarding banking sector in Bangladesh. I have supervised his study from the very beginning as well as the preparation of the final Report.

I also knowingly certify that the Internship Report is an original one and has not been submitted elsewhere previously for publication in any form. He is wished all the best in his effort.

……………………

Nighat Farjana
Senior Lecturer
School Of Business
Uttara University.

Acknowledgement

At first my gratitude is for Almighty Allah whose invisible guidance helped me to complete this report. Although time was very limited for getting the sufficient knowledge about all of banking services, but the short experience that I gathered will remain as an asset for all the time come in my life.

I would like to thank my respected supervisor Nighat Sultana for his suggestions and guidance during this study. I am also grateful to the Department of Business Administration, Uttara University for providing me such opportunity to come closer to real situation.

Then I would like to thanks Mr. Md.Abdul kader khan,AGM, Janata Bank Limited,Tongi Corporate Branch,Gazipur for giving me the opportunity to complete my internship requirement in the organization. I am also grateful to my supervisor Mr. Suhel Ahmed, Senior officer and all the executives of Janata Bank Limited Tongi Corporate branch, Gazipur who provide information which was mandatory for the completion of the study.

Mahareen

Mahareen Faria Lasmee
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Executive Summary

This internship report is a partial requirement for the Masters of Business Administration program. As a part of the internship *"*Janata Bank Limited and It's General Banking Activities*"* was placed by me. A lot about operations of this bank is learned by me.

Janata Bank Ltd is a commercial Bank which is one of the most popular and largest banks in Bangladesh. The Bank started its operation from 1972, during this time it has improved its image in the society as a commercial Bank. Now it has 909 branches in Bangladesh and 04 overseas branches. All branches are situated in the highly demanded areas and rural areas. In this report I analysis the general banking activities, This report is not only explores Janata Bank's activities as one of the leading government companies, but also highlights the performance of this bank.

This report consists of 6 chapters. In the report, at the very first introduction of the report, objectives, scope, and methodology, sources of data collection and limitations of the study have been acknowledged. In the second chapter Overview of Janata bank has been described i.e. Background of Janata bank, Products and services of the bank, Bank operational area. In the third chapter Data Collection & Processing has been described primary and secondary data source and Analysis. In the fourth chapter Discussion on the study objectives for the better understanding of the report are provided. In the fifth chapter Recommendation and Conclusion are presented and in the sixth chapter discuss on Internship Experience.

Chapter: 1
Introduction

Chapter: 1

Introduction

1.1 Introduction

Janata Bank Limited, the 2nd largest State Owned Commercial Bank (SCB) in Bangladesh, is playing pivotal role in overall financial activities of the country. The Bank emerged as 'Janata Bank' by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President's Order- 26) of 1972 and was restructured as a limited company in November, 2007.

Modern banking is a result of evolution driven by changing economic activities and life styles. Entering in to a new millennium, banking needs have become more diverse and exotic than ever before. It is known now that commercial bank is a profit maximizing institution. Hence it should provide loans to those sectors in which its return is higher. But the nationalized commercial banks are conducting banking business with different purposes. The main purpose is not just to make profit but also to maximize the social benefit.

A commercial bank collects and manages deposits. It provides cheque facilities and interests for its customer deposits which may be either demand or time deposits of different maturity. A commercial bank extends credit to a great variety of borrowers through loans as well as by purchasing securities that are either fully or partly financed by commercial banks.

Globalization has become a debated subject. The admittedly limited objective of this article is to evaluate the role of economic globalization in accelerating growth of GDP. It can be argued that economic globalization can accelerate growth, but can also pose serious risks. On balance, empirical evidence suggests that over the medium to long term gains dominate the losses. Bangladesh is among the top 17 out of 134 countries in the list of GEP forecasts that are projected to have a growth rate of 6.4 percent or more in 2017-18.

Internship in Janata Bank gives the best chance to enrich knowledge in the field of banking. Financial institutions have very wide range of activities in the economy of a country. Janata Bank is one of the most important bank to play a very crucial role for the economy. Banking business mainly maintains flow of funds from depositors to investors. In doing so, banks need to collect deposit from the depositors and then distribute those as loan to the investors. Besides, banks provide assistance in international trade, money transfer, collection and payment of utility and other bills, etc. all of which are fully customer oriented. Therefore, Janata Bank is treated as service organizations and their business is largely dependent on the quality of services they provide. So the key factor of any commercial bank is the customer service provided by them.

1.2 Objectives of the study

1.2.1 Broad Objective:

The major objective of the report is to make an in depth analysis of “General banking activities of Janata bank Limited.”

1.2.2 Specific Objective:

The specific objectives of the report are:

- To know about Branch level General Banking Activities.
- To know the products and services of JBL.
- To know the credit system of JBL.
- To gain practical knowledge in banking.

1.3 Limitations

To prepare a report on the topic like this in a short duration is not easy task. From the beginning to end, the study has been conducted with the intention of making it as a complete and truthful one. Various problems and limitations suffered in completion of the study. The limitations are mentioned below-

- Deficiencies in data required for the study.
- Theoretically there are so many factors to be observed before analyzing such type of study. Those kinds of information are very confidential and it is absurd for me to check all these information within only three months.
- Officers are busy with their respective works. Many of them have truly failed to manage time to have a talk with me about his work in the desk.
- Time was one of the main constraints that affected covering all aspects of the study.
- Inexperience on practical work to do so.
- Much confidential information was not disclosed by respective personnel of the department.
- I had to base on secondary data for preparing this report.

1.4 Rational of the study

The area of operation that has been covered means the total possible coverage is the scope. The report provides a scope of gathering data from different sources**.** As the employees and the executives were so helpful that they provide plenty of data to complete the study. On the other hand academic journals and website of Janata Bank help very much to collect data which is essential for the completion of the report. The employees show the way and helps in gathering real life experience about activity of a bank.

Chapter: 2
Company Profile

Chapter 2

Company Profile of Janata Bank Limited

2.1 Introduction

Janata Bank Limited is a public limited company. Beside the service of International Trade, it also facilitated with Internet Banking, Automated Branch Banking, Green Banking and so on. It manages its banking activities in domestic network with the help of 900 branches. It has also 4 (four) foreign branches for making overseas network. Along with general banking JBL is facilitated with e-service and modern banking. It provides Current Deposit, Savings Deposit, Special Noticed Deposit, and Fixed Deposit as product. It also offers loan and advances. In international business is works for Foreign Remittance, Import and Export.

2.2 Historical background

With the emergence of Bangladesh as an independent, sovereign state in 1971 after a devastating nine month war against the West Pakistani occupation army, a war, full of blood and tears, trauma and pain of millions of our beloved ones, the legacy of rebuilding the already broken financial base of the country was felt as an urgent call against a collapsed economic reality of a newly born state.

In this backdrop, in order to rebuild the country's economy, measures has been taken to merge a number of banks previously operated in this region and make new banks and this initiative led to formulation of Janata Bank in 1972 by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization order (Presidents order no.26) of 1972. In 15 November, 2007 Janata bank got registered with the joint stock of registrars and reconstructed it as a public limited company with the name Janata bank Limited.

Including 4 overseas branches in United Arab Emirates Janata Bank runs its business with 912 branches across the country having a big family of around 12,939 (As on 31.03.2017) employees with its head office located at Janata Bhaban at Motijheel C/A, the heart of the capital city, Dhaka.

2.3 Company profile of JBL

Table-01

Name of Organization	Janata Bank Limited
Registered Office	Janata Bhaban, 110, Motijheel C/A, Dhaka-1000, Bangladesh
Legal status	Public Limited Company
Authorized Capital	BDT 30,000 Million
Paid up capital	BDT 23,100 Million
Face value per share	BDT 100 per share
Shareholding Pattern	100% of the share owned by the government of People's Republic Of Bangladesh
Number of Employees	11,849 (As on 31.12.2019)
Tax Identification Number (TIN)	143462765792
VAT Registration Number	9011050160
Chairman	Dr. Jamaluddin Ahmed,FCA
CEO & MD	Md. Abdus Salam Azad (FF)
Total Number of Branch	913
Domestic Network	
Number of Branches	909
Number of Divisional Office	12
Number of Area Office	51
Overseas Network	
Number of Branches	04
Location of Branches	Abudhabi, Dubai, Al-Ain and Sarjah, UAE
Chief Executive Office	Obeid Sayah Al – Mansuri Building Zayed 1st Street (Electra Road), Post Box No 2630 Abu Dhabi, United Arab Emirates
Corporate Rating Status	
Entity Rating	A+ in the long term As government owned bank "AAA"
Fax	88-02-9564644
Website	www.jb.com.bd
Swift code	JANBBDH

2.4 Vision and Mission

2.4.1 Mission

"Janata bank limited will be an effective commercial bank by maintaining a stable growth strategy, delivering high quality financial products, providing excellent customer service through an experienced management team and ensuring good corporate governance in every step of banking network."

2.4.2 Vision

"To become the effective largest commercial bank in Bangladesh to support the socio-economic development of the country and to be the leading bank in South Asia."

2.5 Products and Services

2.5.1 Products

Deposits	Loans & Advances
●Current Deposits ●Savings Bank Deposits ●Scheme Deposits ●Term Deposits ●Special Notice Deposit	●Agriculture Loan Programs ●Specialized Loan Program ●Rural Credit ●Cash Credit(Hypo) ●Cash Credit(Pledge) ●Export Cash Credit ●Secured Overdraft(SOD) ●Export Oriented Industry Term/Project ●Financing ●Export Financing ●Import Financing ●Trade Financing ●Education Loan ●Commercial real estate Loan ●Consumer Financing

2.5.2 Services

Utility Service	Financial Service(Foreign Remittance)
• Gas Bill Collection • Electricity Bill Collection • Telephone Bill Collection • Water/Sewerage Bill Collection • Municipal Holding Tax Collection • Port Bill Collection • Land Rent Collection	• Online Speedy Remittance • Maintaining NRT Account • Foreign MT • Foreign Remittance • Foreign Demand Draft • Collection of Draft, Cheque, TC • Foreign Currency Endorsement
Service to the Government	**Other Service**
• Sale of Prize bond • Sale of Sanchay Patra(SP) • Sale of Wage Earner Bond(WEB) • Vat Collection • Tax Collection • Excise Duty Collection • Pension Payment Service	• Locker service • Debit card service • Credit card service • SME banking • Sale of lottery Ticket • Foreign Currency Buying and Selling • ATM, Bangladesh Automated Clearing House(BATCH) • Real Time Gross Settlement(RTGS), • Green Banking

2.6 Organogram of JBL

Janata Bank Limited have the following organogram in the main structure of banking-

Board of Directors

↓

Managing Directors (MD)

↓

Deputy Managing Directors (DMD)

↓

General Manager (GM)

↓

Deputy General Manager(DGM)

↓

Assistant General Manager(AGM)

↓

Senior Principal Officer(SPO)

↓

Principal Officers(PO)

↓

Senior Officers(SO)

↓

Officers(O)

Figure-01

2.7 Performance over the last 5 years :

We can see the following financial performance the profit growth of the Janata bank Ltd and comparison to the preceding years

Table-02: Five Years Financial Performance of (JBL) Year-(2014-2018)

Table: Financial Performance of (JBL) Year-(2014-2018)

Particulars	2018	2017	2016	2015	2014
Total asset	866,046.48	805988.41	7,78,604	6,90,668	6,29,454
Total Liabilities/Total Debt	811,490	754,625	728714	7546250	5,88,960
Total shareholder equity	54,556.37	51363.33	49889.66	49547.44	39455.70
Total Investment	166,783	177342	233275	219150	196714
Net income after taxes	248.97	2686.50	2605.48	4807.88	3813.15
Interest income	34,488.66	31145.61	31897.90	30655.17	33734.43
Interest expense	26,972.08	27093.67	31331.30	33982.70	35984.27
Operating income	50,704.84	52471.97	54347.06	55678.82	56393.00
Operating expense	40,915.88	41102.49	44308.78	44958.32	45709.66
Net operating income	9,788.96	11369.48	10038.28	10720.50	10683.34
Common equity shares outstanding	231.40	191.40	191.40	191.40	191.40
No. of full time employee	11,849	12391	13188	14151	14413
Loans & Advanced	533,707.16	459580.05	403037.42	349861.30	319773.25
Deposits	675,548.45	649440.78	641819.15	568911.14	516010.74
Capital maintained	54,322.80	44,596.31	43,189.82	37,128.33	36,468.38
Risk weighted assets (RWA)	538,230.54	443,419.3	404,088.92	365,625.15	354,202.50

(BDT in Millions)

Source: Janata Bank Latest annual report year (2014-2018)

2.8 Department where intern worked:

Intern worked in the general banking department. General banking department performs the core functions of bank, operates day-to-day transactions of banking operation. General banking department is divided into various section such as: Accounts opening section, Remittance section, clearing section, Accounts section. Intern attached with various section as per bank prerequisite.

Chapter: 3

Data Collection and Processing

Chapter 3

Data Collection and Processing

3.1 Data source & data collection method:

To make the report more meaningful and presentable, two sources of data and information have been used widely

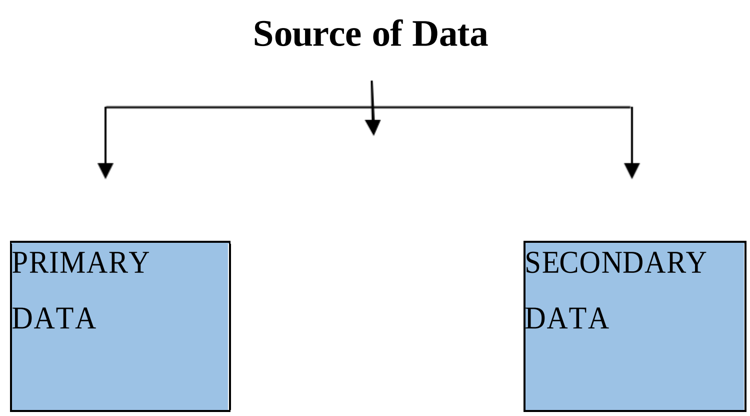

Figure-02: Sources of Data

Both primary and secondary data sources were used to generate the report.

3.1.1 Primary Sources:

The primary data has been collected through questionnaires with structure question, interview, observation, and 3-month work experience with different divisional in charge and suggestions of many executives of the bank.

3.1.2 Secondary Sources:

●Official website of Janata Bank Ltd.

●Annual Report of Janata Bank Ltd.

●Hand note provided by the bank

●Internet, Seminar papers and books, journals,News paper

●Bangladesh bank website

3.2 SWOT Analysis of JBL

SWOT is an acronym used to describe the particular Strengths, Weaknesses, Opportunities, and Threats that are strategic factors for a specific company. A SWOT should represent an organization's core competencies while also identifying opportunities it cannot currently use to its advantage due to a gap in resources.

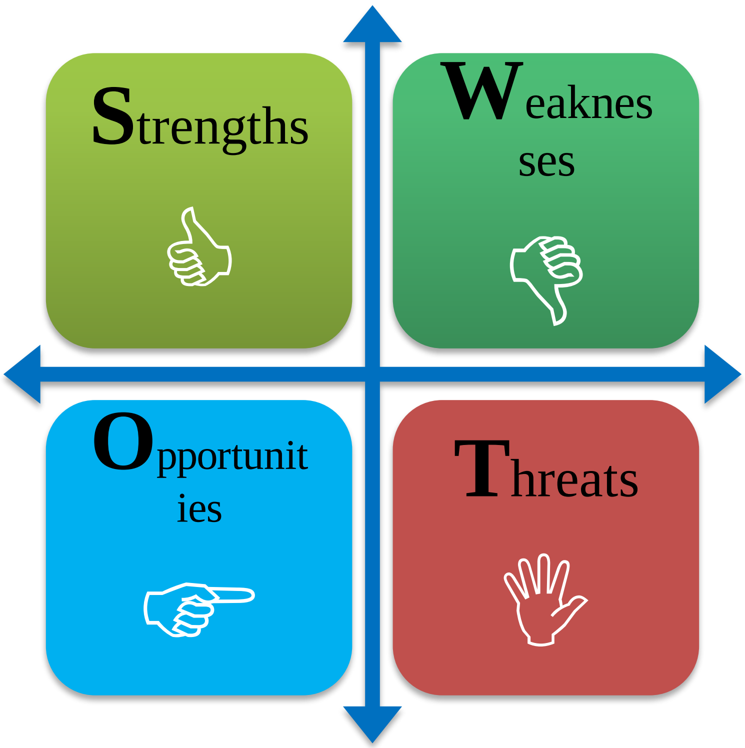

Figure 03 : SWAT analysis of JBL

Strengths:

- As a large bank, it has qualified and experienced manpower
- Janata Bank Made highest profit in the financial year 16-17 among the state owned banks
- Branch locations are suitable for business
- Bank's assets position is quite satisfactory and now there is no fund crisis
- Bank has requisite wealth to sustain in the various challenges of market economy
- A wide range of diversified products lines for the customers
- Being a nationalized banking organization, it always gets government support in all of its operations.

Weakness:

- As many employers retired from the bank, there is a crisis of manpower in the bank
- Bureaucrat official process hampered the daily internal workflow
- Lack of motivation for the workers
- Lack of ATM booths services

- Technology and internet banking system are not up to the mark
- Shortage of skilled workforce.
- In some cases management-employee relation is not good.

Opportunities:

- Expansion of new investment areas
- Opportunity to expand business geographically within Bangladesh and abroad
- Scope for automation that will open a big door of opportunity
- The investment opportunity is arising for export-import business
- In case of fund crisis JANATA Bank gets government support
- The bank undertakes need-based training program
- Day by day people are getting encouraged to deposit and get involved with banking industry

Threats:

- Increasing the number of newly privatized and foreign banks
- Facing a great competition with other commercial banks and non-banking financial institutions
- Increasing significantly Bad Debt and non-performing loans
- Operating costs are increasing gradually
- Changing of government policy
- People are not willing to practice policies properly
- Loan recovery systems are very weak getting difficult day by day

Chapter: 4

Discussion on the study objectives

Chapter 4

Discussion on the study objectives

4.1 To know about Branch level General Banking Activities:

4.1.1 General banking

General banking department performs the core functions of bank, operates day-to-day transactions of banking operation. Every day it receives deposits from customers and meets their demand for cash. It opens new accounts, remits customer's money from one place to another through issuing bank draft, pay order, telegraphic transfer, collects all bills. General banking is also known as retail banking.

■ **General banking of Janata bank consists:**

GENERAL BANKING

Account opening Department
Remittance Department
Cash Department
Clearing Department
Accounts Department

Each and every section of the branch is interrelated with other one not having to be any wrong. So it's not headache only that section which has something wrong, it has to be carried every section. As well, all sections are ready to help each other to perform their activities. The department tries to create interest in customers' mind through why they would come in the bank and what would be the advantage behind this. People are getting interested to deposits in the bank to match time value of the money and have security as well as withdraw their money based on demands and needs by paying cheques. To be principal instruments interest security and different services play as vital role to attract the customers. In fact, there is no relation between banker and customers except transaction related activities. And that's why banker always tries to provide best and unique opportunity to the customer through superior services rather to other banks to hold them.

4.1.2 Customer Services:

In the branch different sections are ready to give the services which are the ultimate solution of the customers. Any information, if customer wants to know, he or she can get it either phone or coming in the bank. But by phone all information is not provided due to maintain security.

Normally what amount of money in their (customer) account, to open an account what should be followed, when can be taken cheque book and deposit book, what the condition of interest rate, how money can be transferred to other bank etc. This type of services bank provided to the customer.

People always want to get the customer service as early as possible. JBL wants as fast as possible they will offer the services to the customer rather than other banks holding own position and go forward more by superior services through smiling face as well as well behaving what they need. Sometime which facilities (products) have been come in new way for the customers and helpful are informed.

To develop customer service more, sometimes they are asked what their expectation to the bank about it is. If it is possible manager tries to add with customer service.

Therefore info provider has to be always spirited and active to provide just in time. These services and account opening to provide executive officer basically is active in the REB Branch.

4.2 To know the products and services of JBL:

4.2.1 Products:

Janata Bank is providing various products for the need of the customers. The bank provides some deposit accounts and loan facilities.

Table-03: Product of JBL

Deposits Products	Loans & Advances Products
• **Current Deposits** • **Savings Bank Deposits** • **Scheme Deposits** • **Term Deposits** • **Special Notice Deposit**	• Agriculture Loan Programs • Specialized Loan Program • Rural Credit • Cash Credit(Hypo) • Cash Credit(Pledge) • Export Cash Credit • Secured Overdraft(SOD) • Export Oriented Industry Term/Project Financing • Working Capital • Export Financing • Import Financing • Trade Financing • Education Loan • Commercial real estate Loan • Consumer Financing

4.2.2 Services provided by JBL:

Table-04: Service of JBL

Utility Service	Financial Service(Foreign Remittance)
• **Gas Bill Collection** • **Electricity Bill Collection** • **Telephone Bill Collection** • **Water/Sewerage Bill Collection** • **Municipal Holding Tax Collection** • **Port Bill Collection** • **Land Rent Collection**	• Online Speedy Remittance • Maintaining NRT Account • Foreign MT • Foreign Remittance • Foreign Demand Draft • Collection of Draft, Cheque, TC • Foreign Currency Endorsement
Service to the Government	**Other Service**
• **Sale of Prize bond** • **Sale of Sanchay Patra(SP)** • **Sale of Wage Earner Bond(WEB)** • **Vat Collection** • **Tax Collection** • **Excise Duty Collection** • **Pension Payment Service**	• Locker service • Debit card service • Credit card service • SME banking • Sale of lottery Ticket • Foreign Currency Buying and Selling • ATM, Bangladesh Automated Clearing House(BATCH) • Real Time Gross Settlement(RTGS), • Green Banking

4.3 To know the credit system of JBL:

■ Loans and Advance facilities provided by JBL:

- Agriculture Loan Programs
- Specialized Loan Program
- Rural Credit
- Cash Credit(Hypo)
- Cash Credit(Pledge)
- Export Cash Credit
- Secured Overdraft(SOD)
- Export Oriented Industry Term/Project Financing
- Export Financing
- Import Financing
- Trade Financing
- Education Loan
- Commercial real estate Loan
- Consumer Financing
- Green Financing
- Industrial Financing

■ Rate of interest in different types of loan and advance:

According to Instruction circular No. 830/18 date:08.08.2020 rate of interest in different loan and advance scheme are mention bellow:

Table-05: Interest rate of JBL

Type of Loan and Advance	Rate of interest
• Agriculture Loan Programs	9.00
• Specialized Loan Program	7.00
• Rural Credit	
• Cash Credit(Hypo) • Cash Credit(Pledge)	9.00
• Export Oriented Industry Term/Project Financing	9.00
• Export Financing	9.00

• Import Financing	9.00
• Education Loan	9.00
• Commercial real estate Loan	12.00
• Consumer Financing	11.00
• Green Financing	9.00
• Industrial Financing	9.00

■Corporate Rating Status:

Rating Mode	Long Term	Short Term
Entity Rating as Government Supported Bank	AAA	ST-1
Entity Rating as Commercial Bank	A	ST-2

4.4 To gain practical knowledge in banking:

At competitive market, to survive strongly is much more challenging and difficult. To hold own exultancy, JBL beside traditional services has launched new products and services through customization. JBL what they provide is given below:

4.4.1 Deposit Department

■ Account opening:

To start the transaction permanently in a Janata Bank registration should be maintained which is account opening. One of Officer (Executive officer) is always ready to provide this type of service by account opening one considered as own and loyal client to the bank. Therefore it wants to retain this customer for a long time providing superior services.

Generally to open any account first of all collecting the form filling account holder's name, father' name, mother's name, date of birth, citizenship, religion, present and permanent address and signature. Introducer's approved should be mandatory and filling nominee's information like A/C holder in the form. After this task he or she will be given a photocopy of voter ID card/valid passport/Nationality Certificate and three copies photographs (two for A/C holder and another one for nominee). Then officer will check it and give an A/C no. as well deposit book to deposit money in the A/C no. Then the respective officer inputs data into Easy Banking Software. Then he prints thanks letter for introducer and A/C holder and sends these letters in respective address to verifying addresses of introducer & A/C holder. After verifying A/C holder's address the officer issue cheque books to withdraw money.

■ **Account Closing:**

For two reasons, one can be closed. One is by banker and other is by the customer.

By banker: If any customer doesn't maintain any transaction within six years and the A/C balance becomes lower than the minimum balance, banker has the right to close an A/C.

By customer: If the customer wants to close his A/C, he writes an application to the manager urging him to close his A/C.

But in practice, normally the customers don't close A/C willingly. At times, customers don't maintain any transaction for long time. Is this situation at first, the A/C becomes dormant and ultimately it is closed by the bank.

4.4.2 Remittance Department:

Remittance of funds is a very crucial service of JBL. It aids to remit fund from one place to another place on behalf of its customers as well as non- customers of bank. JBL has its branches in the major cities of the country and therefore, it serves as one of the best mediums for remittance of funds from one place to another.

- Payment Order Issue/Collection
- Demand Draft Issue/Collection
- IBC/OBC/LBC Collection.

■ Payment Order Issue/Collection:

The pay order is an instrument issued by bank, instructing itself a certain amount of money mentioned in the instrument taking amount of money and commission when it is presented in bank. Only the branch of the bank that has issued it will make the payment of pay order.

The procedures for issuing a Pay Order are as follows:

→ Deposit money by the customer along with application form.

→ Give necessary entry in the bills payable (Pay Order) register where payee's name, date, PO no, etc. is mentioned. Prepared the instrument.

→ After scrutinizing and approval of the instrument by the authority, it is delivered to customer.

→ Signature of customer is taken on the counterpart.

■ Demand Draft (DD) Issue:

The person intending to remit the money through a Demand Draft (DD) has to deposit the money to be remitted with the commission which the banker charges for its services. The amount of commission depends on the amount to be remitted. On issue of the DD, the remitter does not remain a party to the instrument: i) Drawer branch ii) Drawee branch iii) Payee. This is treated as the current liability of the bank as the banker on the presentation of the instrument should pay the money. DD will be paid only by the drawing branch or paying branch. The banker event on receiving instructions from the remitter cannot stop the payment of the instrument. Stop payment can be done in the following cases:

Loss of draft before endorsement: In this case, "Draft reported to be lost, payee's endorsement requires verification" is marked. Loss of draft after endorsement: In this case, the branch first satisfies itself about the claimant and the endorsement in his favor.

■ OBC/IBC/LBC Collection :

JBL collect money on behalf of its customers as well as non- customers of bank from different banks. It is a very vital service given by JBL.

■ **Online Banking Services:**

Now JBL started test basis online banking service in all branches. As a result customer of one branch will deposit or withdrawal his/her money through any other branches of JBL at cheapest cost or service charges. Here it is mentioned that online facilities are available for Current Deposit A/Cs, Savings Deposit A/Cs & Special Notice A/Cs only.

4.4.3 Accounts Department:

Account Department plays most vital role in Banking. Accounts Department is a department with which each and every department is related. It records the profit & loss A/C and statement of assets and liabilities by applying of book-keeping. The functions of it are theoretical & computerized based. SBL REB Branch records its accounts daily, weekly, and monthly every record.

Basically Accounts Department is not alone. Accounts department is a mix of as follows :

1.Cash
2.Transfer
3.Clearing

■ **Cash:**

This section of any branch plays very significant role in Accounts Department. Because, it deals with most liquid assets of the JBL. This section receives cash from depositors and pay cash against cheque, draft, PO, and pay in slip over the counter. Every bank must have a cash counter where customer withdrawn and deposit their money. When the valued client's deposit their money at the cash counter they must have to full fill the deposit slip his/her own, then they sing as the depositor option's then they deposit their money through cash officer at the cash counter. There are several types of deposit slip as follows:

- Current Deposit A/C Slip,
- Saving's Deposit A/C Slip
- Pay order Slip
- Demand Draft Slip
- Online Deposit Slip

After paying this kinds of slip, the valued client waits for the deposit slip book outside of the cash counter. The Deposit officer the money in their account through computer software, while the depositors account credited, then he puts a seal in the deposit slip.

■ Transfer:

Basically transfer is a type of register maintaining matter. In this register officer write down every day transactions in Debit and Credit side then the officer calculate both the side of the register if both side shown same amount, it means that the total day's transaction is completely okay. Transfer is not a critical sector in banking but it is very important. Transfers play a vital role in banking sector.

■ Clearing:

Clearing is one of the crucial parts of banking. Different cheques of banks come from different clients to pass through clearing. In this case this cheques are sent to the head branch to get advice whether it will be passed or not and for that it takes minimum one day to credit his or her account.

Chapter: 5

Conclusion and Recommendations

Chapter-5

Conclusion and Recommendations

5.1 Conclusion:

Banks play a vital role in the economic development of the country. The popularity of banks is increasing day by day which leads to increase competition as well. Currently 63 Banks are operating in Bangladesh. All the Commercial banks are offering almost the same products and services and almost same their operation system. But the ways they provide the services are different from each other.

So people choose their Bank according to their satisfaction and need. And they will prefer the bank of which service is easily accessible and understandable. One the other hand, Bank innovate new products and services to attract their desired customers. Janata Bank Limited also has different types of Credit Program.

To conclude this report it can be said that it was a great opportunity to study the operational activities of JBL. Having passed three months in JBL Tongi Corporate Branch, I have learned many activities practiced in the bank. Since the working areas were in Deposit collection activities the report may not cover all the practices of the branch. The work experience in Tongi Corporate Branch was very interesting and this experience will help me in great deal in my future life.

Janata Bank Limited is operating its branches on conventional based banking. Janata Bank Limited also a pioneer in online customers services, foreign exchange and distinctive loan offerings. In these ways JBL is helping in accumulating domestic savings, resource mobilization and creating job opportunities for many people which will gear up the economy as a whole.

Without bank's cooperation it is not possible to run any business or production activity in this age. The job environment is very good at JBL Tongi corporate Branch. At the same time the service which the bank provides to its customers are very prompt and quality ones compare to other foreign and private banks. So Janata Bank Limited will survive in the banking sector with the slogan "your committed trusted partner**".**

5.2 Recommendations:

1. **Renovation of customer service:**
   Janata bank should make its service prompt so that people need not give more time in the banking activities and fell easy to perform all respective activities. Moreover they have to come up with new facilities and offer which will attract more client and help to ensure their premium as well as loyal customer forever. Therefore they have to ensure-

   - The working process faster with better computers and operating systems.
   - Trained, experienced, smart, knowledgeable as well as intellectual personnel to provide fastest and the best services.
   - Individual attention can be given to customers in order to better understand the customer's needs and better satisfy them (Cheques, deposit slips are not written properly by the customers so the employees have to do that).
   - More ATM booth in merchant location.
   - More Gifts, Discounts as well as differentiated interest rates on several loan and deposit schemes for the Premium Customers.
   - Car parking facility.

2. **Ensure Proper Division of Labor and man power:**
   The human resource departments of Sonali bank have to ensure proper division of labor in desk for handling the rash of customer in an efficient way. Therefore based on importance and work load they have to ensure proper division of labor. Moreover by increasing the numbers of personnel try to maintain the premium banking objective. Mainly the number of human resources is needed in Front Desk and in clearing section which really insufficient for giving services to huge number of customers.

3. **Ensure Proper compilations & Maintenance of Files:**
   Ensuring proper customer service is a continuous process in banking business. Which is vital for it success. The service starts from the first day of customer interaction with banker. To know customer, maintain interaction, conducting banking activities for the security purposes the file maintenance of individual client is most important. If one single paper is missing then it can create a big problem as well as hazard to both banker and their customer.

Therefore both branch management and all personnel should more conscious about the proper compilations as well as decoration for keeping important files.

4. **Ensure availability of Machineries:**
   Every department should ensure the availability and proper maintenance of necessary machines like photocopy and printing machines.

5. **Ensure employee satisfaction:**
   Management of the bank has to provide time to time recognition of their employee. Moreover short probationary period and on time promotion motivated the employee to perform well in their day to day activities. But the most important thing is the overall motivational activities should be proceeding under fair judgment based on performance rather internal politics. In addition through assurance of proper division of labor, incentive for over duty and mandatory leave help to overcome huge working load and enjoy a sound as well as healthy life. Besides good relationship amongst employee and sound working environment also help the employee to be satisfied with their job.

6. **Ensure proper promotional activities:**
   They must prepare an organized set of plan regarding the advertising and promotional activities which should include billboards, internet advertising and sponsorship. The sales team and officers should provide periodic training on interacting and dealing with different classes of potential and existing customers.

7. **Ensure effective computer literacy:**
   As the bank is now mostly depends on computer therefore to increase the computer skills of employees, the bank should provide training. Though they have knowledge about computer but it is not enough. So bank should provide training to their employees to make them efficient in computer.

8. **Ensure of proper Decoration and expanded office area :**
   Tongi corporate branch authorization should have to be more conscious and innovative in their interior decoration to attract client from all ages. As Tongi area is the business area so the rush of client is the common scenario of this branch so the space should be extended for conducting and performing sound banking activities, service as well.

Chapter: 6
Internship Experience

Chapter : 6

Internship Experience

6.1 Experience related to work, workflow and people met:

I did my three month internship program in Janata Bank Ltd, Tongi corporate branch, Gazipur. During my internship program, I gained lots of experience about corporate environment. The report has been prepared on the basis of experience gathered during the period of internship. Within this time of period, I mainly worked with departments namely General Banking and Deposit Section. I have done many pending works of the Deposit section, regular customer service and I have done different types of tasks in different desks whenever they assigned me to do. My internship experience are given below:

■ **Account opening:**

To start the transaction permanently in a Janata Bank registration should be maintained which is account opening. One of our Officer Executive officer is always ready to provide this type of service by account opening one considered as own and loyal client to the bank.

■ **Account Closing:**

For two reasons, one can be closed. One is by banker and other is by the customer.

■ **Payment Order Issue/Collection:**

The pay order is an instrument issued by bank, instructing itself a certain amount of money mentioned in the instrument taking amount of money and commission when it is presented in bank. Only the branch of the bank that has issued it will make the payment of pay order.

■ **Issuing of Pay Order:**

The procedures for issuing a Pay Order are as follows:

►Deposit money by the customer along with application form.

►Give necessary entry in the bills payable (Pay Order) register where payee's name, date, PO no, etc. is mentioned. Prepared the instrument.

►After scrutinizing and approval of the instrument by the authority, it is delivered to customer. Signature of customer is taken on the counterpart.

■ **Demand Draft (DD) Issue:**

The person intending to remit the money through a Demand Draft (DD) has to deposit the money to be remitted with the commission which the banker charges for its services. The amount of commission depends on the amount to be remitted. On issue of the DD, the remitter does not remain a party to the instrument: i) Drawer branch ii) Drawee branch iii) Payee. This is treated as the current liability of the bank as the banker on the presentation of the instrument should pay the money. DD will be paid only by the drawing branch or paying branch.

Charges:

A commission of 0.10% is taken on the draft value & 15% vat on DD commission & Tk.25/= is taken as postal charge.

■ **Demand Draft (DD) Collection:**

To cancel an issued DD, the client has to submit an application. Then DD issuing branch sends a request letter to drawn branch to caption mark as “DD Cancel/Lost” in respective register. Issuing branch then sends an Inter Branch Debit Advice (IBDA) to the drawn branch against previously issued IBCA for reconciles the amount.

■ **Online Banking Services:**

Now JBL started test basis online banking service in eight branches. As a result customer of one branch will deposit or withdrawal his/her money through any other branches of SBL at cheapest cost or service charges. Here it is mentioned that online facilities are available for Current Deposit A/Cs, Savings Deposit A/Cs & Special Notice A/Cs only.

6.2 Significant pleasant and unpleasant/ Findings :

On the Basis of analysis and practical experience on three month internship period, the following finding observed:

1. Lack of update products is a drawback of the deposit collection of the Janata Bank Limited.
2. From the observation of various deposits accounts I find that Fixed deposit amount as well as the number of accounts in increasing dramatically day by day.
3. No cost deposit account such as Current Deposit Account is not increasing.
4. New products such as student loan, medical loan, marriage loan are not available in Janata Bank Limited.
5. The authority should more concern about current account and fixed deposit because the chart and graph shows that Fixed accounts increase but level of interest is high and other deposit accounts is not increasing rapidly.
6. The account opening department needs more staff for smooth working because account opening department is very busy and need more employees to better service for the customer.
7. From the clients view, introducer is one of the problems to open an account.
8. They face troubles with those clients who have not enough knowledge in banking transactions and banking rules.
9. As the deposit is heart of running the banking activities Janata Bank Limited deposit growth not good. Because Janata Bank Limited deposit rate is low.
10. Should be available the valuable things in the branch. For instant, pen stand, visiting card, calendar, Diary, Table clock, Gift items to their valuable beneficiary.
11. Lack of proper training arrangement of employees.

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Appendix

SB = Savings

CD = Current Deposit

FDR = Fixed Deposit

PO = Pay order

IT = Information Technology

BEFTN = Bangladesh Electric Fund Transfer Network

RTGS = Real Time Gross Management System