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Chapter-1

Introduction

Introduction

The Study's Background

Everyone needs to have a basic awareness of common banking operations. However, most of our education is text-based, and understanding real-life circumstances and beginning a career with some experience requires practical expertise.

Benefits of internship:

- Develop professional networks
- Prepare for future job opportunities

Introduction

The Report's History

Internship Program:

Two-month optional internship as a part of the Master of Social Science (MSS) program.

Report Submission & Supervision

The report will be reviewed by:

University Supervisor: Professor Dr. Md. Morshed Hossain

Organizational Supervisor: Janata Bank PLC. Lalbag Branch, Rangpur.

Internship Topic: *"General Banking Activities of Janata Bank PLC."*

Introduction

Study Objective:

The study aims to achieve the following objectives:

- Understand Janata Bank PLC's Management System
- Gain Hands-on Experience in Banking Operations
- Comprehend Daily Banking Activities
- Analyze Loan and Deposit Activities
- Examine Banker-Customer Interactions

Introduction

Methodology of the Study:

Data Collection:

I used both primary and secondary sources to collect data.

Primary Sources:

- ✓ In-depth research and discussions with bank officials on general banking operations.

Secondary Sources:

- ✓ Janata Bank PLC's annual report.
- ✓ Bank's website and Bangladesh Bank publications.

Data Processing:

Used Microsoft Word, Excel, and other tools to organize and analyze data. Created tables and charts based on collected data.

Data Analysis:

Evaluated collected data and provided justifications for the report.

Introduction

Issues and Challenges

Initial Challenges:

- No assignments at first → Felt bored.
- Staff assumed I was too inexperienced.

Difficulties Faced:

- Remembering account code colors & digits.
- Understanding symbols & colors on vouchers (Debit/Credit).
- Categorizing account names & transactions correctly.

Overall Experience:

- Positive learning environment
- Gained valuable knowledge & skills

Introduction

Limitations of the Report

- I. Limited Access to Internal Data – Some crucial information was restricted.
- II. Confidentiality Issues – Private banking data remained undisclosed.
- III. Time Constraints – Covering all aspects of banking operations was difficult.
- IV. Limited Staff Availability – Employees had little time to assist in research.

Chapter – 2
A Comprehensive Overview of
Janata Bank PLC

A Comprehensive Overview of Janata Bank PLC

Overview of Banking Sector

- Bangladesh has a developing market economy.
- Bangladesh Bank is the central bank and main regulator.
- 61 scheduled banks are currently in operation.

A Comprehensive Overview of Janata Bank PLC

Overview of Janata Bank PLC:

Introduction to Janata Bank

- State-owned commercial bank.
- The old United Bank Limited and Union Bank Limited were rebranded and nationalized as Janata Bank Limited following the nation's independence in 1971
- Committed to supporting Bangladesh's economic development.

Banking & Financial Services

- Provide services like Loan syndication, corporate financing, and housing loans.
- First bank in Bangladesh to adopt SWIFT to reduce transaction costs.

Branches & Workforce

- 925 branches across Bangladesh.
- 14,000 employees.
- also maintains
- overseas branches in the UAE

A Comprehensive Overview of Janata Bank PLC

Board of Directors – Janata Bank PLC

- ☐ Members of the Board of Directors:
- ☐ M. Fazlur Rahman: Chairman
- ☐ Mr. K. M. Shamsul Alam: Director
- ☐ Mr. Badre Munir Firdaus: Director
- ☐ Dr. Md. Abdus Sabur: Director
- ☐ Mr. Abdul Majid Sheikh: Director
- ☐ Khabiruddin Chowdhury: Director
- ☐ Mr. Abdul Awal Sarker: Director
- ☐ Dr. Md. Shahadat Hossain: Director
- ☐ Mr. Md. Mazibur Rahman: Managing Director of Janata Bank PLC

Chapter -3

General Banking

General Banking

General Banking

The following parts outline the general banking operations of the Janata Bank Lalbag branch in Rangpur:

- Sections for starting an account
- Deposit section
- Remittance section
- Cash section
- Clearing
- Accounts section

General Banking

Section for Opening an Account:

This department can open several kinds of accounts.

These are listed below:

- Current Account
- Savings Bank Deposit
- Fixed deposit
- Deposit pension scheme

General Banking

Current Account

There are a few crucial guidelines that must be adhered to. These are listed below:

- There is no interest charged on current account deposits; the opening deposit must be at least Tk 1000.
- A minimum balance of TK 1000 must always be maintained.

General Banking

Savings Bank Deposit

The following guidelines must be adhered to:

- The minimum amount needed to open a deposit account is Tk 500.
- The client must always keep a balance of TK 500 in their account.
- The client will not receive interest for that month if withdrawals exceed one-fourth of the total balance at any one time.

General Banking

A fixed deposit

- A sum of money that is kept in a bank for a predetermined amount of time.
- Withdrawals of this money before the fixed deposit's expiration date are prohibited.

General Banking

Deposit pension scheme

Specially designed for those who save small sums of money. These include limitations on withdrawals and money within a month for a set amount of time.

General Banking

Non-resident pension scheme:

Specifically designed for Bangladeshi non-residents.

There are some crucial guidelines to adhere to:

- This plan has a five-year maturity period.
- The simple interest rate is 8.5%
- The monthly installments are Tk 3000,5000,10000,15000, and20,000.
- Installments can be paid at any time during the month.

General Banking

How to open an account

The following procedures must be followed by the customer in order to open a current account or savings account:

- Has to gather applications in the form that the bank specifies, outlining the kind of account that customers would like to open and fill out by applicants.
- Individuals must submit two copies of their passport-sized photos.
- Three specimen signatures must be signed by the applicant on the "specimen signature sheet."
- Must provide a mandate if required.
- A photocopy of a national ID card
- The nominee's photocopy of their national ID card
- One copy of the nominee's photos is attached.
- The authorized officer accepts the application.
- Customers must make a cash deposit of at least the minimum amount.

General Banking

Deposit Section

Two types of deposit

1. Demand deposits and
2. Time deposits.

Demand Deposit: Clients can take money out at any time. Current and savings accounts can be used to make demand deposits at the Lalbag Branch.

Time Deposit: Time deposits can be made at the Lalbag Branch in Rangpur using short-term deposits, fixed deposit receipts, the Janata Bank Deposit Scheme, and the Sanchay Pension Scheme.

General Banking

Fixed Deposit Receipt (FDR)

The following paperwork is needed to open an FDR account:

1. FDR
2. FDR card
3. Nominee's photograph attested by the account holder

"Fixed Deposit A/C Opening Form" includes the following sections:

- 1) Amount in figures
- 2) Duration of the deposit
- 3) Interest rate
- 4) Names and addresses of beneficiaries
- 5) Special instructions for joint accounts
- 6) Details of nominees
- 7) Applicants' addresses
- 8) Specimen signature
- 9) FDR number

General Banking

The bank provides fixed deposit accounts with competitive interest rates, which are structured as follows:

Period	Regular Interest Rate	Senior Citizen Interest rate
91 days-180 days	4.75%	4.75%
181 days- 364 days	5.25%	5.25%
1 year- 3 years	6.25%	6.50%
More than 3 years	5.75%	6.00%

General Banking

Section on Cash

The most crucial and active area of a bank is the cash department.

Handles the majority of the bank's operations.

The cash department's role:

- A receipt in cash
- Payment in cash
- Packing cash

General Banking

Remittance section

Remittance is the process by which people move money from one location to another without having to carry it with them all the way.

Types of Remittance:

- Between clients of banks and those who are not
- Among banks in various nations
- Among banks in the same nation
- Between a nation's central bank and its bank.

General Banking

Section on Clearing

One of the primary responsibilities of the clearing department of Janata Bank Limited is to collect client funds from other banks via check or pay order.

Through a clearing house and clearing system, the bank collects funds from other banks on behalf of the customer.

House of Clearing

Bangladesh Bank serves as a clearing house. This service is offered by Bangladesh Bank in Dhaka, Khulna, Rajshahi, Chittagong, and Bogura.

In areas where Bangladesh Bank does not have branches, Sonali Bank acts as a clearing house for Bangladesh Bank.

General Banking

Types of clearing

Two types of Clearing:

1) Inward clearing

In inward clearing, banks receive cheque press in service on them from another bank in the clearing house as a result of their customer transactions.

2) Outward Clearing

In outward clearing, the bank receives cheques from their customers and presses in service on the other bank in the clearing house to collect money through the clearing house.

General Banking

Additional Activities:

- Utility Service
- Bill Collection
- Additional Payments
- Online and ATM Services
- Export Financing
- Import Financing

Chapter -4

Experience Regarding Internship Period

Experience Regarding Internship Period

Experiences Gained

I have learned a great deal about general banking operations during my internship.

The experiences and work I completed during my internship are:

- 1) Acquiring knowledge of the bank account opening procedure.
- 2) Gaining the capacity to recognize mistakes.
- 3) Learning how to write checks and correct them.
- 4) Fixing files related to account opening.
- 5) Being aware of how bank drafts are created.
- 6) Entering client information into Microsoft Excel.
- 7) Modifying the forms used to open accounts.

Chapter- 5

Findings, Conclusion & Recommendation

Findings, Conclusion & Recommendation

Findings

I discovered several issues at Janata Bank PLC during my internship, which are listed below:

Inclusive Banking: Open to all customer segments.

General Banking: Improving gradually.

Account Opening: Lengthy process (~30 mins).

Customer Challenges: Difficulty in pay orders, D.D., and check writing.

Salary Accounts: Preferred by many clients.

Mortgage Banking: Lacks sufficient focus.

Competitive Lag: Struggles in a tough market, especially in financial instability.

Customer Service: No dedicated team or department.

Findings, Conclusion & Recommendation

Janata Bank PLC: Summary and Conclusion

1) Social Responsibility

Provides SME financing and microcredit.

Engages in CSR projects for welfare.

Promotes Green Banking for sustainability.

2) Customer Commitment

Ensures excellent customer service.

Secures depositor funds responsibly.

Offers personalized government-backed services.

3) Future Growth

Needs better banking services.

Must use innovative marketing.

Aims to be Bangladesh's top bank.

Findings, Conclusion & Recommendation

Recommendations

Here are some recommendations I made during my internship:

1) Streamline Banking Processes

- Simplify procedures for issuing bank drafts, pay orders, and checkbooks.

2) Enhance Client Accessibility

- Allow account opening without an introducer if identity is properly documented.

3) Optimize Documentation

- Remove unnecessary or unclear information from forms.

4) Upgrade Technology

- Improve banking efficiency by upgrading computers and integrating modern banking systems.

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Thank You

Any Questions?