Internship Report

on

General Banking Activities of Jamuna Bank Limited

Submitted To

Professor Abul Kalam
Dean, Faculty of Business
Sonargaon University (SU)

Submitted By

Rakib Hossain
ID : BBA 1903018004
Major : Accounting
Semester : Summer 2023
Sonargaon University (SU)

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Letter of Transmittal

September 16, 2023

To

Professor Abul Kalam

Dean, Faculty of Business

Sonargaon University (SU)

Subject: Submission of Internship Report

Dear Sir,

It is a great pleasure that you have given me an opportunity to submit the report on **General Banking Activities of Jamuna Bank Limited** which was the topic of my Internship Program. I have completed my Internship period with Jamuna Bank Limited (Uttara Branch).

I believe that this internship program has given me a vast opportunity to enrich both of my knowledge and experience. I made my best effort to fulfill the objective of the report and believe that it will meet your expectation.

In preparing this internship affiliation report I have complied with the instructions of my organizations supervisor while at the same time I tried to follow the guideline given by you. I also tried to apply relevant concepts I learnt from MBA program. I will be glad to clarify any discrepancy that may arise.

I, therefore, hope that you will enjoy reviewing this report.

Sincerely yours

Rakib Hossain
ID : BBA 1903018004
Major : Accounting
Semester : Summer 2023
Sonargaon University (SU)

Supervisor Certificate

The Internship Report entitled "**General Banking Activities of Jamuna Bank Limited** has been submitted to the Department of Accounting and Information Systems, in partial fulfillment of the requirements for the degree of Masters of Business Administration, Faculty of Business Administration on September 2023 by Rakib Hossain ID : BBA 1903018004 The report has been accepted and may be presented to the Internship Defense Committee for evaluation.

(Any opinions, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

_____

Professor Abul Kalam
Dean, Faculty of Business
Sonargaon University (SU)

Student Declaration

I, Rakib Hossain ID : BBA 1903018004 hereby declare that the report of internship paper namely **General Banking Activities of Jamuna Bank Limited** by me after completing the inspection with all the data by myself.

I also declare that this paper is originally worked and prepared by myself for academic purpose which is a part of BBA- internship paper, and the paper may not be used in actual scenario.

Rakib Hossain
ID : BBA 1903018004
Major : Accounting
Semester : Summer 2023
Sonargaon University (SU)

Acknowledgement

I would like to pay my sincere gratitude to almighty Allah for giving me adequate patience and knowledge to prepare this report. In the effort to venture into the world of Corporation, this project has not only been an amazing guideline for my future, but also, it has taught me to deal with real life corporate issue like never before. In this little but significant journey of mine through this path, I have come across people who have immense contribution in the reaching of our destination. My heartiest gratitude to Professor Abul Kalam for kindly allowing me to prepare this report and thereby I got the exposure of real life management rather than confining on both covers of the book. My Internship placement at General Banking Department of Jamuna Bank Limited is a step towards fulfilling this commitment by giving students an opportunity to get ready for the real world before they enter their practical life. I am also grateful to my family members and friends for their selfless support and encouragement to fulfill my objective.

Executive Summary

This paper entitled **General Banking Activities of Jamuna Bank Limited** originated from the fulfillment of the internship program. I was placed at General Banking Department of Jamuna Bank (Uttara Branch) in Dhaka and have gained knowledge about practical working experience of the real life with a closer look. It is very much important to match the academic knowledge with the practical one. Commercial banks play an important role in the financial system and the economy of a country as it allocate funds from savers to borrowers in an efficient manner. According to W. Hock, "Bank is such an institution which creates money by money only." They are considered as to be the life-blood of modern economy and financial services provided by the banks help to run the wheel of the economy to move forward thus making the overall economy more efficient. They become the effective partners in the process of economic development and growth.

A bank divides its operation mainly in three parts like General Banking, Loan & Advances and Foreign Exchange. Among these General Banking is one of the most important functions performed by a bank which acts as a foundation between banker-customer relationships. Jamuna Bank Ltd. provides all kinds of banking services like other banks. The major service area are receipt and payment of cash, clearing and remittance of bills, giving loans and advances, accounts opening, inward and outward mails, foreign exchange transactions etc. Jamuna Bank is offering different types of Deposit scheme, Monthly Benefit Scheme, Monthly Saving Scheme, Marriage Deposit Scheme, Double Growth Deposit Scheme, Education Saving Scheme, and Millionaire Deposit scheme are the most popular offers that are completely new innovation in the banking sector and widely accepted by the clients. This paper includes real life experience of working in Jamuna Bank which includes general banking activities such as- cheque requisition, dormant account activation, account statement, clearing, cash deposit and cash receipt etc. Beside general banking department there are other departments such as- credit/advance department and foreign exchange department. Some problems were identified which were included in the report and accordingly some suggestions were proposed at the end of the report.

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1.1 Background of the Report

Internship program so called work attachment program is essential for every student because it helps him or her to acquaint with the real life situation. This report is a requirement for the degree of Bachelor of Business Administration (BBA) of Sonargaon University . The primary goal of internship is to provide an on-the-job exposure to the student and an opportunity for translation of theoretical conceptions in practical situation. On the other hand banking sector is one of the fastest growing sectors in our country. There are sixty three banks operating which includes local and foreign venture. As we know that banks are the most important institutions for the economic development of any country. This report consists of a major in depth study of the general banking activities of Jamuna Bank Limited. The General Banking department is one of the vital parts for financial institution. It is linked with all other department. So it is very important to have an effective and sound management System in banking business. **As internship program is a perfect blend of the theoretical and practical knowledge,** keeping this in mind the internship program was being included in the MBA curriculum. The goal of this program is to provide experience for the student about how to deal in a corporate environment and also to provide an opportunity for applying classroom knowledge in practice.

The BBA program of Sonargaon University is designed to focus on theoretical and Professional development of students who are open to take up business as a profession as well as service as a career. Internship reports are a requirement for the completion of the BBA program. This Internship reports is of knowledge and learning become perfect when it is associated with theory and practice. For any business student only curriculum activity is not enough for handling the real business situation, therefore, it is a requirement after the completion of BBA to involve with a business organization to prepare a report. So it is an opportunity

for the students to know about the field of business through the Internship program.

Therefore as an internee in JBL, Mirpur Branch, I shall complete my practice session and prepare the report based on my personal experience, observation and acquired practical and theoretical knowledge, As an BBA student I shall try my level best to cover the SME Loan Disbursement and Recovery Procedures of Jamuna Bank Limited in my report.

As a part of course structure of the Bachelor of Business Administration(BBA) program of LMC, every student have to conduct an internee program in any organization to acquire practical knowledge after completing vast theoretical courses. The main objective of this program is providing practical knowledge to the concerned student. At the end of the program the concerned student ids suggested to prepare a report on the assigned topic by his/her supervisor. I would have the opportunity to complete my report in a well known private bank which is "Jamuna Bank Limited". This program helps me to enhance my analytical skills and scholastic aptitudes.

1.2 Origin of the Report

Now a day, education is not just limited to books and classrooms. In today's world, education is the tool to understand the real world. Practical knowledge has no alternative and **internship program provides perfect opportunity for a student to apply theoretical knowledge in practical field. A three months internship program with a particular organization and a report assigned by the academic supervisor is mandatory for every student of Master of Business Administration of Sonargaon University . I got the opportunity to do my internship in**

Jamuna Bank Limited at Uttara Branch, Dhaka. They posted me at general banking department of that branch. **Throughout my internship period,** Md. Abdul Hakim**, Professor and Chairman,** Department of Accounting & Information Systems of Sonargaon University , was my **academic supervisor.** I was authorized to make a report on the "Jamuna Bank Limited: A look into General Banking Activities". In this report we would be able to identify the overall banking activities and would be able to provide general idea about the general banking activities of Jamuna Bank.

1.3 Objectives of the Report

1.3.1 Broad Objective:

The main objective of the study is to make an observation of activities of General Banking of Jamuna Bank Limited.

The economic and social importance of the General Banking is well recognized everywhere. It is also acknowledged that these sectors in the economy may be under served, especially in terms of Finance. Although there have been numerous schemes and programs in different economic environments, there are a number of distinctive recurring approaches to SME finance.

- Collateral based lending offered by traditional banks and finance companies is usually made up of a combination of asset based finance, contribution based finance, and factoring based finance, using reliable debtors or contracts.
- Information based lending usually incorporates financial statement lending, credit scoring and relationship lending.

- Viability based financing is especially with venture capital.

1.3.2 Specific Objectives:

- ✓ To know about the management system of Jamuna Bank, its formation, functional and financial aspects.
- ✓ To have a clear knowledge about the division and departments of Jamuna Bank at Uttara Branch.
- ✓ To analyze different products and services of Jamuna Bank
- ✓ To apply theoretical knowledge in the practical field.
- ✓ To know the procedure of General banking operation.
- ✓ To observe the working environment in commercial banks.
- ✓ To recommend some suggestions based on findings.

1.4 Scope of the Report

Jamuna Bank Limited is one of the new generation banks in Bangladesh. The topic of the report was "Jamuna Bank Limited: A look into General Banking Activities". As the Internship was conducted at Jamuna Bank Limited., Uttara Branch, the scope of the study is only confined to the day to day activities of this branch. The report covers some general information and Investment functions, bank's Products and Services, Organizational Overview, Management and Organizational Structural Positions of the bank. It also covers overview of the general banking division, processes and other functions. I also tried to find out some of the limitations of the bank and how to solve some of those problems. Therefore I recommended some tactics for the bank to

overcome the problems I found. To prepare the report, I have used both primary and secondary data which was available to me.

1.5 Methodology of the Report

The report has been done by using both primary and secondary data. The primary data has been collected from the employees of the bank and also by observing the works of them during my internship. The secondary data were collected from the annual reports, journals and newspapers. I used journals, brochures, manuals and several books on Finance and Banking to prepare this report.

1.5.1 Population

All sixty three banks operating in Bangladesh constitutes the population of the study.

1.5.2 Sample

The sample includes only one bank- Jamuna Bank Limited. As I have got the opportunity to complete my internship program in Jamuna Bank (Uttara Branch).

1.5.3 Sources of Data

This report is based mainly on observations that I experienced during the internship period. Data required for this report were collected from the annual report of Jamuna Bank. Apart from these, helpful information was collected from online resources. The data have been collected using both primary and secondary sources.

Primary Sources:

- Face to face conversation and in depth interview with the respective officers of the branch
- Personal observation of different activities followed by the officials
- Desk work in different section
- Discussion with the bank's officers
- Discussion with my bank's advisor/ supervisor
- Informal conversation with the client or customers
- Relevant documents related to the study as provided by the officers

Secondary Sources:

- Annual Reports of Jamuna Bank
- Website of Jamuna Bank
- Different procedure manual published by Jamuna Bank
- Various books and articles regarding general banking function, foreign exchange operations and credit policies
- Periodical published by Bangladesh Bank

1.6 Limitation of the Report

It was a great opportunity for me to work in Jamuna Bank Limited as an Intern and make a report on the "Jamuna Bank Limited: A look into General Banking Activities". As I am student it was not possible for me to collect all the necessary information. The officers were very co-operative but they were too busy to give me time to gather knowledge about all the practical activities. In spite of having the wholehearted effort, there were some limitations which include-

⇒ In Uttara branch of Jamuna Bank Ltd. although I worked in the General Banking Department but the main activity for me was to work in the account opening section and to fill the form correctly for which I can't gain insight on other general banking activities.

⇒ The bank employees were so busy all the time that they could not help me much to gather knowledge about all the practical activities.

⇒ As I have done this kind of report for the first time it was difficult for me to organize the report in a proper manner. Omission and error may be there due to lack of experience during preparation of this report.

⇒ Because of limited time many aspects couldn't be covered and dropped out of the report which disables many opportunities for a comprehensive study.

⇒ Another limitation of the report is bank's policy. There are various information that the bank officers didn't provide due to security issue and confidentiality regarding corporate obligations.

⇒ The study of such a short course of time may not reflect the actual scenario.

2.1 Background of the Organization

Jamuna Bank Limited is a Banking Company registered under the Companies Act, 1994 with its Head Office at Chini Shilpo Bhaban, 3, Dilkusha C/A, Dhaka-1000. The Bank started its operation from 3rd June, 2001.

The Bank provides all types of support to trade, commerce, industry and overall business of the country. Jamuna Bank's finances are also available for the entrepreneurs to set up promising new ventures. Jamuna Bank, the only Bengali named 3rd generation private commercial bank, was established by a group of local entrepreneurs who are well reputed in the field of trade, commerce, industry and business of the country.

The Bank offers both conventional and Islamic banking through designated branches. The Bank is being managed and operated by highly educated and professional team with diversified experience in finance and banking. The Management of the bank constantly focuses on understanding and anticipating customers' needs. Since the need of customers is changing day by day with the passage of time, the bank endeavors its best to device strategies and introduce new products to cope with the change. Jamuna Bank has already achieved tremendous progress within its past 16 years of operation. The bank has already built up reputation as one of quality service providers of the country.

Jamuna Bank provides maximum importance to customers and strives to provide financial solutions best suited to their need. Corporate banking team comprises of highly skilled and experienced relationship managers who are capable to focus on clients' financial requirements and able to provide customized solutions. Jamuna Bank, a leading issuer of Debit and Credit cards in Bangladesh.

At present the Bank has real-time Online banking branches (of both Urban and Rural areas) network throughout the country having smart IT-backbone. Besides traditional delivery points, the bank has 215 ATMs of its own, sharing with other partner banks and consortium throughout the country.

2.1.1 Profile of the Company

Name	Jamuna Bank Limited
Legal Status	Public Limited Company
Date of incorporation	2001
Registered Address	Jamuna Bank Limited Head Office Hadi Mansion, 2 Dilkusha C/A, Dhaka
Formal launching of the Bank	3rd June, 2001
Listed with DSE	April 12, 2006
Listed with CSE	April 17, 2006
Authorized Capital	10,000.00 Million BDT
Paid up Capital	6,141.2 Million BDT
Total Assets	168,418.30 Million BDT
Total Liabilities	152,569.66 Million BDT
No. of branches	112
No. of ATM's	215
No. of employees	2443
Credit Rating	Long Term: AA2 Short Term: ST 2
SWIFT	JAMUBDDH
E-Mail	info@jamunabank.com.bd
Web	www.jamunabankbd.com

Source: JBL Annual report 2016.

2.2 Vision, Mission and Core Values

2.2.1 Vision

To become a leading banking institution and play a significant role in the development of the country

2.2.2 Mission

The Bank is committed to satisfying diverse need of its customers through an array of product at a competitive price by using appropriate technology and providing timely service so that a sustainable growth, reasonable return and contribution to the development of the country can be ensured with a motivated and professional work-force.

2.2.3 Corporate Slogan

"You Are Partner for Growth"

From the slogan it is clear that Jamuna Bank treats its customers as its partner. It explains that the bank is trying to build a relationship which will last long and will help to grow the bank for the betterment of the growth of the bank so that it can also contribute to the country's economic development and growth.

2.2.4 Core Values

- ✓ Trust
- ✓ Integrity
- ✓ Commitment
- ✓ Business Ethics
- ✓ Quality
- ✓ Fairness
- ✓ Teamwork
- ✓ Respect
- ✓ Courtesy
- ✓ Harmony
- ✓ Unique Culture
- ✓ Responsible Corporate Citizen

2.3 Strategic Objectives

- ✓ Delivering customer's desired products and services to create true customer's value.
- ✓ Bringing unbanked people into our delivery channels.
- ✓ Focusing on export of both traditional and non-traditional items and remittance to ensure a comfortable position of foreign exchange all the time.
- ✓ Ensuring organizational efficiency by continuous improvement of human capital and motivation level, dissemination of information and thereby ensuring a very congenial environment.
- ✓ Doing businesses that have higher risk adjusted return.

- ✓ Maximizing shareholders' value at all times alongside ensuring a sustainable growth of the organization.
- ✓ Focusing on maintenance of assets quality rather than its aggressive expansion.
- ✓ Pursuing CSR activities for our continued support to future generation, distressed people and for advancement of under privileged people of the country.
- ✓ Changing the deposit mix thereby reducing the cost of deposits.
- ✓ Establishing the brand image as a growth supportive and pro-customers bank.
- ✓ Ensuring all modern alternative delivery channels for easy access to our services by customers.
- ✓ Strengthening Risk Management techniques and ensuring compliance culture.
- ✓ Restructuring existing products and introducing new products to meet the demand of time and the target group.
- ✓ Remaining aware and conscious about the environment and support the maintenance of a 'green' environment.

2.4 Objectives of the Bank

- ❖ To earn and maintain CAMEL Rating 'Strong'.
- ❖ To establish relationship banking and improve service quality through development of Strategic Marketing Plans.
- ❖ To remain one of the best banks in Bangladesh in terms of profitability and assets quality.
- ❖ To introduce fully automated systems through integration of information technology.
- ❖ To ensure an adequate rate of return on investment.

- ❖ To keep risk position at an acceptable range (Including any off balance sheet risk).
- ❖ To maintain adequate liquidity to meet maturing obligations and commitments.
- ❖ To maintain a healthy growth of business with desired image.
- ❖ To maintain adequate control systems and transparency in procedures.
- ❖ To develop and retain a quality work force through an effective Human Resources Management System.
- ❖ To ensure optimum utilization of all available resources.
- ❖ To pursue an effective system of management by ensuring compliance to ethical norms, transparency and accountability at all levels.

2.5 Ethical Principles and Corporate Culture

2.5.1 Ethical Principles

- ✓ Strictly comply with all rules and regulations.
- ✓ Provide fair treatment to all stakeholders.
- ✓ Maintain strict secrecy of customers' accounts.
- ✓ Listen to customers and work to serve their needs.
- ✓ Provide adequate disclosure of corporate information and operation results to shareholders for taking suitable investment decision.
- ✓ Ensure work under highly motivated team spirit and fellowship bond.
- ✓ Do not encourage projects which are not environment friendly.
- ✓ Extend financial assistance to poor, helpless and distressed people as well as provide donation/sponsorships to sports, culture, and health-care and community development ventures as we are responsible corporate citizen of the country.

2.5.2 Corporate Culture

Employees of Jamuna Bank share certain common values, which helps to create an organizational culture. These cultures are as follow:

- The client comes first.
- Search for professional excellence.
- Openness to new ideas and new methods to encourage creativity.
- Quick decision making.
- Flexibility and prompt response.
- A sense of professional ethics.

2.5.3 CSR Activities

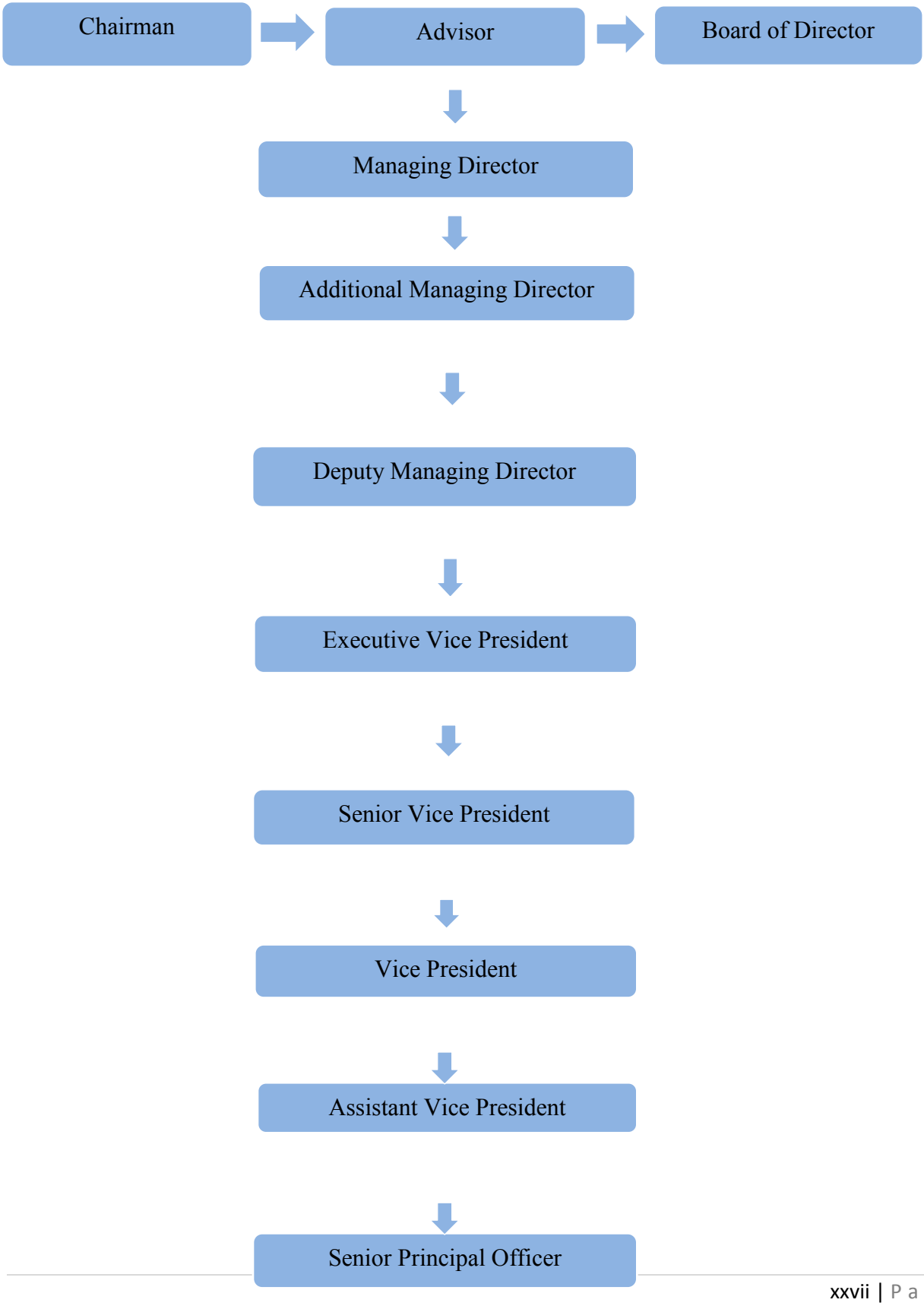
Over the past years Jamuna Bank has taken forward their commitment to a structured and integrated approach to sustainability by developing group-wide CSR focus areas at the core of their business. Jamuna Bank has played important role in the field of Corporate Social Responsibilities with the object to contributing for the cause of underprivileged segment of the society and for socio-economic development of the country. The task of fulfilling the commitment towards the society is undertaken by Jamuna Bank Foundation since inception in the year 2007. The Bank made provision for Jamuna Bank Foundation at 3.00% on pretax profit of Jamuna Bank Limited. As Jamuna Bank's non-profit subsidiary, Jamuna Bank Foundation has a unique role to play, providing leadership and making a difference for CSR in the Country. Some of the activities include-

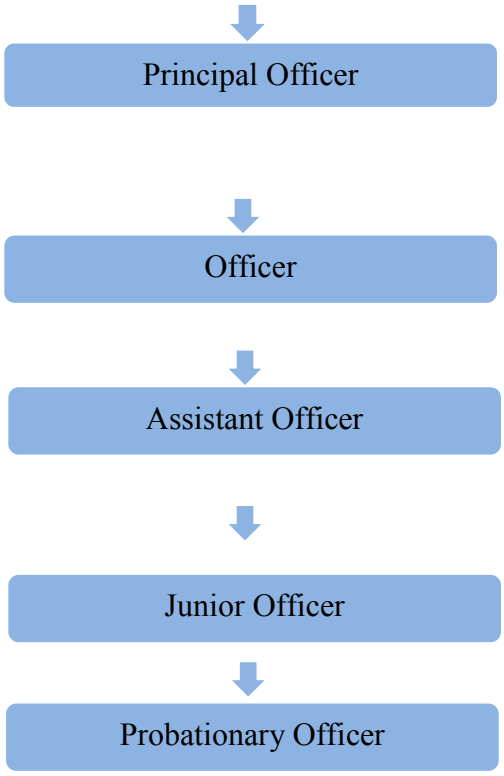
- ✓ Scholarship for the unprivileged & disabled but meritorious students

- ✓ Free medical camps are organized for the people of the society, who have no such ability to get medication/ treatment. Jamuna Bank Foundation organized free Eye Camp, Diabetes, Gynae and General treatment services with providing medicine at different areas of the country each year.
- ✓ Jamuna Bank Foundation organized a Free Medical Service Centre at Bishwa Ijtema to serve the Muslims like every year. About 25,084 no. muslims get free service at Bishwa Ijtema during the year 2016.
- ✓ Jamuna Bank Foundation every year distributes free blankets countrywide among distressed people as a part of its social responsibility. During the year 2016, Jamuna Bank Foundation distributed 37,500 piece blanket to the cold prone destitute.
- ✓ An Art Competition for the children was held with the endeavor & finance of Jamuna Bank Foundation at IDEB Bhaban, Dhaka.
- ✓ Jamuna Bank always gives priority and emphasizes on religious spirit and belief of the Muslim Community. To discharge the responsibility towards religion organized seminar each year on "Importance of Holy Ramadan & Qirat Competition Program".
- ✓ With its initiative and finance Jamuna Bank Foundation distributed relief among the people affected by flood and river-erosion at 03 Union of Islampur Thana of Jamalpur District. A total of 2000 Reliefpackages, which is worth of more than BDT 12 lac, were distributed among 2000 afflicted families. Also distributed relief among the people affected by flood and river-erosion at Chilmarir Char, Nayarhat Char and Jor Gasaghat of Chilmari Upazila of Kurigram District. A total of 3000 Relief-packages, which is worth of more than BDT 17 lac.

- ✓ Jamuna Bank Foundation has started the construction works of Old home at Mekail Nagar, Keranigonj. A local business man AL-Haj Zulhash donated 10 bigha land for establishing this Old Home.
- ✓ Jamuna Bank Institute of Information, Communication & Technology" (JBIICT) an initiative of Jamuna Bank Foundation was inaugurated with a simple ceremony at National Plaza, 109, Bir Uttam CR Datta Road, Sonargaon Road, Dhaka. JBIICT will give free ICT training to poor but meritorious students.
- ✓ Jamuna Bank Foundation organizes different seminars on "Momentous and Importance of International Mother Language Day", "Importance and Momentous of Great Independence Day", Seminar on Anti Drug.

2.5.4 Structural Position




Principal Officer
Officer
Assistant Officer
Junior Officer
Probationary Officer

2.6 Products and Services

Jamuna Bank offers different types of corporate and personal banking product and service involving all segment of the society within the purview of the rules and regulations as laid down by the central bank and other regulatory authorities. Retail banking mainly consists of two types of products:

1. Deposit Products
2. Loan products

Deposit Products: Mainly three types of deposit products are available:

I. Transactional Accounts

- Current Deposit (CD) Accounts
- Short Notice Deposit (SND) Accounts
- Savings Bank (SB) Accounts
- Special Savings Bank Accounts
- Resident Foreign Currency Deposit (RFCD) Accounts

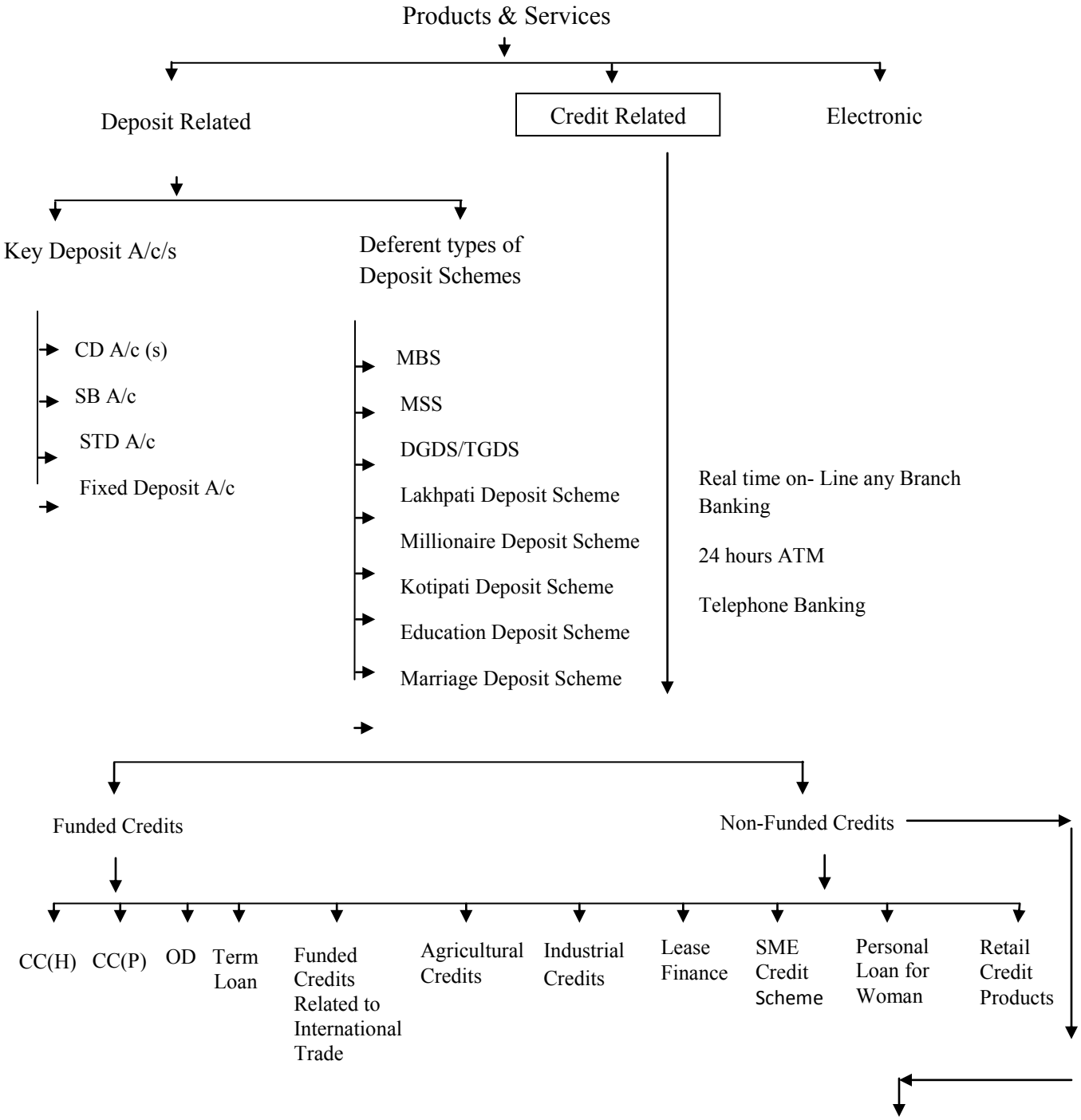
II. Fixed Deposit Receipts

III. Deposit Schemes

- Lakhpati Deposit Scheme
- Millionaire Deposit Scheme
- Kotipati Deposit Scheme
- Double Growth Deposit Scheme (DGDS)
- Triple Growth Deposit Scheme (TGDS)
- Monthly Savings Scheme (MSS)
- Monthly Benefit Scheme (MBS)
- Marriage Deposit Scheme
- Educational Deposit Scheme
- Rural Deposit Scheme

- Mudaraba Hajj Savings Scheme

Loan Products: Seven types of loan products are available: Auto Loan, Any purpose Loan, Personal Loan, Salary Loan, Doctors Loan, Education Loan, and Overseas Job Loan. We can get an idea about different products and services by simply looking at the following figure:





3.1 General Banking Activities

General banking is the most important division for any commercial bank. This division is designed to provide the customers the facilities of depositing money, smoothing transactions for customers and ensure security of the precious wealth of the customers. We know banks stand between ultimate borrowers and ultimate lenders. Banks perform this function in two ways- taking deposits from various areas in different forms and lending that accumulated amount of money to the potential investors in other different forms. General Banking is the starting point of all the banking operations. General Banking department aids in taking deposits from its customers. It is the department, which provides day-to-day services to the customers. it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, demit funds, issue bank drafts and pay orders etc. Since bank is confined to provide the services every day that is why general banking is also known as "retail banking".

General banking is considered as the direct customer service center. Customer service includes providing information to all type of customer queries. Each day many people come to the branch with various types of problems. Some needs information about how to open an account, different requirements that need to be fulfilled during opening an account, DPS related information , FDR related information, account closing information, DPS closing information, how to issue pay order, and any other queries**.**

3.1.1 Functions of General Banking Department

General banking department performs four different types of functions such as front desk or account opening section, cash section, clearing section, accounts section. Those various sections consist of various types of activities under general banking department.

- Front desk or account opening section
- Cash section
- Clearing section
- Accounts section
- Dispatch Section

3.2 Front Desk or Account Opening Section

It is said that, there is no banker customer relationship if there is no account of a person in that bank. Opening an account with the bank binds the banker and customer into a contractual relationship. But selection of customer for opening an account is very crucial for a Bank because fraud, money laundering and forgery start by opening an account. So, the Bank should act cautiously in selection of customers. Account opening section performs several activities such as- acceptance of deposits, opening a new account, closing an account, cheque requisition, issuing cheque book, transfer of an account, account inquiry, issue notice to dormant account, transaction statement, activation of dormant account etc.

3.2.1 Acceptance of Deposits

There are several types of deposit accounts through which the bank receives deposits from its customers. Mainly three types of deposit products are available which are further classified as follows:

I. Transactional Accounts
    - Current Deposit (CD) Accounts
    - Short Notice Deposit (SND) Accounts
    - Savings Bank (SB) Accounts
    - Special Savings Bank Accounts
    - Resident Foreign Currency Deposit (RFCD) Accounts

II. Fixed Deposit Receipts

III. Deposit Schemes
    - Lakhpati Deposit Scheme
    - Millionaire Deposit Scheme
    - Kotipati Deposit Scheme
    - Double Growth Deposit Scheme (DGDS)
    - Triple Growth Deposit Scheme (TGDS)
    - Monthly Savings Scheme (MSS)
    - Monthly Benefit Scheme (MBS)
    - Marriage Deposit Scheme
    - Educational Deposit Scheme
    - Rural Deposit Scheme
    - Mudaraba Hajj Savings Scheme

Current Deposit (CD) Accounts

Current Deposit Account is meant for facilitating day to day transactions of different business entities, nonprofit organizations, Government, Semi Government, Autonomous bodies, Sector corporations and different other organizations/ institutions, club, societies, Trust etc. Opening of the account requires a minimum deposit of TK. 5000.

However, there are no minimum balance requirements and also no ledger fee. Only a half yearly service charge of Tk.500 and Government Excise Duty etc. are applicable. Current Deposit Account facilitates:

- ✓ Free MICR cheque facility
- ✓ Unlimited deposit and withdrawal
- ✓ Free online facilities across the branches
- ✓ Cash management facilities under the prior arrangement
- ✓ Automated clearing facility
- ✓ Electric fund transfer without cheque
- ✓ SMS Banking facility
- ✓ Internet Banking facility
- ✓ Real Time Gross Settlement (RTGS) facility

Necessary Documents needed to open Current Account -

- ➢ Passport size photograph for each account holder and nominee(s)
- ➢ Proof of identification such as national/Voter's ID, Passport or Driving License
- ➢ Tax Identification No (TIN)
- ➢ Trade License
- ➢ An introduction

Short Notice Deposit (SND) Accounts

Short Notice Deposit Account is meant for facilitating transactions on a short intervals of different business entities, nonprofit organizations, Government, Semi Government, Autonomous bodies, Sector corporations and different other organizations/ institutions, club, societies, Trust etc. The account bears an attractive interest on fulfillment of

conditions. Opening of the account requires a minimum deposit of TK. 5000 for urban area and TK. 2000 for rural area. The same deposit needs to be maintained as minimum balance for receiving interest. However, there is no ledger fee. Only a half yearly service charge of BDT500 for urban area and BDT300 for rural area and Government Excise Duty etc. are applicable.

Savings Bank (SB) Accounts

Savings Bank Deposit Account is meant for individual savers. The account bears an attractive interest on fulfillment of conditions. Opening of the account requires a minimum deposit of TK. 2000 for urban area and TK. 500 for rural area. The same deposit needs to be maintained as minimum balance for receiving interest. Yearly service charge is applicable as per Bangladesh Bank's rules.

Savings Bank Deposit Account facilitates:

- MICR cheque facility
- Debit Card with wider ATM/ POS access
- Limited number and amount of monthly withdrawal allows receipt of interest accrued payable on a half yearly basis
- Free online facilities across the branches
- Automated clearing facility
- Electric fund transfer without cheque
- SMS Banking facility
- Internet Banking facility
- Real Time Gross Settlement (RTGS) facility

Necessary Documents needed to open Savings Account -

- Two copies of passport size photographs of account holder
- One copy of passport size photograph of the nominee
- A valid identification proof like passport/ National ID /Driving License of each signatory
- An introduction

Special Savings Bank Accounts

Some customized Savings Account available includes:

- Housewives offering Grihini Savings Account
- Student Savings Account
- Senior Citizen Savings Account

Resident Foreign Currency Deposit (RFCD) Accounts

Persons ordinarily resident in Bangladesh may open and maintain RFCD accounts with foreign exchange brought in at the time of their return from travel abroad. Any amount brought in with declaration to Customs Authorities and up to US$5000 brought in without any declaration. Balance in these accounts shall be freely transferable abroad. Fund from these accounts may also be issued to account-holders for the purpose of their foreign travels in the usual manner.

Resident Foreign Currency Deposit (RFCD) Accounts facilitates:

- Opportunities to open RFCD account as per desired of the account holder in USD, Pound Starling and EURO.
- Opportunities to avail international credit card against the balance amount of RFCD account.

- Interest will be paid as per Bangladesh Bank guidelines.

Fixed Deposit Receipts

Generally the bank offers Fixed Deposit for 3 months, 6 months and 12 months tenors at attractive interest rates.

Deposit Scheme

Fixed Deposit having a tenor more than 12 months under different schemes are also available like:

- Double Growth Deposit Schemes (DGDS)
- Triple Growth Deposit Schemes (TGDS)
- Monthly Benefit Scheme (MBS)

The bank also offers some other Deposit Scheme at attractive interest rates which were mentioned above.

Fixed Deposit Receipt Account/ Scheme Deposit Account Documentation Formalities

1. Passport size photograph
2. Photocopy of National ID card
3. Board resolution for opening of account and operation of account (For Limited Company only)
4. Memorandum and Articles of Association. (For Limited Company only)
5. Certificate of Incorporation (For Limited Company only)

3.2.2 Opening a New Account

In order to open an account a customer needs to fulfill some requirements set by the bank. When anyone wants to open an account, he has to submit some documents to the bank officer. The documentation formalities for some of the accounts have already been mentioned above.

Procedure of Opening an Account

To open an account customer has to apply through a form provided by the bank named Account opening form which consists of - personal information form, transaction profile, KYC profile form, FACTA, customer declaration form, mini KYC profile form. For rules and regulation of opening a new account, one can see the appendix attached in this report.

- Savings account: Client needs to pay Tk.1000 to open a savings account. The profit for this account is 3%. A Customer's maximum limit per transaction is 500,000 BDT with the approval of branch manager. Tk. 345 is deducted from the client's account twice in a year. One can withdraw maximum Tk. 50,000 with Debit card once in a day through ATM. A customer has to maintain a minimum Tk. 500 balance in his/her account.
- Current account: No profit is payable in this account. The minimum account opening balance is 2000 BDT and account maintaining fee is 1000 BDT. Tk. 575 is deducted from the client's account twice in a year.
- Fixed deposit account: Minimum Tk. 50,000 has to be deposited to in order to earn profit from this account. Below Tk. 50,000 one can open an account but cannot earn any profit.

Contributions I Made regarding Opening an Account

- ✓ Normally customers fill up the forms but if anyone is unable to fill the form then I helped them to fill the form. Sometimes I fill it up on behalf of them.
- ✓ After filling the form I checked the photo of the client and the photo of nominee. the photo of the client needs to be attested by the introducer and the photo of nominee needs to be attested by the client/account holder.
- ✓ Then I checked the NID and relevant documents. If the NID is unavailable then the customer should bring driving license/passport/TIN certificate/Birth registration certificate/ identification including photo of the client attested by a first class government officer.
- ✓ I checked the electricity bill which is needed to verify the client's address.
- ✓ I need to ensure that the introducer's information is properly filled. I also need to verify introducer's signature.
- ✓ I checked all the parts of the forms among which the KYC form and transaction form need to be filled with utmost care.
- ✓ Customer have to sign in five different pages which had to be ensured as it is important to open the account and I carefully check whether the customer has properly signed in each designated pages.
- ✓ Then I provide the form to account opening officer, who at first give entry to JBL's database to open the account.
- ✓ Then the officer put required seals in required fields. Sometimes they also provide the seals to me to put the seals in the form.

Then the officer provides the account number to the client.

NID Verification

First we are provided with a list of Account holders which consists of account holders account number, NID, Date of birth, nominee's NID and Date of birth. We provide the list to the authorized officer for the print out of NID verification. Then we attach the NID verification to the respective account opening form.

3.2.3 Issuing Cheque Book

In case of new account holders one has to apply through prescribed form for new cheque book. in case of existing account holders there is a page inside the cheque book which should be properly filled by the customer for new cheque book requisition. It takes 5 to 7 days to deliver the cheque book to customers.

The cheque books are printed from the dealers authorized by Bangladesh Bank. Now a day's the bank is providing MICR (Magnetic Ink Character Recognition) cheque books to its clients according to Bangladesh Bank circular. MICR is a process where cheques are printed & encoded using magnetic ink.

Features of MICR:

- Personalized cheque book with name & account number printed
- Account number & bank information encoded in a machine readable format

Advantages of MICR:

- Cheque clearing time will be reduced, funds will be available faster
- The risk of cheque related fraud & forgery will be minimized

3.2.4 Issuing Debit Card

Now a day's most of the individuals use debit card for daily cash withdrawal from the ATM. It is very convenient as ATM booths are located throughout the city at convenient locations. No form is needed to be filled up. The customer has to inform the officer about his/her account number and the card takes about 12 to 15 days to get ready for customers. Tk. 350 is charged annually for using a debit card. After receiving the card the customer is given a PIN no. within an envelope which he need to change just after activation of the card through making phone call to their customer care.

3.2.5 Transfer of an Account

Jamuna Bank provides online banking system. But sometimes if an account holder wants to transfer their account, account opening section also transfer account from one branch to another.

Procedure:

At first the client has to give an application for transferring the account from one branch to another. He has to handover the cheque book and debit card to the authorized officer. After collecting the cheque book and debit card the officer find out the application form and cancel it, and transfers all the documents to the branch where the client wish to open the account.

3.2.6 Closing an Account

Account closing is also done by account opening section. The customer may close their account any time by giving a notice to bank. Similarly bank can also close a customer's account by giving notice for the action.

Procedure:

At first the client has to give an application to the officer and need to handover the cheque book and debit card to the authorized officer. If the account was active for six months then service charge will be deducted. If any of the transaction was above Tk.100,000 then excise duty will also be deducted. After deducting all the fees, one page of the cheque book is given to the client to withdraw money from his account. Then the remaining pages of cheque book will be cancelled and the debit card will be closed. At last they will remove the account from their database.

3.2.7 Bank Account Statement

Account holder has to give account number and say his/her name to the officer for the print out of account statement. He also has to confirm the time period such as how many months or weeks of transactions should include in the statement.

3.3 Cash Section

Cash section of any branch plays a vital role in the general banking. Cash section is an important section where cash transactions are made. The Cash department is the riskiest department of the bank. So it is treated as one of the most secret and restricted department. In this section tight security is required to avoid occurrence of any kind of accidents. There is a limit regarding the amount of cash that each counter can carry; carrying of excess cash is avoided for safety reasons.

As a financial institution bank accepts deposit from customers and provide the opportunity to withdraw from the bank when needed. Functions of cash section are given below:

3.3.1 Procedure of Cash Receipt

When a customer wants to deposit cash, officers do the following things:

- ✓ Officer collects the pay slip from client and checks it.
- ✓ Then he counts the money and writes denomination in the backside of the pay slip.
- ✓ Then officer put seal on the carbon copy and sign it and give the carbon copy to customer.
- ✓ Then the officer write it in cash receive register book.

3.3.2 Procedure of Cash payment

When depositors want to withdraw money from the bank, the procedure is:

- ✓ Customer present the cheque to cash counters to withdraw money.
- ✓ Then the officer checks the cheque and account balance.
- ✓ Then he verified the signature by previous signature card appeared on the database. If necessary the cash officer can tell the clients to sign in the backside of the instruments.
- ✓ Then officer debited the customer's account and count the money in machine and pay it to the customer.
- ✓ **All checks, drafts, debit vouchers etc. must be branded with "Cash Paid" stamp with the current date.**

3.3.3 Bill Received by the Bank

Jamuna Bank receives payment for Electricity Bills on behalf of DESCO from customers. Sometimes customers can give instructions to the bank if they want to pay those bills online.

3.3.4 Issuance of Demand Draft

The demand draft is a written order by one branch of a bank upon another branch of the same bank to pay a certain sum of money to or to the order of a specified person. Process of issuing a demand draft:

- ✓ Get the application properly filled up and signed by the applicant.
- ✓ Complete the lower portion of application form meant for bank use.
- ✓ Calculate the total amount in taka including bank's commission charges etc.
- ✓ The form should be verified by the authorized officer and the DD officer records the particulars of the DD on the cheque.
- ✓ If the purchaser desires his account with the branch to be debited for the amount of DD the officer should get the account holder's signature verified properly, from the signature card on the record of the branch and debit client's account for the total amount including commission, charges etc.
- ✓ If cash deposit is required, request the purchaser to deposit money at cash counter.
- ✓ The cash department, after processing of the application form, cash/ cheque will validate the application form. The application n form is send to the remittance department for further processing. The remittance department issues a DD in favor of the client. The issuing branch sends credit advice to Progoti Sarani branch for making payment.

3.3.5 Issuance of Pay Order

It is a process of money transfer from payer to payee within a certain clearing area through banking channel. It is an order of local payment on behalf of the bank. A customer can purchase different modes of pay order such as- pay order by cash and pay order by cheque. The process of DD and pay order is almost same except for the charges.

3.3.6 Telegraphic Transfer

TT is the most rapid and convenient but expensive method. There are different modes of TT such as- Fax, mobile, telephone, telex and telegram. If a customer wants to transfer money quickly to another city or district he/she may request the officer to send it by TT.

3.4 Clearing Section

According to the Article 37(2) of Bangladesh Bank Order, 1972, the banks, which are the member of the clearinghouse, are called as Scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearinghouse. Clearing is one of the most magical parts of modern banking. Most of the banks are linked with other banks due to interbank transactions. These transactions are settled by the process of clearing. This is an arrangement by the central bank where every day the representative of the member banks gathers to clear the cheque. The place where the banks meet and settle their dues is called the Clearinghouse. Clearing House is a centralized and computerized system for settling indebtedness between its member banks. Clearing House enables the member banks to offset claims against one another for checks and orders paid into banks.

This department has two main jobs. They are:

1. Outward cheque clearing
2. Inward cheque clearing

3.4.1 Outward Cheque Clearing

Whenever any branch of Jamuna Bank receives a cheque of other Bank to collect money, then the branch sends the cheque to its Head Office. The Head Office arranges the cheques separately by the name of different bank and then it send to the respective bank for clearance by the clearinghouse. Thus we became the collecting bank on behalf of the customer.

3.4.2 Inward Cheque Clearing

This is the opposite flow of the outward cheque clearance. When Jamuna Bank's cheque is send to other Bank, that Bank will do the same thing to claim money from Jamuna Bank with the same procedure like outward cheque clearing of that Bank. At the time of inward cheque clearance, we make the payment.

3.4.3 Bangladesh Automated Clearing House (BACH)

Bangladesh Bank has introduced paperless Automated Clearing House in the Country which is the Inter Bank clearing system that electronically clears and settles payment instructions of clearing instruments and of electronic fund transfer instructions. Bangladesh Automated Cheque Processing Systems (BACPS) had started its operation on October 7th, 2010 in the Dhaka Clearing House area. BACPS uses the Cheque Imaging & Truncation (CIT) technology for electronic presentation and payment of paper instruments (i.e. cheque, pay order, Demand Draft, dividend & refund warrants,

etc).This project is being implemented as part of its several reform measures taken by Bangladesh Bank to improve the safety and efficiency in the payment system.

Advantages of Bangladesh Automated Cheque Processing System (BACPS):

- Reduced Costs
- Immediate Confirmation
- Increased Productivity
- Streamlined Process
- Faster Reimbursement

3.5 Accounts Section

This is the one of the most confidential department of a bank. Recording all kinds of transactions of the branch, confirming their accuracy and preparing statements are the main job of this department. Now a day's under computerized banking system, the jobs of accounts department has become very easy. Now the computer directly prepares the clean cash statement. The function consists of two parts:

- Daily functions
- Periodical functions

3.5.1 Daily Functions

The routine daily tasks include:

- Recording the daily transactions in the cash book.
- Recording the daily transactions in general and subsidiary ledger.
- Preparing daily position of the branch comprising of deposit and cash.
- Preparing daily statement of affairs showing all the assets and liability of the branch as per ledger and subsidiary ledger separately.
- Paying all expenditures on behalf of the branch.

3.5.2 Periodical Functions

The routine periodical tasks include:

- Preparing the monthly salary statements for the employees.
- Preparing the weekly position of the branch, which is sent to the Head Office

3.6 Dispatch Section

The documents that enter into the branch or exit from the branch must go through this section. The main objective of this section is –

- To keep record of the documents those are sent to other branches or bank.
- To send documents safely and at correct address/destination
- To receive different documents that come through different sources, such as postal service, courier service, via messenger etc.

3.6.1 Books Maintained

- Register Dispatch Khata (For Registered letter)
- Ordinary Register Khata (For Unregistered letter)
- Inward Register Books
- Outward Register Books

3.7 Other Relevant Activities of Different Departments

3.7.1 Foreign Exchange Section

Foreign exchange is an important department of Jamuna Bank, which deals with import, export, opening L/C and foreign remittances. It facilitates international trade through its various modes of services. It bridges between importers and exporters. This department mainly deals in foreign currency.

3.7.2 Human Resource Department

Human resources division of Jamuna Bank will be responsible for management of human resources of the bank.

There are so many functions of HRM. Some important functions are presented here:

- **Recruitment:** Human resource division recruits efficient and committed people for the organization.
- **Training & Development:** The new recruits need training and development programs for performing activities effectively and efficiently. Alongside existing employees should also be trained in case of introduction of any new technology, software etc.

- **Promotion and transfer:** in case of promotion HR division needs to supervise the performance of their employees. HR division is also responsible for providing any bonus or increment. Promotions are being made in every two years normally. Employees may be transferred as per need of the organization or according to the regulations of Bangladesh.

3.7.3 Marketing Department

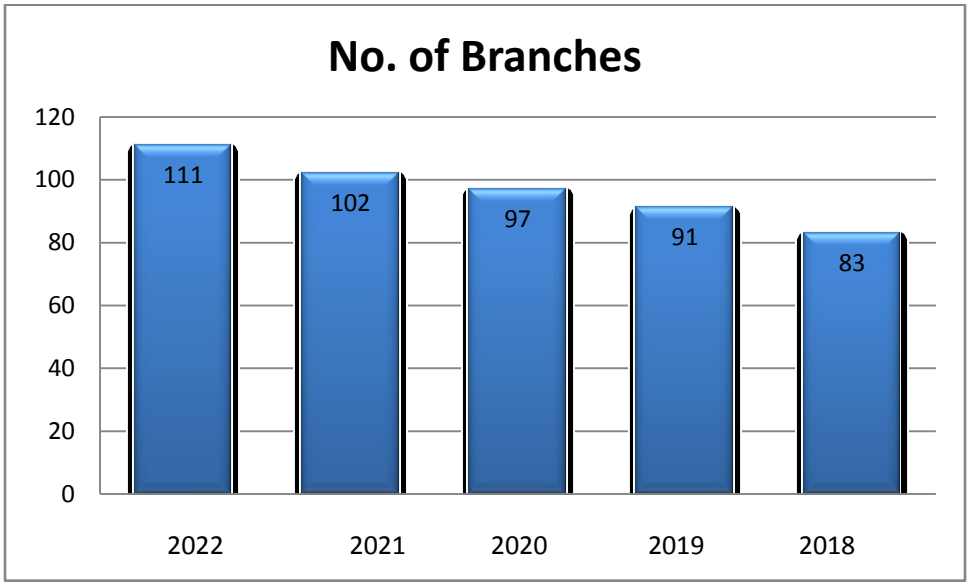
In order to sell goods and services or promote an idea, Promotion acts as the coordinator of all seller initiated efforts to set up channels of information and persuasion. Jamuna Bank uses Direct Marketing and Interactive marketing as the major promotional element.

- Jamuna Bank only uses direct marketing and personal selling as their advertising procedure.
- In the TV news, Jamuna Bank sponsors for reminding the customers.
- They think that Personal Selling is effective in creating brand image, conveying information, creating awareness and can generate a behavioral response.
- As we know that Direct Marketing is in itself a form of Advertising. Trough mail, print, or TV adds they make a direct response with the customers.
- In the news papers, Jamuna Bank gives ads for their social marketing activities like, AIDS, Drug Addiction, to help poor children, to save the ACID victim etc.

4.1 Presentation and Discussion of the Empirical Findings

4.1.1 No. of Branches

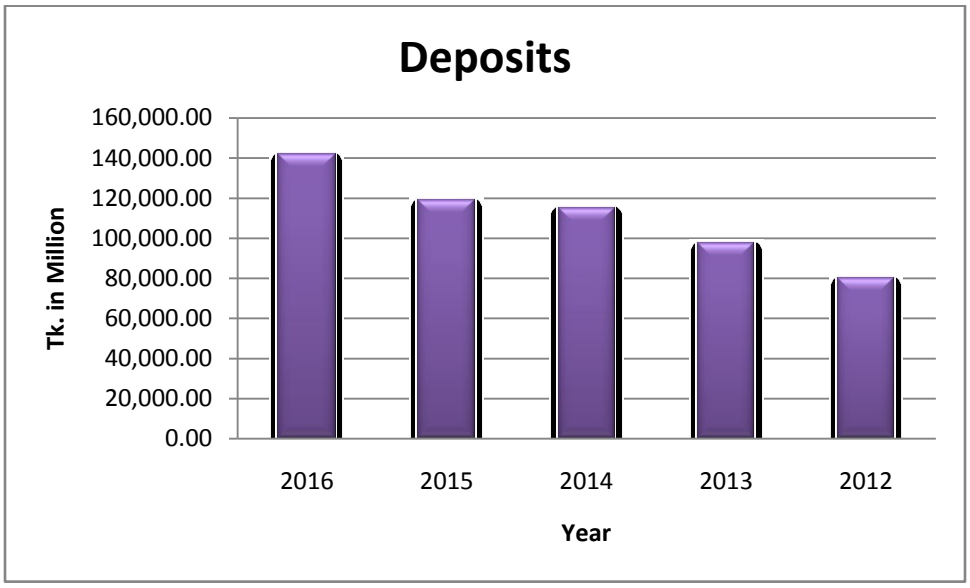
Year	2022	2021	2020	2019	2018
No of Branches	111	102	97	91	83



From the above graph, it is clear that the number of branches increased with each year. It is a good sign of improvement for the bank. In order to provide better and smooth services to the customers the bank need to continue this advancement in future through expansion.

4.1.2 Trend of Deposits

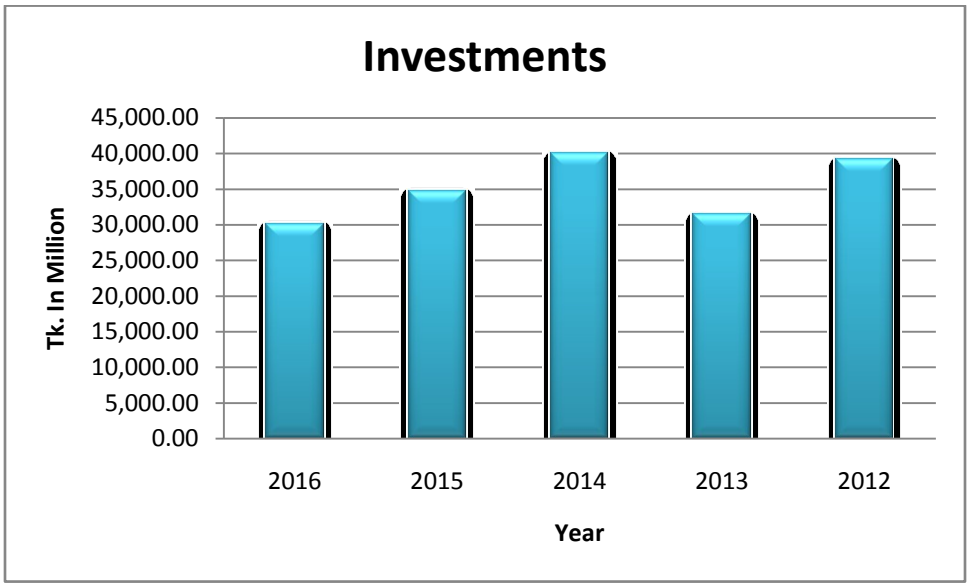
Year	2022	2021	2020	2019	2018
Amount in Million	141,550.96	118,849.18	114,635.13	97,485.61	79,623.13



From the above graph, it is clear that the overall trend of deposits was positive and increasing during the period under study. The trend of deposits shows about 77.78% increase over the five years period.

4.1.3 Trend of Investments

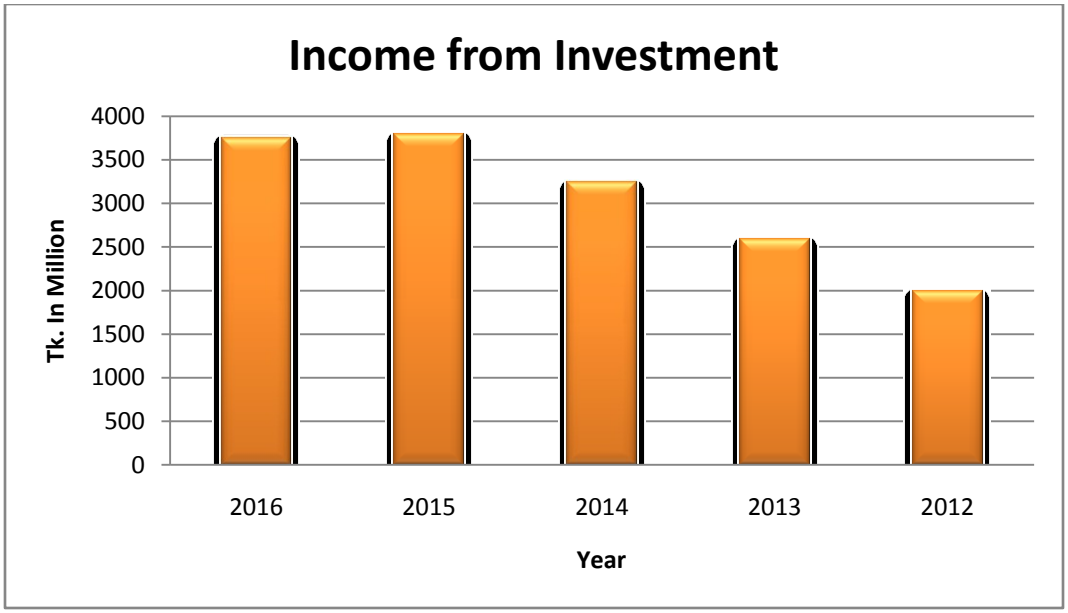
Year	2022	2021	2020	2019	2018
Amount in Million	30,113.97	34,722.81	39,963.54	31,392.20	39,118.93



From the above graph, it is clear that investments were highest in 2014 and 2012. But after 2014 it shows a decreasing trend and investments decreases about Tk. 9849.57 million.

4.1.4 Trend of Income from Investment

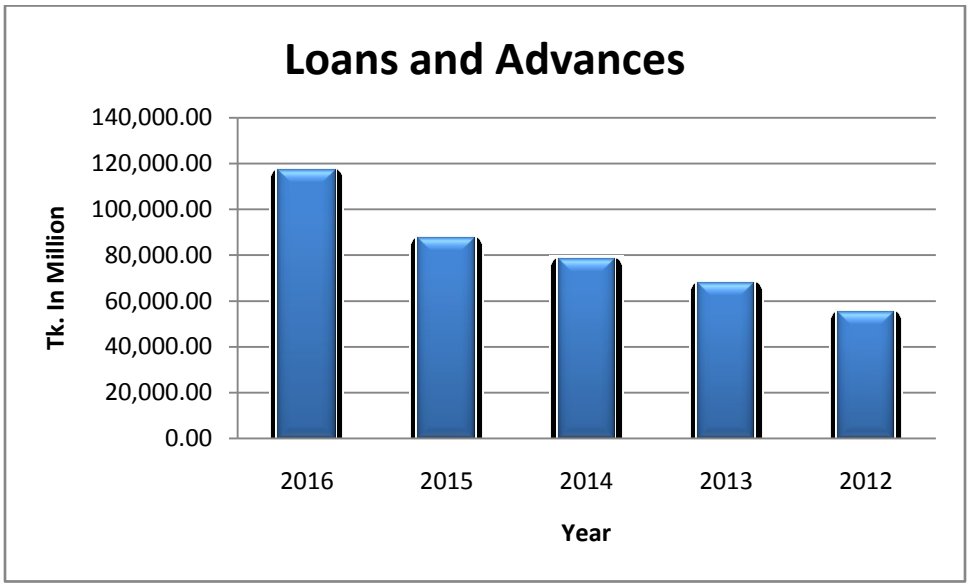
Year	2022	2021	2020	2019	2018
Amount in Million	3748.12	3794.17	3243.59	2580.52	1988.14



From the above graph, it is clear that the overall trend of income from investment was positive and increasing during the period under study. The trend of income from investment shows near doubling of the figure in four years.

4.1.5 Trend of Loans and advances

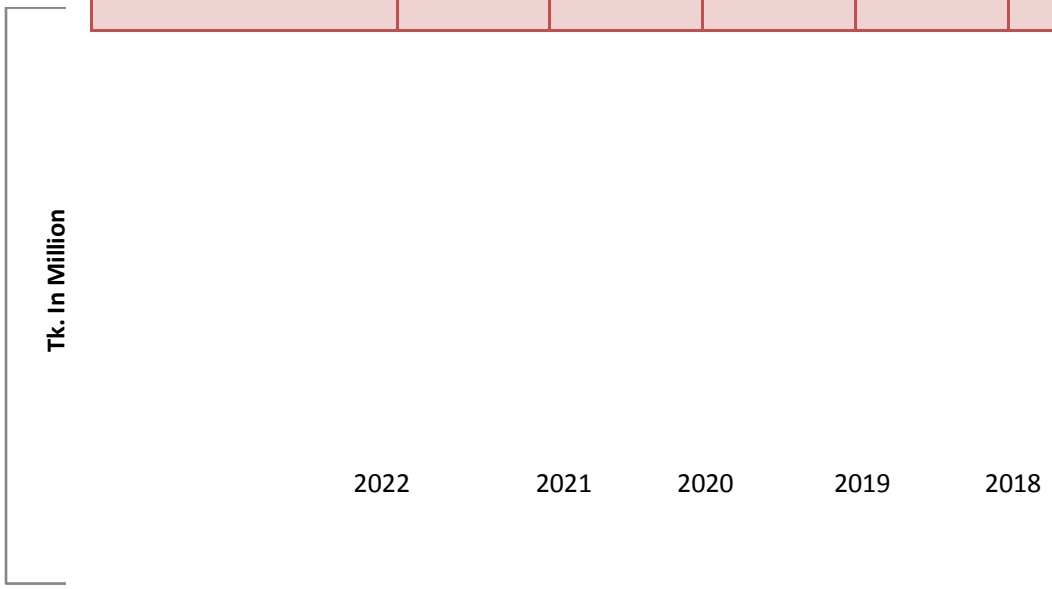
Year	2022	2021	2020	2019	2018
Amount in Million	117,099.61	87,252.28	77,899.79	67,669.38	54,887.03



From the above graph, it is clear that the overall trend of loans and advances was positive and increasing during the period under study. The trend of loans and advances shows about more than doubling of the figure in four years.

4.1.6 Volume of Non-performing Loans (NPLs)

Year	2022	2021	2020	2019	2018
Amount in Million	4,743.50	5,839.60	4,422.15	5,133.76	5,337.87

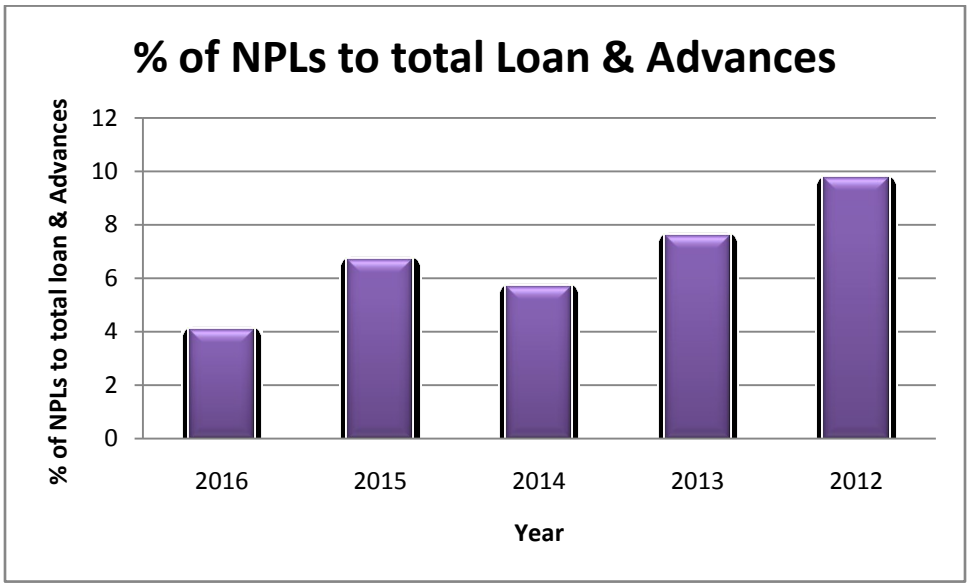


We know that a loan on which the borrower is not making interest payments or repaying any principal is classified as non-performing by the bank. From the above graph, it is

clear that up to 2014 volume of NPLs shows decreasing trend. But in 2015 NPLs increased about Tk. 1417.45 million which is highest among the year under observation. In 2016, the amount of NPLs decreased about Tk. 1096.10 million. In order to achieve a better competitive position the bank needs to reduce the number of NPLs. Also it needs to provide loans to those clients who are capable of repaying the loans with interests.

4.1.7 Percentage of NPLs to Total Loan and Advances

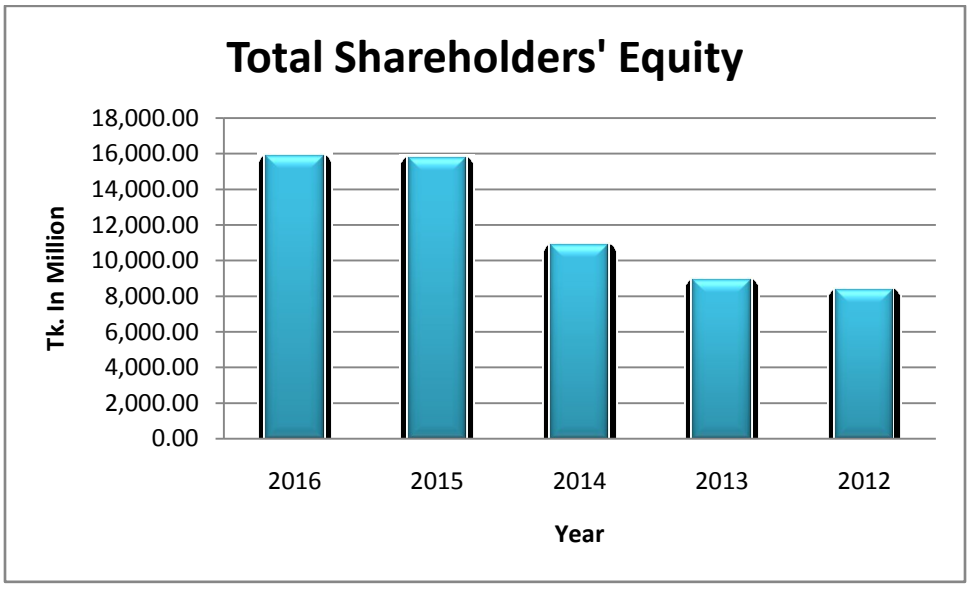
Year	2022	2021	2020	2019	2018
% of NPLs to total Loan & Advances	4.05	6.69	5.68	7.59	9.73



From the above graph, it is clear that up to 2014 the graph shows decreasing trend. But in 2015 it slightly increases. In 2016, the ratio further reduces which shows a good indication that the Percentage of NPLs to Total Loan and Advances is lowest in 2016 during the period under study.

4.1.8 Trend in Total Shareholders' Equity

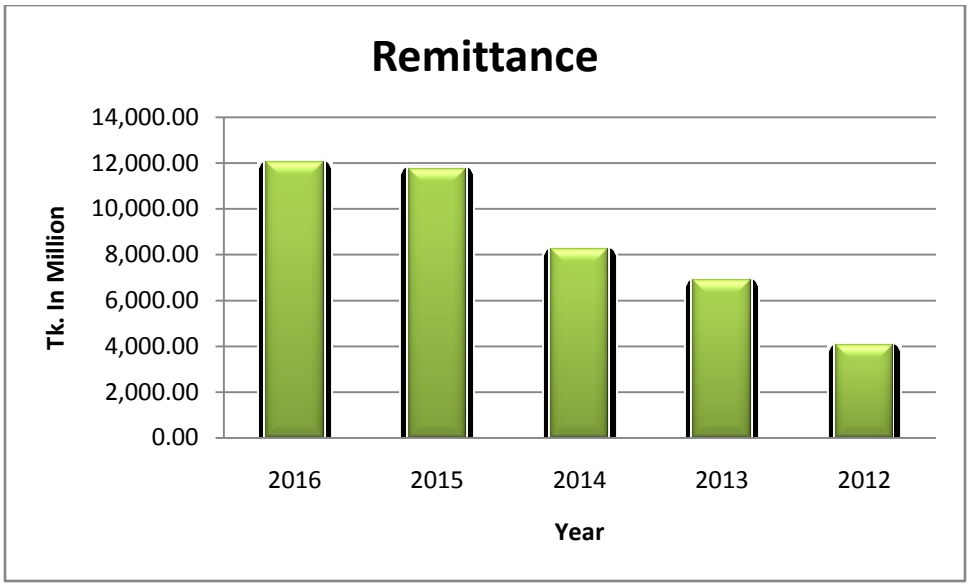
Year	2022	2021	2020	2019	2018
Amount in Million	15,848.64	15,708.35	10,810.67	8,880.94	8,324.83



From the above graph, it is clear that the overall trend of total shareholders' equity was positive and increasing during the period under study.

4.1.9 Trend in Remittance

Year	2022	2021	2020	2019	2019
Amount in Million	12,030.00	11,726.70	8,200.00	6,859.00	4,029.00



From the above graph, it is clear that the overall trend of remittance was positive and increasing during the period under study.

5.1 Identified/Observed Issues and Problems

- ✓ There is less number of branches throughout country as well as in Dhaka city.
- ✓ There is less number of ATM booths throughout country as well as in Dhaka city.
- ✓ According to some clients, introducer is one of the main problems to open an account.

- ✓ There is no customer complain desk where customer's could share their problems.
- ✓ They no longer conduct smaller L/C.
- ✓ There is no entertainment system in waiting lounge area for customers (Ex. Television).
- ✓ The bank faces frequent server failure which hampers the activities of all branches.
- ✓ Jamuna Bank has limited number of workforce which is a drawback for providing effective and efficient service to the customers.
- ✓ They fail to attract clients due to lack of proper marketing activities.

5.2 Academic Preparation

5.2.1 Relevance of the Academic Preparation

- ✓ To get to work with different types of accounts that I learned earlier in one of my course. Generally bank offers three types of accounts to satisfy customer's demand- Current Account, Saving Account, Term or Fixed deposit Account. Jamuna Bank offers the same. It also offers other deposit schemes to its customer.
- ✓ I have learned earlier about different types of loans. Generally loans provided to individuals include House Loan, Automobile Credit, Education Loan, Medical Loan etc. and loans provided to Business Organizations include Working Capital Loan, Asset Replacement Loan, Fixed Asset Acquisition Loan, Export-Import Loan etc. Jamuna Bank also offers some similar loans to individuals and organizations.
- ✓ Previously I have learned about electronic banking, internet banking, functions of debit card, credit card, clearing house activities, and bank risk management system theoretically which are also practiced in Jamuna Bank.
- ✓ Corporate Social Responsibility (CSR) is also practiced by the bank which we learned theoretically.
- ✓ Different Islamic Banking terms which we learn earlier are also practiced by Jamuna Bank through its Islamic Banking Window.

5.3 SWOT Analysis of Jamuna Bank

SWOT analysis is the detailed study of an organization's exposure and potential in perspective of its internal strength and weakness, and external opportunity and threat. This facilitates the organization to make their existing line' of performance better and also foresee the future to improve their performance in comparison to their competitors.

Strengths

- Jamuna Bank has already established a favorable reputation in the banking industry of the country. It is one of the leading private sector commercial banks in Bangladesh. The bank has already shown a tremendous growth in the profits and deposits sector.
- Jamuna Bank has provided its banking service with a top leadership and management position. The top management officials have all worked in reputed banks and they have years of banking experience, skill, and expertise. They will continue to contribute towards further expansion and growth of the bank.
- Jamuna Bank has an interactive corporate culture. The working environment is very friendly, interactive and informal. There is no hidden barriers or boundaries while communicating with the superiors. They communicate with each other in a very friendly manner. This corporate culture acts as a great motivation factor among the employees.
- The employees are very good in nature, highly educated and helpful, if subordinate makes a mistake, higher authority motivates politely rather than blaming them which helps to build loyal employee base for the organization.

- The employees of credit departments are highly experienced. They can handle any crucial matter with great expertise and can also handle the clients very smartly.
- The bank provides its client quality product and services which is helping the bank to build a loyal customer base.
- The bank has a large corporate client base and by providing good services they have maintained those corporate clients to become loyal towards the bank.
- Company has been working hard to maintain its reputation and goodwill. It achieved "Certificate of Merit Award" in the 16th ICAB National Award for Best Presented Annual Reports 2015.

Weakness

- The bank captures a very small market share in comparison to other successful commercial banks.
- ATM service is not up to the mark. The number of bank's own ATM booth is high for Dhaka city but in many large cities it has only one ATM booth and in many cities it has no ATM booth at all.
- Some of the job in Jamuna Bank has no growth or advancement path. So lack of motivation exists in persons filling those positions. This is a weakness of the Bank that it is having a group of unsatisfied employees.
- The number of branch is also limited throughout the country which is a weakness of the bank.
- The bank failed to provide a strong quality-recruitment policy in the lower and some mid level position. As a result the quality of the services of the bank is not up to the mark in present days.

- Lack of full scale automation hampers the banks activities. Also frequent server failure hampers the activities of all branches.

Opportunity

- In order to reduce the business risk, Jamuna Bank has to expand/diversify their business portfolio.
- Need to introduce fully automated systems through integration of information technology.
- Need to maintain a healthy growth of business with desired image.
- Need to develop and retain a quality work-force through an effective human Resources Management System.
- Need to ensure optimum utilization of all available resources.
- Scope of market penetration through diversified products.
- Need to keep risk position at an acceptable range (including any off balance sheet risk).
- Need to ensure an adequate rate of return on investment.
- Need to maintain adequate liquidity to meet maturing obligations and commitments.
- Need to maintain adequate control systems and transparency in procedures.
- Need to attract new customers through developing new quality products and services and also through value addition among existing products and services.
- Need to focus on the opportunities that are arising due to increasing trend in nternational business.

Threats

- Increased competition for market share in the industry is a big threat for the bank.
- Entry of new banks in the market will increase the intensity of competition and the bank will have to develop strategies to compete against those new entrants.
- The default risks of all terms of loan have to be minimized in order to sustain in the financial market which can lead the organization towards bankruptcy in future.
- Frequent changes of banking rules by the Central Bank are imposing pressure on the bank.
- National and global political unrest can harm international trade which can ultimately harm the banks position.

Internship experience plays a vital role for every student to implement their theoretical knowledge and get a practical knowledge from any organization. A student can implement this internship experience in his future work area. Today's world is really very competitive and only academic education does not make a student perfect to face it. Internship is highly needed to gain idea, knowledge and experience. Jamuna Bank gives me the opportunity for gathering practical experience and preparation of the report.

Internship program is really is a cherry on the top for any resume. I got the opportunity to learn about the real business world and organizational culture from working with Jamuna Bank. I learned how to talk and behave with co worker. I get so many ideas since they have lot of experience in this field. I observe how they interact with their co worker and clients. I noticed how punctual and productive, and formally dressed they are and I learned corporate etiquette from them.

This three month internship taught me to work hard, make the most of my time and the organization's too and not to waste any time. I learned to greet client with smiling face and with polite gesture. Because showing our clients kindness goes a long way.

This internship program helps me to build relationship with people of Jamuna Bank. It is really very important to have relationship with experienced personnel to look up to. The employees were really friendly and helpful. They were really nice and patient with me. They provide so much support and help throughout my internship.

Tasks that I handle were quite important. As I choose to work in general banking (account creation) department, I had to interact with clients and check their document and form for account opening. A minor mistake might lead to damage of reputation. So I had to remain very focus during the tasks. I learn about bank related software from working with Jamuna Bank. This will help me to develop my skill in future. I learned to motivate and guide a client to think about why Jamuna Bank is different from other commercial banks. Consumer loyalty partly depended up on my behavior and the quality of information provided. This ensures whether the client would return to avail the service and make next transaction.

7.1 Conclusion

Jamuna Bank Limited is a new generation bank in the private banking sector of Bangladesh with a promise to fulfill every possible customer need with high efficiency and satisfaction. As a new bank Jamuna Bank has a positive participation in the economic development of our country. To keep pace with the current market and demand, it is following several strategies and taking new initiatives, offering new products and services to the customers. During internship I was assigned in general banking section. There my activity was to fill up new account opening form, NID verification, daily voucher sorting etc. I observed other department as well as and talk with the officers to gain information about their department activities. There are more activities in general banking department such as- cheque requisition, dormant account activation, account statement, clearing, cash deposit and cash receipt etc. Beside general banking department there are other department also, such as- credit/advance department and foreign exchange department. Credit department deals with different types of loans, credit card etc. Foreign exchange department activities are import export, L/C etc. From this internship I learned corporate etiquette, punctuality, time management etc. There were several problems that I observed during my internship. There are less number of branches and ATM booth of Jamuna Bank, no entertainment system for awaited clients, frequent server problem and up gradation, limited workforce in many branches. So far I found no mismatch with my major courses with internship. Based on the performance, I hope that Jamuna Bank will be able to achieve its goals and would become a finest corporate citizen's in the banking industry.

7.2 Suggestions

- ✓ The JBL authority should recruit more employees to serve the customers. They can recruit experienced candidates as well as fresh graduates.
- ✓ JBL should improve their existing marketing strategies to attract more clients
- ✓ JBL should open more branches throughout Dhaka city and as well as in other districts
- ✓ JBL should install more ATM booths for giving prompt service to clients
- ✓ The bank should take effective initiatives to recover default loans
- ✓ The bank should take alternative measure for the person who does not have any introducer to open an account.
- ✓ There should be a complain desk to improve their services and products regarding for their clients.
- ✓ JBL should install television to entertain their awaited clients in the waiting lounge.
- ✓ Conduct smaller L/C for the bank's potential growth and profit.
- ✓ JBL update their system server to avoid from crashing and develop their IT system.
- ✓ There are many customers who request services after the normal banking hour. For those customers initiative for evening banking can be appreciated.

Appendices

Appendix A: Bibliography

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