

Internship Report
On
Consumer Perception about General Banking
Activities of Janata Bank Limited



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Internship Report On

“Consumer Perception about General Banking Activities of Janata Bank Limited”

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Date of Submission: July 23, 2017

Letter of Transmittal

July 23, 2017

Suman Paul Chowdhury

Assistant professor and MBA coordinator,

BRAC Business School, BRAC University

66 Mohakhali, Dhaka.

Subject: Submission of internship report.

Dear Sir,

With due respect I would like to submit my internship report on “Consumer Perception about General Banking Activities of Janata Bank Limited” as a requirement to complete B.B.A. program. I have learned a lot throughout my internship period which I have tried to highlight by writing this report. I tried my best to include all relevant information’s about general banking activities and consumer perception about general banking that I have got the chance to collect. Though it was a challenging, I really enjoyed my internship period because of the friendly environment of Janata Bank Limited.

So, considering the limited period of time if you allow me to submit my internship report then it would be your greatness and in addition, I also would like to give my thanks for your valuable time, suggestions and guidance. It was a blessing for me that I got my favorite faculty as my supervisor.

Yours Sincerely

Md.Jubair Ahmed Hridoy

ID: 13104099

BRAC Business School,

BRAC University

Acknowledgement

At the very beginning of my writing I would like to give my thanks to Allah who helps me in every stage of my life and especially to faculties of BRAC University who make me capable to apply for an internship.

Secondly, this is also high time for me to convey my deepest gratitude and sincere submission to Allah for giving me the strength and brave for the accomplishment of preparing the internship report.

Then, I feel honor to lay my sincerest gratitude to my honorable supervisor, Mr. Suman Paul Chowdhury, Assistant Professor and MBA coordinator who helps me, encourages me and guiding me by giving valuable suggestions and guideline throughout the period of my internship, without his support it was not possible to prepare this report. I also very glad to get the chance to do advance accounting course under his authority.

After that, it was a great opportunity for me to complete my internship program at Janata Bank Limited, Mohakhali Corporate branch and because of that another special thanks will go to Deputy General Manager of JBL. I am also very grateful to my branch manager, operating manager and officers for their great support.

Finally, I am fortunate for the aid and encouragement I have received from all of my teachers and staffs and friends of BRAC University.

Executive Summary

I have done my internship in Janata Bank Limited as a requirement of BRAC Business School. Internship provides an opportunity to translate the theoretical concepts into real life working environment. I achieve a commendable knowledge on general banking. The report emphasize on the “Consumer Perception about General Banking Activities of Janata Bank Limited” highlights products and services offered by the bank to its customers, ranges of these services, their different features, quality of service. I have conducted a customer survey and for this customer survey 19 questions have been asked to 40 different customers of JBL. In this report I have also covered my survey findings analysis, some other findings throughout my internship program and some recommendations for Janata Bank Limited.

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CHAPTER – ONE

INTRODUCTION

1.1. Introduction of the Report

Banking has a long and rich history. Banking started as a result of people need and with ages it has been assuming an imperative part in satisfying the critical needs of business people and others. As the size and complexities of business is expanding step by step managing an account part is additionally giving different imaginative administrations with fundamental capacities to expand estimate yet to diminish the complexities.

Modern banking is 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. Banks essentially supply cash to three gatherings. As a matter of first importance, family unit who needs money for householder uses like purchasing cars and family unit things. Secondly, to corporations who demand money for projects. Corporation funds the project through equity and debt but cost of equity always greater than cost of debt. Finally, to the government who needs money at the time of budget deficit.

Though commercial banks are profit maximizing institution and they charge higher rate of interest but it depends, because of competition between banks. On the other side, the main purpose of nationalized commercial banks is not just to make profits but also to maximize the social benefits. Commercial banks provide variety of services to the customers comparing nationalized commercial banks. For example, financial advice, remittance facilities, credit information about customers, collections of debts and duties, issuing L.C, mobile banking services etc. Commercial banks also sell t-bill or t-bond for government by buying from central bank for raising fund for government.

Different banks works with different target market but the banks is a very important institution for the developing on economic condition for any country.

1.2. Origin of the Report

The report is originated as a partial fulfillment of the BBA program of BRAC Business School (BBS), BRAC University. This report is mandatory for the completion of BBA and the course Internship (BUS 400) which carries four credits as well. I was placed at Mohakhali corporate branch Dhaka of Janata Bank Limited for my internship program and prepared report on “Consumer Perception about General Banking Activities of Janata Bank Limited”. During my internship period, I am adjusting and applying my theoretical knowledge with my practical experience. The main purpose of the program is to expose the students to the professional life.

1.3. Limitations of the Report

As I know that I have to submit a report to BRAC University, that why from the beginning of my internship I have tried to collect relevant information for my report. But I faced a lot of problem because Janata Bank limited has their own policies for outsiders and inters. According to their policies I had some restrictions to access information. So, some information's I got by officers support and some I failed to collect as it is very confidential according to JBL. For most of the information I had to depend on JBL web sides. In preparing this report some problems and limitation have encountered which are as follows-

- Lack of opportunity to access in internal data.
- 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.
- While collecting information about JBL, personnel did not disclose information for the sake of confidentiality of the organization.
- I had to depend on secondary data for collecting most of the information for this report.
- Legal action related information was not available.
- The time was very constraints.

1.4. Objectives of the Report

Broad Objective:

The significant goal of the report is to make top to bottom examination of consumer perception about General Banking of Janata Bank Limited.

General Objective:

- To give a review what I have learnt through my internship period.
- To know about the management system of Janata Bank Limited.
- To have an exposure to the functions of general banking.
- Consumer perception about general banking activity of Janata bank limited.
- To represent a clear knowledge about all the division and departments of JBL.
- To get idea about hoe deal with customers.
- To get information's about the interest rate on deposits and services that
- JBL are offering
- Finally, to recommend some suggestions based on my findings.

1.5. Methodology of the Study

The study is performed based on the information collected from various sources collected by using a specific methodology. In order to fulfill the objective of this report overall methodology divided into two major parts:

Data Collection Procedure:

In order to collect information for this report, I have used two sources and that are-

1. Primary sources-

- Discuss with the employees working in Mohakhali Corporate Branch of JBL.
- Practical working knowledge.
- Direct communication with clients.
- Simple depth interview technique was used by asking open ended question in order to collect information's.
- Conducted a survey.

2. Secondary sources-

- Most importantly Janata Bank Limited web site.
- Annual report of Janata Bank Limited till 2015.
- Journals about General banking activity and various articles.
- Periodicals published by Bangladesh Bank.
- Report on general banking activity of JBL.

Data Processing & Analysis:

Collected information have been processed and compiled with the help of MS Word, Excel & other related computer software.



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CHAPTER – TWO

An Overview of Janata Bank Ltd

2. An Overview of Janata Bank Ltd

2.1. A Brief History of Janata Bank Limited

Beginning of Banking in Bangladesh

After independence, in attempt to rehabilitate the war-devastated banking of Bangladesh, the Government promulgated a law called Bangladesh Bank order, 1972 (Acting President's Order No.2 of 1971). By this order, the State Bank of Pakistan was declared to be deemed as offices, branches and assets of Bangladesh Bank. On that date there existed 14 scheduled banks with about 3042 branches all over the country.

On the 16th December, 1971, there existed the following 12 banks in Bangladesh are-

1. United Bank Ltd.
2. Union Bank Ltd.
3. Muslim Commercial Bank Ltd.
4. Standard Bank Ltd.
5. Australasia Bank Ltd.
6. Eastern Mercantile Bank Ltd.
7. Eastern Banking Corporation Ltd.
8. National Bank of Pakistan
9. Bank of Bahawalpur Ltd
10. Premier Bank Ltd.
11. Habib Bank Ltd.
12. Commerce Bank Ltd.

Inception

Nationalized Commercial Banks were established in Bangladesh in 1972 through amalgamation of twelve commercial banks that were operating in pre-independent Bangladesh allowing the poor access to fund, reducing capital flight to foreign countries, and increasing domestic investment were some of the basic objective of this nationalization. That means a society with wealth distributed as equitably as possible.

Janata Bank is formed by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President's Order No. 26) of 1972.

Corporatization of Janata Bank Limited

Janata Bank got registered with the Joint Stock of Registrars and restructured it as a public limited company with the name Janata Bank Limited in 15th November 2007.

Roundup

Janata Bank Limited runs its business with 910 branches (including 4 overseas branches in United Arab Emirates) across the country with a big family of around 19140 employees (As on 31.10.2016) and its head office located at Janata Bhaban at Motijheel C/A, the heart of the capital city, Dhaka.

In respect of deposits/assets Janata Bank Limited is the 2nd largest commercial bank in Bangladesh. Janata Bank limited playing pivotal role in overall financial activities in Bangladesh and possesses a long heritage of discharging laudable service to the society.

At the end of 2015 the Bank held Deposit BDT 568,911.14 million, Advance BDT 349,861.30 million with Authorized capital BDT 30,000 million and Paid-up Capital BDT 19,140 million.

The contribution of the Bank to the national economy and social reform has set standard bar so high that others in this business cannot help aspire touching the benchmark of success earned by JBL. More so a matter of great honor is that the contribution, commitment and success of the Bank have been recognized with a number of prestigious awards by national and international organizations of repute.

2.2. Vision

The vision of JBL is to be the effective largest commercial bank in Bangladesh to support socioeconomic development of the country and to be a leading bank in South Asia.

2.3. Mission

Mission of JBL is 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. Objectives

- Providing best service using modern technology.
- Making the easier and at the same time effective and efficient.
- Create employment and poverty alleviation through financing schemes.
- Full implementation and utilization of the bank excellence program which aims to provide service to customers.
- Collect more deposit and utilize that properly.
- To be the leading bank in Bangladesh.

2.5. Corporate Information

Name	Janata Bank Limited
Registered Address	Janata Bhaban, 110, Motijheel Commercial Area Dhaka - 1000, Bangladesh.
Legal Status	Public Limited Company
Chairman	Shaikh Md. Wahid-uz-Zaman
Managing Director & CEO	Md. Abdus Salam
Company Secretary	Md. Mosaddake-Ul-Alam
Date of Incorporation	21 May 2007
Authorized Capital	BDT 30,000 Million
Paid up Capital	BDT 19,140 Million
Face value per share	BDT 100 per share
Shareholding Pattern	100% Share owned by the Government of Bangladesh
Number of Employees	13,498(As on 31.10.2016)
Banking license obtained from Bangladesh Bank	31 May 2007
Phone	+88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30
Fax	88-02-9554460, 9553329, 9552078
SWIFT	JANBBDDH
Website	http://jb.com.bd
E-mail	md@janatabank-bd.com

Figure 1: Janata Bank Ltd. Corporation Information.

2.6. Board of Directors

In JBL Managing director is government appointed who is the chief Executive of the board and he or she needs to have an experience at least three fields out of Finance, Banking, and trade, Commerce, Industry and Agriculture. Board of directors consisted of 10 members headed by a chairman who are responsible to organize, operate and manage the operations of Janata Bank Limited and lead it toward its vision and mission by following the board policies of government.

Name and position of ten members are as follow-

Chairman of the Board of Directors

- Shaikh Md. Wahid-uz-Zaman

Members of the Board of Directors

- Khondker Sabera Islam
- Mr. Md. Mofazzal Husain
- Mr. Manik Chandra Dey
- Mr. Masih Malik Chowdhury
- Mr. A.K. Fazlul Ahad
- Mrs. Luna Shamsuddoha
- Mrs. Selima Ahmad
- Mr. Mohammad Abul Kashem

CEO & Managing Director

- Mr. Md. Abdus Salam

2.7. Management of JBL

Based on deposit & asset Janata Bank Limited is the second largest bank of the country. It has 910 branches throughout the country and abroad to serve the nation. So, in order to manage the banking activity properly JBL has a strong management team. JBL has 15 GM, 77 DGM, 192 AGM, 576 first AGM, 1037 SEO, 3085 EO and 460 AGM. The head office is located at Janata bhaban 110 Motijheel C/A.

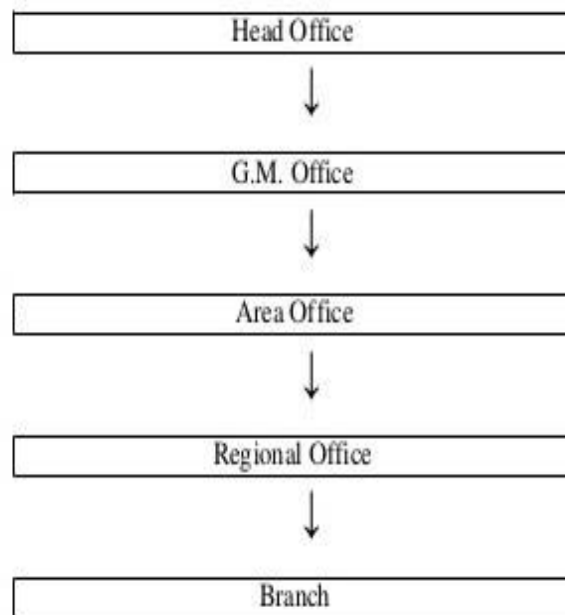


Figure 2: Functional Hierarchies

2.8. List of Branches

Classification of active branches of Janata Bank Limited are given below-

Local Office	1
Corporate-1 Branches	28
Corporate-2 Branches	77
Grade-1 Branches	209
Grade-2 Branches	223
Grade-3 Branches	275
Grade-4 Branches	93
Overseas Branches	04
Total Branches	910

Figure 3: Janata Bank Limited Branches

2.9. Regulations

Janata Bank regulations are a form of government regulations which subject banks to certain requirements, restrictions and guidelines. This regulatory structure ensures transparency between banking institutions and the individuals with whom JBL conducts business, among other things.

Bank Regulations and Guidelines:

- Janata Bank Service Rules-1995
- Janata Bank Service Rules-2008
- Anti-Money Laundering Policy
- Credit Management Policy
- Consumers Financing Policy
- Green Banking Policy
- Export Policy
- Import Policy
- Disclosure on Risk Based Capital (Basel II) 2012

As Basel III recently introduced that is why, Janata Bank has gone for Basel III as they were following Basel II before.

Objectives of Janata bank Regulations:

- Risk reduction- To reduce the risk of disruption resulting from adverse trading conditions for banks causing multiple or major bank failures
- Avoid misuse of banking practice- To reduce the risk of bank being used for criminal purposes, e.g. laundering and terrorism financing.
- Prudential- To reduce the level of risks to which bank creditors are exposed (i.e. to protect depositors)
- Credit allocation- To channel credit to favored sectors
- To protect banking confidentiality.
- It may also include rules about treating customers fairly and having corporate social responsibility.

2.10. Corporate Social Responsibilities (CSR)

Corporate Social Responsibility (CSR), one of the most sophisticated, radical terms is being treated as the determinant of corporate outlook towards society with business activities of an organization. Corporate social responsibility is becoming a key initiative and an essential tool in the development of third world countries throughout the globe. In recent time CSR has got more acceptability than profit maximization. It is a concept whereby organizations consider the interests of society by taking responsibility for the impact of their activities on customers, employees, shareholders, communities and the environment in all aspects of their operations. This obligation is seen to extend beyond the statutory obligation to comply with legislation and organizations see voluntarily taking further steps to improve the standard of life of employees and their families as well as of the local community and society at large.

View of Janata Bank Limited towards CSR

JBL sees CSR activities as a critical component of continuous improvement, like the overall effort to be a more socially responsible and sustainable organization.

Being one of the leading state-owned commercial banks in Bangladesh, Janata Bank Limited, with its 904 branches has also realized its responsibilities to the society and is contributing to the amelioration of the social life of the destitute people, infra-structure, environment etc. Not only that, it has stepped forward to introduce interest-free loans to the poor and marginal farmers in the Aila-Sidr-Monga unit areas.

Formation of budget

The profit earned by the bank each year, the budget for performing CSR activities is managed from that. Since its inception, the break-down of the budgets devoted to the philanthropic initiatives up to 2013 are as follows:

Year	Budget(in million taka)	Fund Utilized(in million taka)
2013	310	292.3
2012	250	113.37
2011	100	68.77
2010	70	61.28
2009	25	17.07

Figure 4: CSR Activities fund budget.

Field Of CSR:

Janata Bank Limited CSR activities are performed in the following fields:

- Education and Research
- Health and Treatment
- Poverty Reduction and Rehabilitation
- For repaying loan interest of the poor and marginal farmers and for leather sector business promotion
- History, Culture and sports
- Information Technology
- Natural Calamity
- Protection of Environment
- Miscellaneous

Policy for CSR Activities in JBL

Janata Bank Limited also make policies for CSR activities based on the DOS circular No-02, dated 02.06.2009 and "CSR Evening: Meeting Social Goals" organized by Management and Resources Development Initiative (MRDI).

2.11. Award and Reorganizations

As a token of its acclamation the Bank has been adorned with a number of lofty awards and recognitions by esteemed organizations of home and abroad which testify the Bank's dedication towards professionalism, customer services and success as well.

Some of achieved awards are-

- Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosers 2013.
- 14th ICAB National Award for Best Presented Annual Reports 2013.
- ICMAB Best Corporate Award 2015.
- ICMAB Best Corporate Award 2014.
- ICMAB Best Corporate Award 2012.
- ICMAB Best Corporate Award 2011.
- International Award -"World's Best Bank Award-2009 in Bangladesh.
- International Award -"World's Best Bank Award-2008 in Bangladesh.
- International Award -"World's Best Bank Award-2007 in Bangladesh.
- International Award -"World's Best Bank Award-2006 in Bangladesh.

2.12. Products and Services offered by JBL

2.12.1. General Banking

General Banking is the combination of all departments and the activities performing in banking operation. Every day bank receives deposits from depositors/clients/customers, maintains the SRR & CRR and utilizes the excess money. It also performs some important activities related to this like open new account, remits customers money from one place to another place by issuing bank draft, pay order, foreign remittance, and collect check.

2.12.2. Procedure for Opening New Bank Account

In order to open a new account customer have to follow a specific procedure. The procedure is-

- Fill up the opening form properly and correctly.
- Voter ID card number and photocopy.
- Voter or national ID card of nominee.
- One copy photocopy of nominee attested by account holders.
- Attached two copies of passport size photographs.
- Introduce by an existing account holder (Must).
- Giving three signatures to the signature card.
- Trade license photocopy, number (in case of business account).
- Income tax photocopy and number (if applicable).

2.12.3. Deposit Products

❖ Current Account

Janata Bank Limited offers customers current deposit facility for day-to-day business transaction without any restriction. This deposit account pays no interest but a customer can withdraw money from this account when he wants by presenting his account cheque over during any working day. This type of account may be opened in the name of individual or firms. This account suits best for business man or business firm. There have no interest for current account.

Main requirements for opening Current Deposit Account:

- Two copies of passport size photograph.
- Photocopy of National ID card.
- Memorandum and Articles of Association (for limited company).
- Certificate of incorporation (for limited company).
- Board resolution for opening of account and operation of account (for limited company only).
- Photocopy of TIN certificate, if any.
- Up to date trade license (for organization).
- Photocopy of VAT certificate, if any.
- IRC & ERC copy, if applicable.
- List of all the directors, if applicable.
- Latest Form XII, if applicable.
- Other papers (if necessary).

Main procedure to open Current Deposit Account:

- Account Opening Form to be duly filled out and submitted to the concerned branch of Janata Bank duly attested by an introducer who must be an account holder of any branch of Janata Bank.
- An initial deposit is required for opening of the account.
- Minimum balance is to be maintained in the account.
- All required information and papers as per terms mentioned in the Account Opening Form.

❖ **Saving Deposit Account**

Any Bangladeshi citizen in the name of an individual or a group of individual's savings Bank account can be opened in any branch of Janata Bank by depositing any amount of taka which can be operated singly or jointly. Account holder can deposit or withdraw any amount during any working day with prior notice or without notice. There have up to 3.5 percent interest on saving deposit account based on deposited amount and time duration.

Main requirements for opening a Savings Bank Account:

- Account Opening Form to be duly filled out and submitted to the concerned branch of Janata Bank along with three passport size recent photographs of the applicant duly attested by an introducer who must be an Account Holder of any branch of Janata Bank.
- An initial deposit is required for opening of the A/c.
- Minimum balance is to be maintained in the A/c.
- A Savings Bank Account may also be opened in the name of a minor whom has to be operated by the minor's guardian.
- An account in the name of an illiterate person can also be opened which is to be operated by the account holder's thumb impression. For each and every transaction of the Account the illiterate account holder has to present himself/herself before the concerned Branch officials.
- All required information and papers as per terms mentioned in the Account Opening Form.
- Up to date trade license (for organization).
- Interest for the account is applied in June and December on monthly product basis.
- Photocopy of TIN certificate, if any.

Main procedure to open Savings Deposit Account

- Account Opening Form to be duly filled up out and submitted to the concerned branch of Janata Bank which is duly attested by an introducer who must be an Account Holder of any Branch of Janata Bank.
- An initial deposit is required for opening of the A/c.
- Minimum balance is to be maintained in the A/c.
- Photocopy of TIN certificate, if any.
- All required information and papers as per terms mentioned in the Account Opening Form.

❖ **Fixed Deposit**

A depositor can open Fixed Deposit Account for different terms with any branch of Janata Bank. Any individual or a group of individuals can go to any branch, fill a prescribed form, depositing cash or easily cashable instrument of FDR amount and a Fixed Deposit Receipt will be issued by the Bank on behalf of the applicant.

Depositor cannot withdraw money before the maturity date. Depositor keeps a fixed amount of money in the branch of a bank. Depositor gets a high interest rate for keeping the money in the bank for a certain period of time. This kind of account is the main focus or attractive account for the bank because bank does not need to maintain money for regular transaction for this kind of account. Bank can invest the excess money for a certain period of time. As like others bank Janata Bank Limited also gives high interest that is given below. Depositor has the right to withdraw money before maturity; in this case they will get less interest or might be no interest for keeping the money in the bank. Depositors can withdraw the money only from that branch where they have deposited the money.

Period	Interest rate
For 3 months to > 6months	4.50%
For 6 months to > 12 months	4.75%
For 12 months to > 24 months	5.00%
For 24 months to > 36 months	5.00%

Figure 5: FDR interest rate.

Customer has the right to withdraw their money at any particular time by giving a short notice before some days, they will get less interest rate and that are as follow-

- Withdraw before 3 months no interest will be given.
- If withdraw before 6 months then they will get 3 month interest rate.
- If withdraw before 1 year, there will be 6 month interest rate.
- If withdrawal happens before 2 years, 1 year interest rate.
- If withdrawal happens before 3 years, 2 year interest rate.

Main requirements for opening a Term Deposit Account

- Passport size photograph.
- Photocopy of National ID card.
- Photocopy of TIN certificate, if any
- Board resolution for opening of account and operation of account. (For Limited Company only)
- Memorandum and Articles of Association. (for limited company)
- Certificate of Incorporation (for limited company)
- Other papers (if necessary).

Main procedure to open a Term Deposit Account

- Account Opening Form to be duly filled up and submitted to the concerned branch of Janata Bank which is duly attested by an introducer who must be an account holder of any Branch of Janata Bank.
- An initial deposit for any term of fixed deposit is required for opening an account.
- Minimum balance is to be maintained in the account.
- Photocopy of TIN certificate, if any.
- All required information as per terms mentioned in the Account Opening Form.
- Interest will be paid to the account as per contract of fixed deposit terms.

❖ Janata Bank Deposit Scheme (JBDS)

In deposit scheme account holder can deposit any amount in every month to a certain period of time and after the maturity account holder get some interest and able to withdraw his or her money. In order to open this account, account holder should be 18 years old and deposited money will be 500 taka to 20000 taka in every month. The amount will be same in every month. The account holder cans nominee more than one person to withdraw his or her money I case of his or her death.

Main requirements for opening a Scheme Deposit Account

- Account Opening Form to be duly filled up and submitted to the concerned branch of Janata Bank along with three copies of passport sized recent photograph of the applicant's duly attested.
- Monthly fixed deposit is required for opening of the A/c.
- Account may also be opened in the name of a minor whom has to be operated by the minor's guardian.
- An account in the name of an illiterate person can also be opened which is to be operated by the account holder's thumb impression. For each and every transaction of the Account the illiterate account holder has to present himself/herself before the concerned branch officials.
- All required information and papers as per terms mentioned in the Account Opening Form
- Interest for the Account is applied in December on monthly product basis.

Pre tenor encashment benefit

- If you need money, you can take loan from the bank at the bank's terms and condition.
- In case of pre tenor encashment of the scheme, you can still get attractive benefit.

Different types of scheme and interest offered by JBL are given bellow-

Name of the Scheme	Interest Rate
Janata Bank Double Benefit Scheme	9.34%
Janata Bank Monthly Benefit Scheme	9%
Janata Bank School Banking Savings Activities	5%
Janata Bank Savings Pension Scheme	9%
Medical Deposit Scheme	8%
Janata Bank Education Deposit Scheme	8.5%
Janata Bank Special Deposit Scheme	9.5%
Janata Bank Masik Amanat Prakalpa	10%
Janata Bank Deposit Scheme	8.50%
Non-Resident Pension Scheme	8.50%
Retirement Savings Scheme	11%
Janata Bank Retirement Savings Scheme	12%
Janata Bank Monthly Savings Scheme	9%

Figure 6: Different Deposit Scheme & Interest Rate

❖ **Short Term Deposit**

In short time deposit, depositor has to deposit a huge amount of money in order to get interest on that amount. Depositors have to keep that money at least for seven days then they will get the interest. In order to withdraw the deposited money depositor have to give seven days' notice.

Interest rate in term of short term deposit are given below-

STD	Interest rate
Up to 10 crore	3.5%
Above 10 crore	3.6%

Figure 7: Short term deposit interest rate

2.12.4. Transfer of Account Another Branch

If depositor wants to transfer his or her account from one branch to another branch of JBL then the account holder can requests to transfer his or her account by giving following instructions-

- Reason for transferring the account,
- Address of the branch at which customers wants to transfer the account
- The given or issuing check book has to be return before transfer.

After verification, approved by manager the existing branch will send a forwarding letter to the branch where the account will be transfer. After getting the letter and approved by the manager the account will be transferred based on the following entries-

Customers account-----.....Dr.
 Transferred Branch Account.....Cr.
 Service charge.....Cr. (if applicable)

2.12.5. Accounting Closing

An account can be closed by both the banker and the account holders.

- **By Banker:** An account can be closed by the Banker only when a customer does not maintain any transaction within six years. And the account balance becomes lower than the minimum balance.
- **By customer:** If a customer wants to close his/her account then, he writes an application to the manager and requesting him to close his account.

In real life a customer cannot close his or her account. If he does not do the transaction for a longer period, it becomes close.

2.12.6. Remittance

Remittance means sending the money from one place to another place through post or telegraph. Commercial bank offers this service to their Customers.

There are 2 types of bank remittance, this are-

❖ Inland Remittance-

- JB pin cash service- by this service any person without an account can transfer money to one branch to another branch.
- Demand draft- A branch of a bank give an order to another branch of the same bank to pay the fixed sum money to the specific person. It is payable on demand.
- For overseas TT (Telegraphic Transfer) used. It is an electronic method of transferring fund.
- Mail Transfer (MT) - this is a procedure to transfer money.

❖ **Foreign Remittance-**

- JB pin cash service- by this service any person without an account can transfer money to any branch of JBL.
- EFT (Electronic Fund Transfer) is a system through which fund transfer from one account to another account or different financial institution to different account through a computerize system.
- Instant cash payment- A form of liquid funds given by customers to a product or service provider as compensation for receiving that product.
- Web based spot cash payment- Money that is paid for something immediately, when it is delivered.

2.12.7. E-service

❖ **JB pin cash**

JB pin cash is a new service offered Janata Bank Limited by which any account holder and also non account holder can transfer money. This service is available in all branches of JBL. The money sending by JBL pin cash service can withdraw from any branch of JBL. In this service, when anyone sent money JBL give one pin number to sender and by this pin number receiver can withdraw money from any branch of JBL. By this service one person can be sent up to a maximum 5 lakh per day.

Requirements for withdraw money sending by JB pin cash-

- Receiver's mobile number.
- Pin number given by JBL.
- National ID card.

❖ ATM Service

Today in banking system most popular modern service is ATM service provide by bank, because by ATM service customers can withdraw money at anytime from ATM booth. Janata Bank Limited cannot give enough ATM service to their customers but to offer modern Banking service, Janata Bank Limited is providing ATM facilities with Debit and Credit cards to the customer. Till now Janata Bank Limited have 38 ATM booths all over Bangladesh and they are trying to increase their ATM booth.

Features of the Card-

- Connected with NPSB (National Payment Switch Bangladesh).
- Running under the largest network of Bangladesh.
- Card holder can use any ATM & POS (Point of Sales) within Bangladesh.
- Mobile phone recharge & Online Tax payment facility is available.
- Minimum fees and charges.
- SMS alert service is available.
- No hidden cost.

In order to using this service clients need to pay a minimum fee, which less than 700 taka per month. Users get SMS alert service and no hidden cost.

❖ Q-cash Service

Q-Cash was launched by ITCL with only 05 banks of which a respective bank is one of the sponsor bank and another playing the role of a settlement bank. Now a day's q-Cash has become very famous within banks and banks are feel proud to join with q-cash which just not only adds value but also minimizes the cost of setting up a switching system. Moreover, it facilitates all the financial institutions to connect with each other through this common channel. In a nutshell, Q-Cash was and is the only common platform in Bangladesh that as an aggregator linked all the major banks and introduced payment gateway concept in Bangladesh.

Janata Bank Limited, first among the Nationalized Commercial Banks, has introduced ATM services and one of the pioneer members of Shared Q-cash consortium. Janata Bank Limited offers Debit card and Credit card facilities to their account holders.

Presently Janata Bank Limited and other Q-cash Consortium member banks are providing services to their customers through 4100 ATMs. Beside that JBL cardholders can use their cards to meet shopping needs through POS terminals of American Express deployed at important shops, stores and malls.

The Consortium Member Banks are:

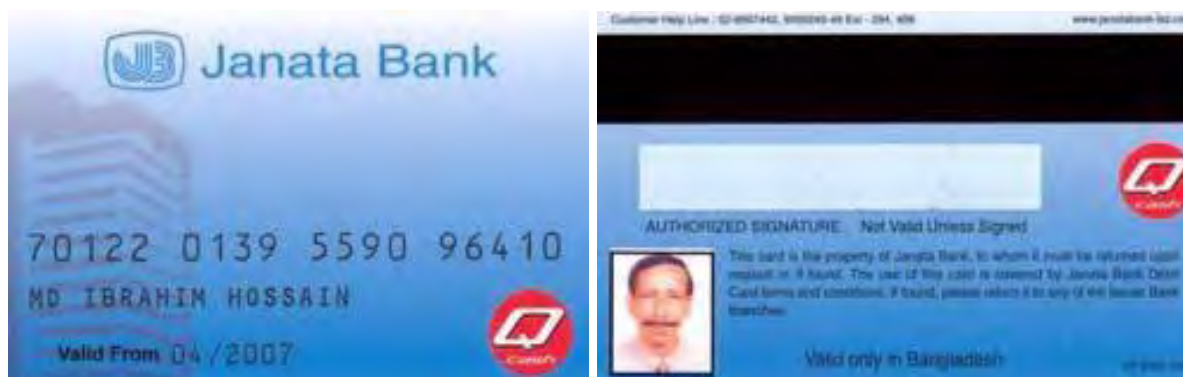
SL	Name of Banks	SL	Name of Banks
1	Agrani Bank Limited	2	Bank Asia Limited
3	Basic Bank Limited	4	Bangladesh Commerce Bank Limited
5	Bangladesh Krishi Bank Limited	6	Eastern Bank Limited
7	Exim Bank Limited	8	First Security Islami Bank Limited
9	IFIC Bank Limited	10	ICB Islami Bank Limited
11	Janata Bank Limited	12	Jamuna Bank Limited
13	Meghna Bank Limited	14	Merchantile Bank Limited
15	Midland Bank Limited	16	Modhumoti Bank Limited
17	National Bank Limited	18	NRB Bank of India
19	NRB Commercial Bank Limited	20	NRB Global Bank Limited

21	One Bank Limited	22	Pubali Bank Limited
23	Shahjalal bank Limited	24	Sonali Bank Limited
25	Social Islami Bank Limited	26	Southeast bank Limited
27	South Bangla Agriculture Bank Limited	28	Standard Bank Limited
29	The City Bank Limited	30	Trust bank Limited
31	Union Bank Limited	32	Uttara Bank Limited

Figure 8- The Consortium Member Banks

Besides the above mentioned ATMs a card holder can enjoy the facilities of all ATMs of Network Sharing Banks, i.e. BRAC Bank Limited and Dutch Bangla Bank Limited.

Debit Card



Credit Card



2.12.8. Operation of Check

A cheque, signed by the account holder is an unconditional order in writing and drawn on a specified bank. Bank will pay a certain sum of money to the cheque bearer. In the check, account holder has to write name of the person who will be paid, date, amount and finally he or she has to give signature as like as he or she has given to the bank signature card at the time of opening the account.

There are three parties who involve in a check-

- The drawer.
- The drawee (the bank).
- The payee (to whom the check is to be paid).

There have some procedures to pass a check. These are given below-

- Firstly, the check need to be properly filled up by the drawer and the payee has to submit it to the cash counter. The payee has to be capable (mentally normal) in order to getting money.

- Secondly, if payee is third person then he or she has given two sign and mobile number on the back page of the check. In some case, he has been asked to submit National Id card photocopy for getting money.
- Before giving the money to the payee, requirement given by account holder must be checked.
- If everything is correct then the authority will pay the money to the payee and amount will be debited from bank journal. If the amount is big then before issuing the check sometime bank can give call to account holder in order to take confirmation.

2.12.9. Issuing Checkbook

Janata Bank offers Normal checkbook and MICR (Magnetic Ink Character recognizable) checkbook.

There are three types of cheque book in the Janata Bank limited. This are-

- **Ten leaves cheque book-** ten leaves cheque books are use only for savings account.
- **Twenty leaves cheque book-** twenty leaves cheque books are use for current account.
- **Fifty leaves cheque book-** fifty leaves cheque books are use for current account but this is provided those depositors who are loyal customer or those whose transactions are done randomly. Normally this type of cheque book issued for business person and corporate.

❖ Checkbook Issue to a New Account Holder

After completing all formalities of account opening account holder receive a form for getting a cheque book. Account holder need to fill up the form properly and give it to the officer. After receiving the form officer check the form, the given signature and other things is correct or not, if everything is correct then officer will give his or her signature in form and issue a normal 10 page cheque book within one week. After receiving the account opening letter, the account holder can collect it by showing the letter to officer and putting a signature in the register book.

❖ **Check book Issue to Existing Account Holder**

He or she need to give a requisition slip to the bank which he get from previous cheque book, in order to get a new cheque book and within one month he or she will be receive one MICR cheque book. When the check book is ready, the account holder can collect it from officer.

2.12.10. In the Situation of Lost Checkbook

When any account holder lost the checkbook, then he/she has to give an application to the Branch manager for providing him a new checkbook. After verifying the accounts holder signature the manager gives order to officer to give him a new checkbook. After receiving the order officer canceled the previous checkbook and issue a new checkbook.

2.12.11. Clearing

Clearing is a system by which a bank can collect customers fund from one bank to another bank through clearing house. For example, I have an account in Janata Bank and I am deposit a City Bank check in my account. Now Janata Bank collects the amount from City Bank by clearing house, it is called clearing.

❖ **Clearing House**

It is place where the representative of different banks gets together to receive and deliver check with another bank. Normally, Bangladesh bank performs the clearing house. The procedures of collection are given below-

- Putting the receive seal on the check,
- Check are shorted bank wise and entries are given to the computer,
- payees' account credit" endorsement is given,
- Putting crossing seal in the check,
- Entry is given in the outward clearing register,
- Entries are given in the clearing house register before dispatching to the clearing house,
- Clearing seal is given.

2.12.12. Return Check

There are several reasons for check return or dishonored.

Some of them are-

- Insufficient fund.
- Exceed agreement.
- Full cover not received.
- Payment or transaction stopped by drawer.
- Payee's endorsement irregular/ illegible/required.
- Drawer's signature differs.
- Check is past dated/ out of date or multi date.
- Amount in word and figure is different.
- Check has ruined.
- Invalid signature or signature does not match.
- Transaction stops because of restriction given in the check.

If the check dishonor then entry will be given, party will be informed about it and if the transaction fails because of insufficient balance, then the account holder will be punished for that by giving some fine.

2.12.13. Cash Department

Cash is considered as blood of financial institution. The main function of financial institution is collecting money and issue loan. As depositor deposit money in the bank that is why, they have the right to demand for that at any particular time. The collection and provide of cash occur through cash department.

The main functions of this department are given below-

❖ Cash Receipt

When someone wants to deposit his or her money in the bank then he or she needs to fill up a deposit slip and then needs to submit it to the counter. After receiving money and slip from the client, officer perform following functions-

- Officer ensures that all writing in deposit slips are correct,
- Then count the money and check it randomly for ensuring all is valid note and then write denomination in the front-page of the deposit slip,
- Then officer put cash receive seal on the slip,
- Put signature on the both part of the slip- bank and clients copy,
- Finally, give entry in receive register book.

❖ Cash Payment Process

When depositors want to withdraw their money then they can withdraw their money by check. The process is given below-

- At first, the check holder needs to submit the check to the cash payment counter,
- The bearer has to give two signatures on the backside of the check,
- Then the officer checks the check, verifies the signature and amount has been balance in his account (account holder),
- If everything is as procedure & valid then amount has been debited from the depositor account and payment seal has been putted on the check.
- Finally, authorized officer made payment.

The responsible officer must have to maintain cash payment register. Some of the components of cash payment register book are-

- Check number
- Account number
- Payment amount
- Authorized signature
- Payment date

2.12.14. Accounting Department

Most critical departments of all banks are accounting department. Account department of a particular branch maintain all types of accounting procedures and support the branch to take necessary measures by providing data and information.

Functions done by accounting department are-

- Give posting of voucher in computer.
- Maintain transfer book.
- Prepare income and expenditures statement.
- Prepare daily statement of affairs.
- Prepare supplementary.
- Reconciliation of CIBTA.
- Prepare advice.
- All administrative work.
- Prepare daily, weekly, monthly, quarterly, half- annual and annually statement.

After receiving any voucher accounting department needs to short list it based on-

- Clearing
- Cash or
- Transfer

❖ Clearing

When accounting department officer receives clearing voucher, he or she sends it to the clearing division.

❖ Cash

When accounting department receives cash voucher then it means payment made by clients.

❖ **Transfer**

When accounts officer receive transfer voucher that means this amount should be transfer one account head to another account head. So firstly account officer, register it in the register book before computer posting. In transfer register book contains debit and credit side, particulars and amount. Every day after 3 pm, accounts officer calculate the transferred amount and debit and credit balance should be equal. He also makes sure that the debit balance and credit balance of transfer, clearing and cash would be same figure. Everyday accounts department prepared daily statement and send them to the every department.

2.12.15. Loan and Advance Department

Most of the profit of a bank comes from loan, that's why loan and advance department called heart of any bank. A big portion of income of Janata Bank Limited comes from this particular division. Janata bank invests depositor's money in different sectors and gets interest which is the main source of income. Though investment decision is not an easy task and this responsibility is taken by the management of the Janata bank limited. Currently Janata bank limited loan and advance department play a vital role in economic development.

Janata bank has an investment committee who are responsible for some measures like-

- Identify the new investment portfolio and this is the portfolio for Janata bank ltd.
- Ensure the cash liquidity requirements and identify that, can this liquidity meet depositors requirement.
- To examine banks deposit, investment and identify their surplus money.
- They should be take short-term investment but this investment return is comparably high.
- They should aware about market and their investment portfolio.
- They must aware to identify new sources of investment.
- Responsible team should be active for recovery their substandard, doubtful, bad debt loan.

❖ Factors of Loan

Janata Bank considers and monitors some of the factors before issuing any loan to any person or organization. Some of the factors of their policies are giving below-

- Safety
- Security
- Liquidity
- Adequate yield and
- Diversity of risk

Safety

Banks are investing depositor's money. So, banks cannot take risk with depositor's money that's why banks have to take some security before sanctioning any amount of loan, because during the repayment of loan, the borrower might be unable to pay. So, taking collateral security from the borrowers is one of the most important aspects at the time of sanctioning any amount of loan.

Security

Banker should be aware in the selections of security for their loan. They should properly evaluate the value of security and it should not be less than or equal to loan amount.

Liquidity

Manager and officers needs to be very careful about the available liquid portion of the bank and also the liquidity of mortgage on the time of sanctioning any amount of loan.

Adequate Yield

Banker should select those investments which interest rate is higher than savings interest rate.

Diversity of Risk

Banks always tries to secure their depositors money. That's why bank normally invests more sectors because if unfortunately one sector is in loss then it will earn profit from other sectors. In

this way banks diversify the risk of loss. Still, diversify does not eliminate all risk because if the economy falls bank has nothing to do.

Sectors to which Janata Bank Limited issues loan are-

- Commercial loans
- Agriculture / Rural Credit
- Land Mortgage loans
- Rural Transportation loans
- Self loans
- Specialized loan programs
- Large and Medium-Term loans to industry
- Agro-based Projects / Industries-Term loans
- Term / Project loans for priority industries
- Term Loans to Small and Cottage industry
- Working Capital loan
- Import Trade loans
- Export Trade loans
- Service Holder loans
- Consumers Credits
- Financing in Computer Software and Information Technology industry
- Cyber cafe loans
- Women entrepreneur loan
- Employment loans for rural Women's
- Nursery, Forestry and Horticulture cultivation loan
- Loans for Disabled persons
- Loans for Farming Goats
- Loans for Leather Goods exporting
- Kakara loans for farming
- Loans for the cultivation of Flowers
- Doctor's loan
- Financing in Green Banking

2.12.16. The General Ledger

General Ledger is the final and most crucial part of accounting system of the branch. After completing the entry in clean cash book, all the balances of the accounts heads are transferred to the general ledger. The debit side of the clean cash book is transferred to the credit side in the general ledger book and the credit side of the clean cash book is transferred to the debit side in the general ledger.

The accounts in the branches General Ledger are as follows-

- Janata Bank Limited General Account (SBG A/C)
- Fixed deposit Account
- Discount Account
- Interest Account
- Exchange Account
- Commission Account
- Charges Account
- Drafts Payable Account
- Demand Loan Account
- Cash Credit Account
- Short Term Deposit Account
- Saving Bank account
- Call Deposit Account
- Current Account
- Pay Order Account
- Foreign Bill Purchase & Negotiable Account
- Bill for Collection Account
- Forced Loan Against Back to Back Loan Account
- Advance Against Merchandise Account
- Profit & Loss Account
- Stationary Account



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CHAPTER – THREE

My working areas in JBL and Lesson learned from internship program

3. My working areas in JBL and Lesson learned from internship program

3.1. My working areas in JBL

3.1.1. Work-Related

I have been placed in the General Banking Activity Department, throughout my internship period. It is the most important department and performs the majority functions of a bank. In fact, any working of banks starts with general banking activity department.

Personal observations

I had an opportunity to be acquainted with the practical banking prevailing in the Mohakhali corporate Branch, Janata Bank Limited and in this part I have tried to present my personal observations from general banking department of this branch. The knowledge, which has been acquired in my Internship Period, I have tried my best to show in this report.

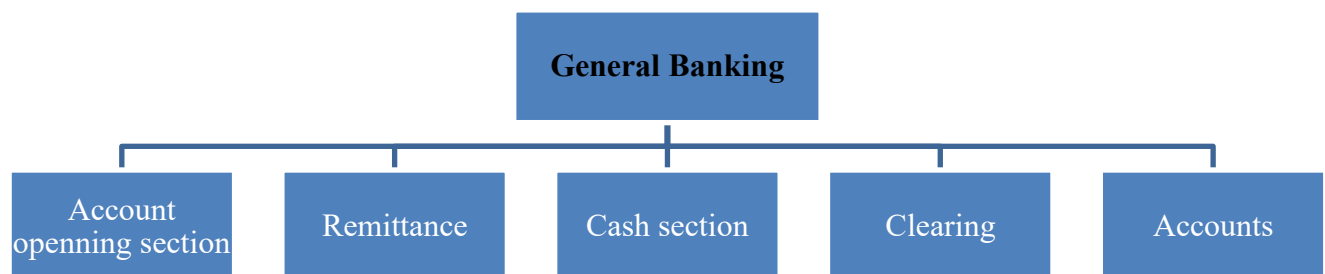
For that part I tried to collect data/information from the following sources-

- Direct observations
- Face to face conversation with the client
- Face to face conversation with the officer
- Practical desk work
- Consultation with the Following Persons
- Browsing the website of PBL

3.1.2. General Banking Activity

General Banking is the combination of all departments and the activities performing in banking operation. Every day bank receives deposits from depositors/clients/customers, maintains the SRR & CRR and utilizes the excess money. It also performs some important activities related to this like open new account, remits customers money from one place to another place by issuing bank draft, pay order, foreign remittance, and collect check.

General banking of Janata bank consists of-



3.1.3. Account Opening Section

Account opening is the first step to establish a Bank and customer relationship. By opening an account the bank and consumers binds into a contractual relationship. For a bank the selection of customer for opening an account is very crucial. Indeed, fraud and forgery of all kinds start by opening account. So, the Bank takes extremely cautious measure in its selection of customers.

Procedure to open an Account

In order to open a new account customer have to follow a specific procedure. The procedure is-

- Fill up the opening form properly and correctly.
- Voter ID card number and photocopy.
- Voter or national ID card of nominee.
- One copy photocopy of nominee attested by account holders.
- Attached two copies of passport size photographs.
- Introduce by an existing account holder (Must).
- Giving three signatures to the signature card.
- Trade license photocopy, number (in case of business account).
- Income tax photocopy and number (if applicable).

Activities & papers required for opening an Account:

❖ Joint Account

If consumers want to open joint account, then the joint account holder should submit a declaration and operational instructions of the account along with their signature. The declaration is “Any balance to the credit of the account is and shall be owned by us as joint depositors. Any liability whatsoever incurred in respect of this account shall be joint and several.”

❖ Partnership firm

The following documents have to be submitted for opening an account for a partnership firm:

- If the partnership firm is a registered one, then one copy of registration forms.
- If not, then a copy of certificate from the notary public.
- Partnership deed.

❖ **Limited Company**

Following documents have to be submitted for the opening of an account of a limited company-

- List of Directors with address
- Certified true copy of the Memorandum & Articles of Association of the Company.
- A copy of resolution of the company that the company decided to open an account in the Janata Bank.
- Latest copy of balance sheet.
- Certificate of Incorporation of the company for inspection and return along with a duly certified Photocopy for Bank's records.
- Certificate from the Registrar of Joint Stock Companies that the company is entitled to commence business (in case of Public Ltd. Co. For inspection and return) along with a duly certified Photocopy for Bank's records.
- Extract of Resolution of the Board/General Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company.

❖ **Cooperative Society**

Following documents have to be obtained in order to opening account of Cooperative Society-

- Up to date list of office bearers.
- Resolution of the Executive Committee as regard of the account.
- Copy of Bye-Law duly certified by the Co-operative Officer.
- Certified copy of Certificate of Registration issued by the registrar, Cooperative societies.

❖ **Club/Society**

Following documents have to be obtained in case of the account of the club or society-

- Copy of Government Approval (if registered).
- Certified copy of Resolution for opening and operation of account.
- Up to date list of office bearers.
- Certified copy of Bye-Law and Regulations/Constitution.

❖ **Non-Govt. College / School / Madrasha / Muktab**

Following documents have to be obtained in case of the account of non-govt. College / school / madrasha / muktab-

- Up to date list of Governing Body/Managing Committee.
- Copy of Resolution of the Governing Body/Managing Committee authorizing opening and operation of the account duly certified by Gazetted Officer.

❖ **Trustee Board**

Following documents have to be obtained in case of the account of trustee board-

- Prior approval of the Head Office of PBL.
- Certified copy of Deed of Trust, up to date list of members of the Trustee Board and certified copy of the Resolution of Trustee Board to open and operate the account.

3.1.4. Payments Made On Behalf Of Govt. To

Following payment made by Janata Bank Limited on Behalf of Government-

- Army pension
- Old-age Allowances
- Non- Govt. teachers salaries
- Girl Students scholarship/stipend & Primary Student Stipend
- Widows , divorcees and destitute Women Allowances
- Food procurement Bills

3.2. Lesson Learned From Internship program

Practical experience of 3 months internship program and on the basis of previous analysis, the following things that I learned during the internship period-

- I was learned about different general banking activities of Janata Bank Limited.
- I was learned about different types of characteristics that are very much required during accounts opening such as client's photography, client's signature, national ID card or passport, nominee's information, nominee's photography etc.
- I was learned about different types of check book issuing and cash book issuing.
- I also learned about different types of requirements that are varies based the type of customers such as, for Club/Society accounts opening we need -Copy of Government Approval (if registered), Certified copy of Resolution for opening and operation of account, Up to date list of office bearers, Certified copy of Bye-Law and Regulations/Constitution.
- This Internship is developed my skills in the application of theory to practical work situations, to cope with new environment, and understand interpersonal relationship.



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CHAPTER – FOUR

Consumer Perception about General Banking Activity of Janata Bank Limited

4. Consumer Perception about General Banking Activity of Janata Bank Limited

4.1. Survey Report analysis

Consumer perception about product & service of Janata Bank Limited

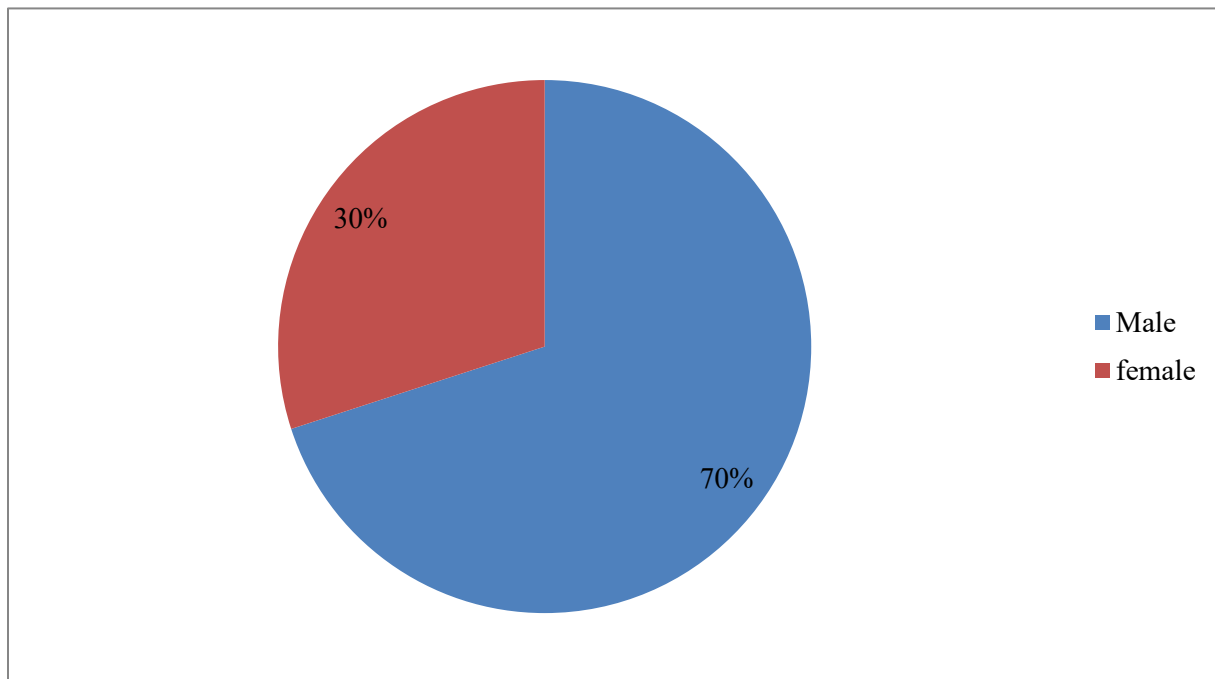
Report made by perceptual mapping. (Google doc form)

Total response: 40 people

Demographic categorize:

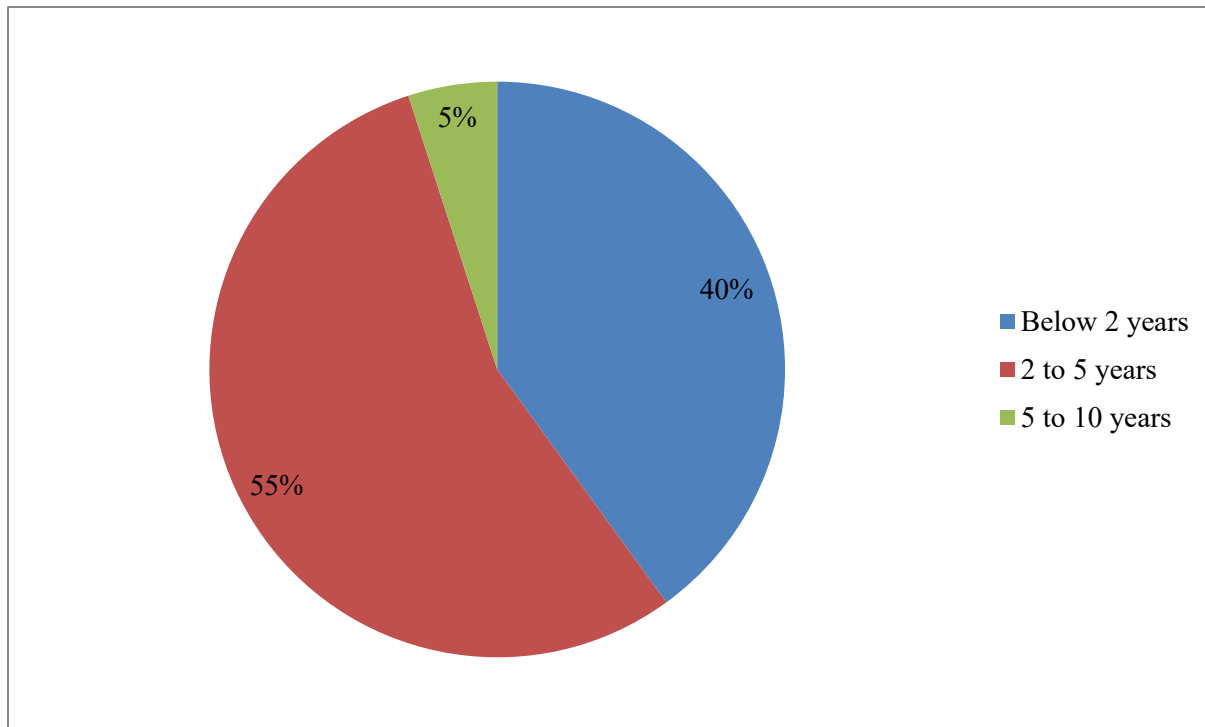
❖ Gender

Group	Person	Percentage
Male	28	70%
Female	12	30%
Total	40	100%



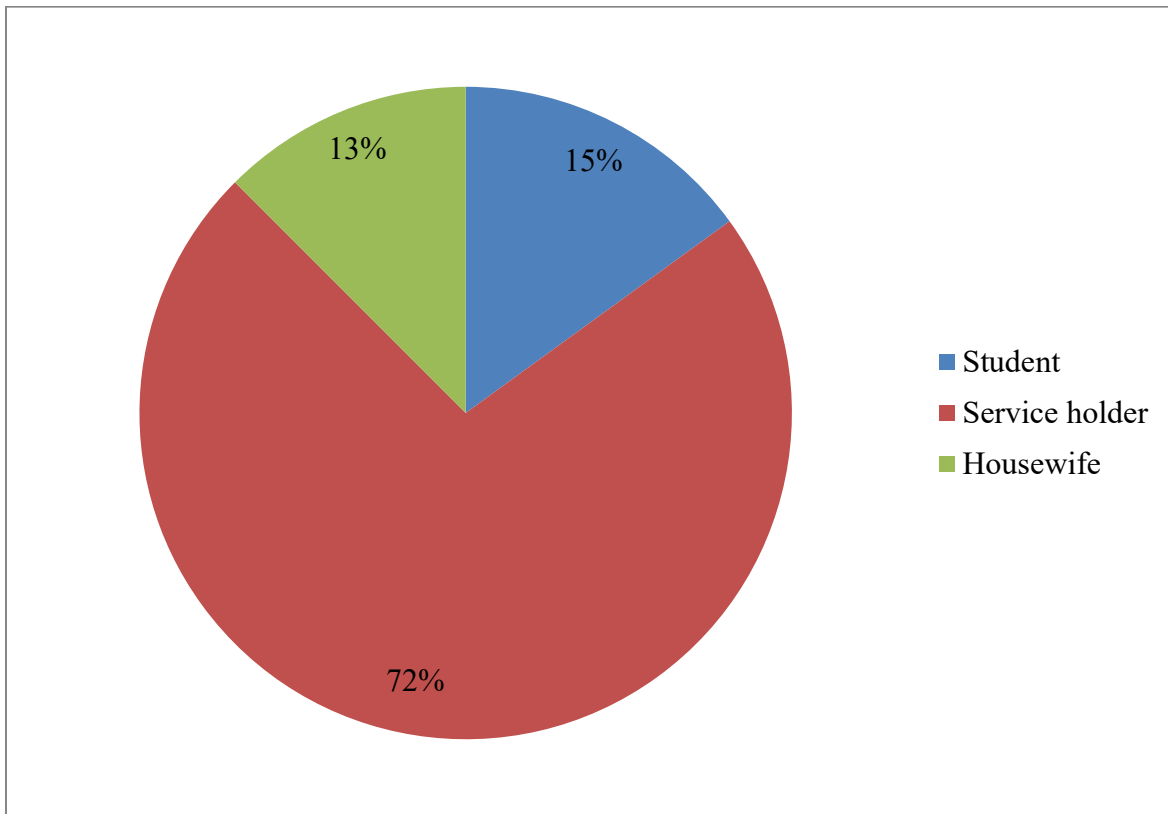
❖ **Duration of your account in Janata bank**

Group	Person	Percentage
Below 2 years	16	40%
2 to 5 years	22	55%
5 to 10 years	2	5%
Total	40	100%



❖ Occupation

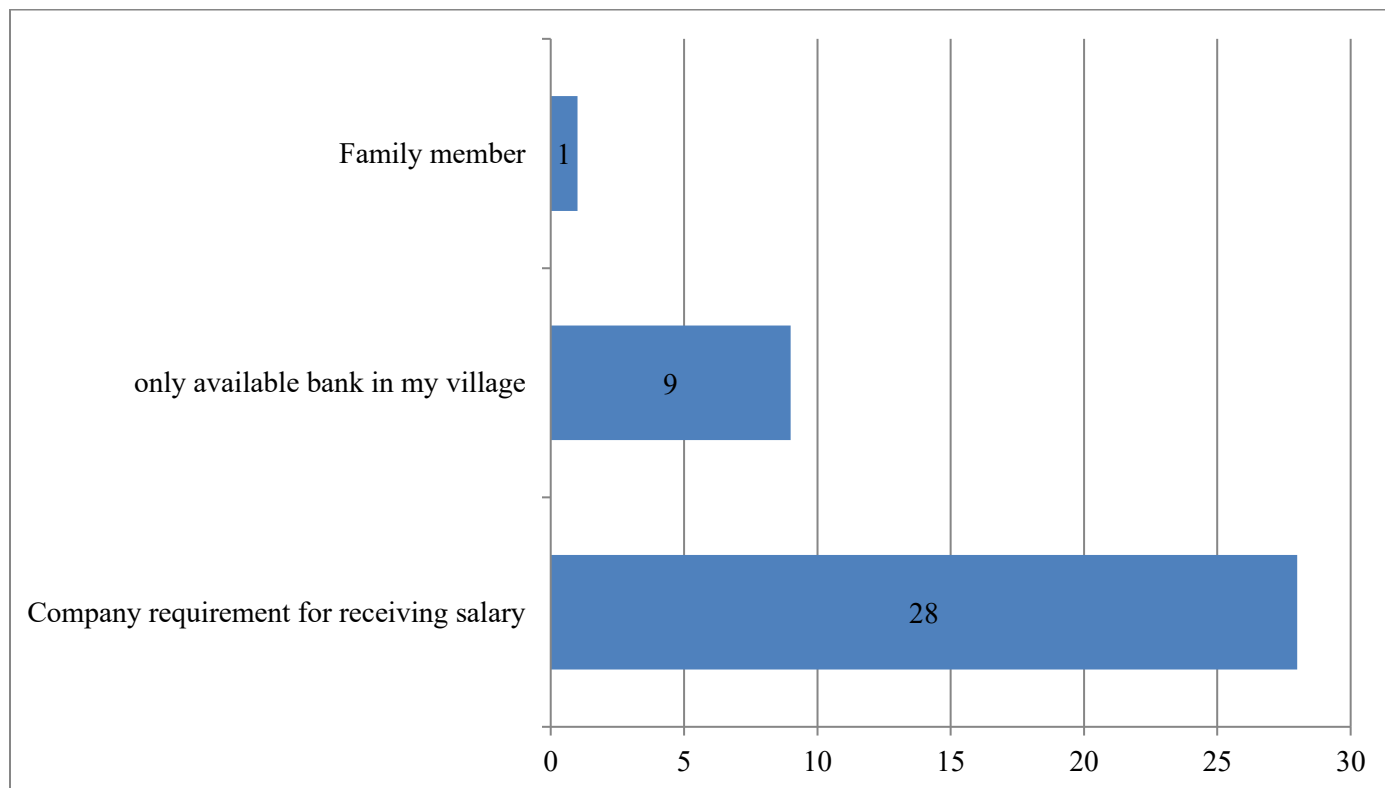
Group	Person	Percentage
Student	6	15%
Service Holder	29	72%
Housewife	5	13%
Total	40	100%



General impression

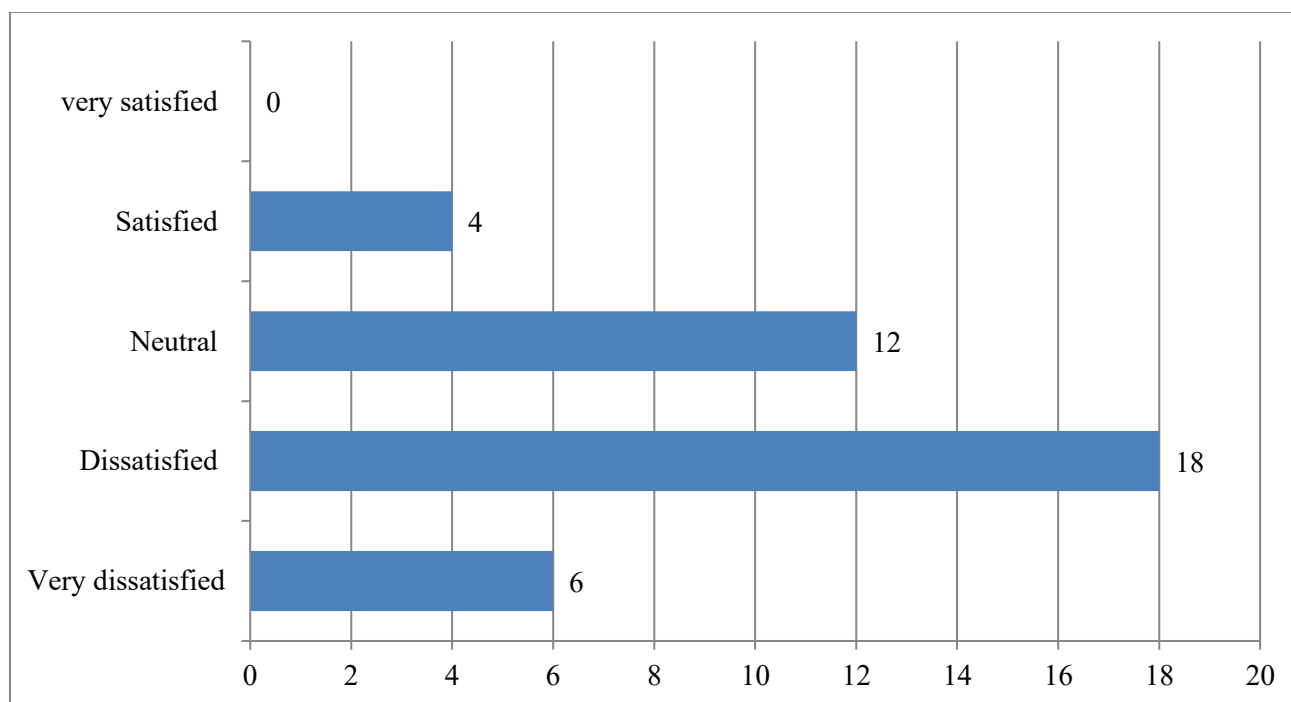
❖ Who influenced you to choose Janata bank limited?

Group	Person	Percentage
Company requirement for receiving salary	28	74%
only available bank in my village	9	24%
Family member	1	2%
Total	40	100%



❖ Consumers satisfaction level about account opening procedure of Janata Bank Limited

Group	Person	Percentage
Very dissatisfied	6	15%
Dissatisfied	18	45%
Neutral	12	30%
Satisfied	4	10%
very satisfied	0	0%
Total	40	100%



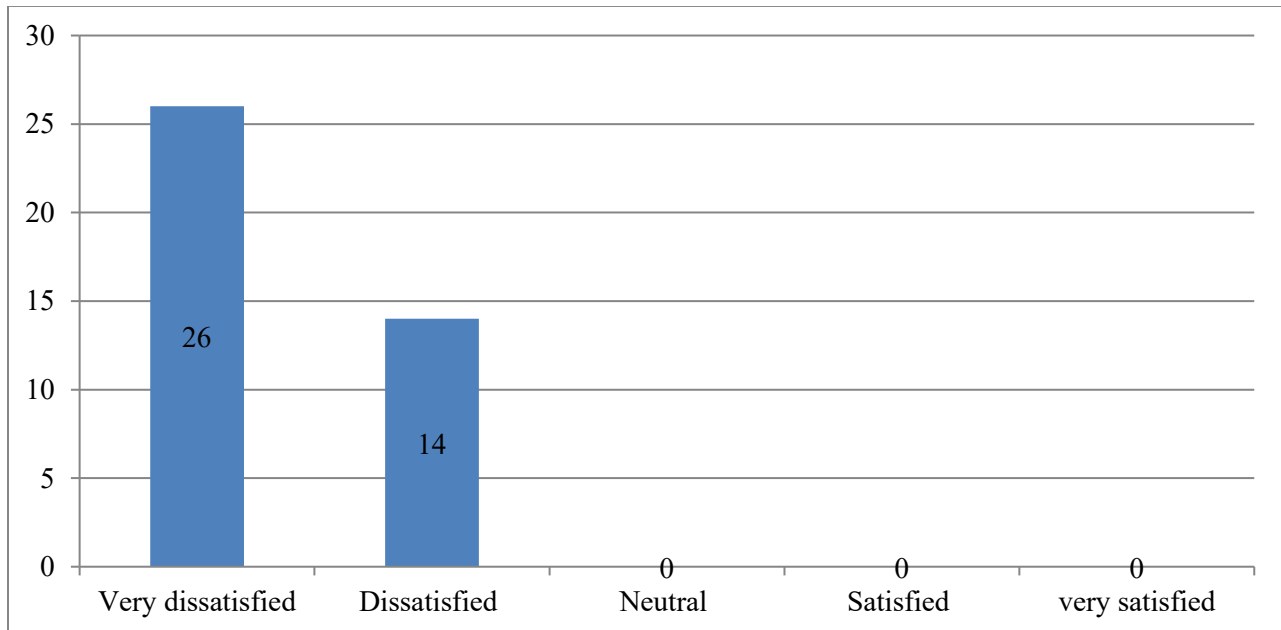
Some other findings about account opening procedure of Janata Bank Limited-

Some findings about why most of the people are dissatisfied about account opening procedure of Janata Bank Limited-

1. Officers are not giving proper importance to the client.
2. Sometimes officer become rude when asking same question again.
3. Proper guideline is not given by officer.
4. Clint needs to go different desk in order to take approval from different person.

❖ Consumers satisfaction level about issuing check book service of Janata Bank Limited

Group	Person	Percentage
Very dissatisfied	26	65%
Dissatisfied	14	35%
Neutral	0	0%
Satisfied	0	0%
very satisfied	0	0%
Total	40	100%



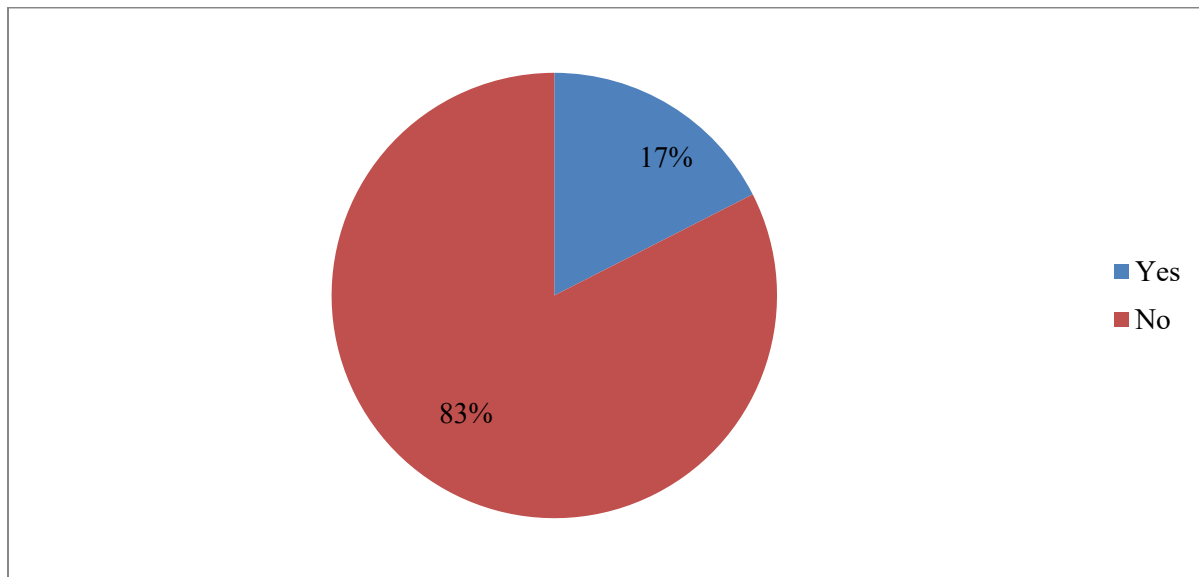
Some other findings about issuing check book service of Janata Bank Limited-

Some findings about why most of the people are very dissatisfied about issuing check book service of Janata Bank Limited of Janata Bank Limited-

1. Firstly, when anyone opens a new account he or she supposes to receive check book within two or three days but in reality they have to wait for 15 to 20 days to receive a check book.
2. Secondly, when anyone gives requisition for check book they need to wait for a long time at least one month to receive the check book

❖ **Janata Bank Limited ATM cards users**

Group	Person	Percentage
Yes	7	17%
No	33	83%
Total	40	100%



Some other findings about ATM service-

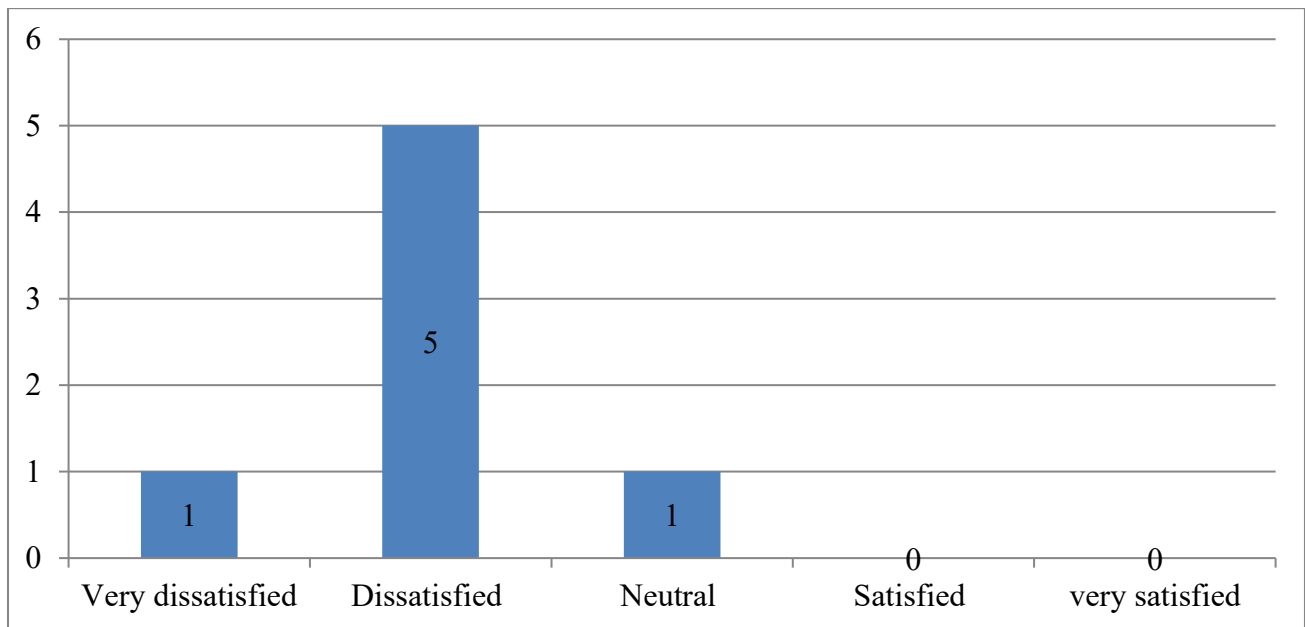
Some findings about why most of the people are not using ATM cards-

1. Most of the people don't know that how to take ATM card.
2. Janata Bank Limited takes very long time to issue cards.
3. No service can be providing from branch about ATM cards.
4. The ATM booth is very few.

❖ **Consumers satisfaction level about ATM service of Janata Bank Limited**

Out of 40 respondent only 7 person using ATM service of Janata Bank Limited, their opinion are given below-

Group	Person	Percentage
Very dissatisfied	1	14%
Dissatisfied	5	72%
Neutral	1	14%
Satisfied	0	0%
very satisfied	0	0%
Total	7	100%



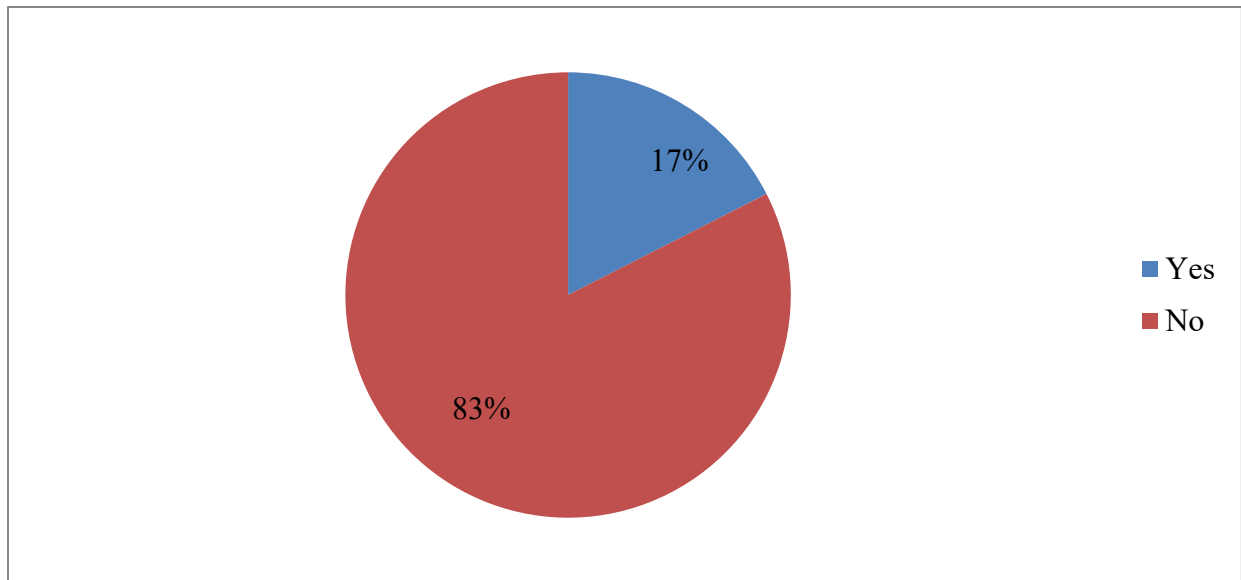
Some other findings about satisfaction level of ATM card users-

Very few depositors of Janata Bank Limited are using ATM service of Janata bank and most of them are dissatisfied with the service. Some of the reasons for dissatisfaction are-

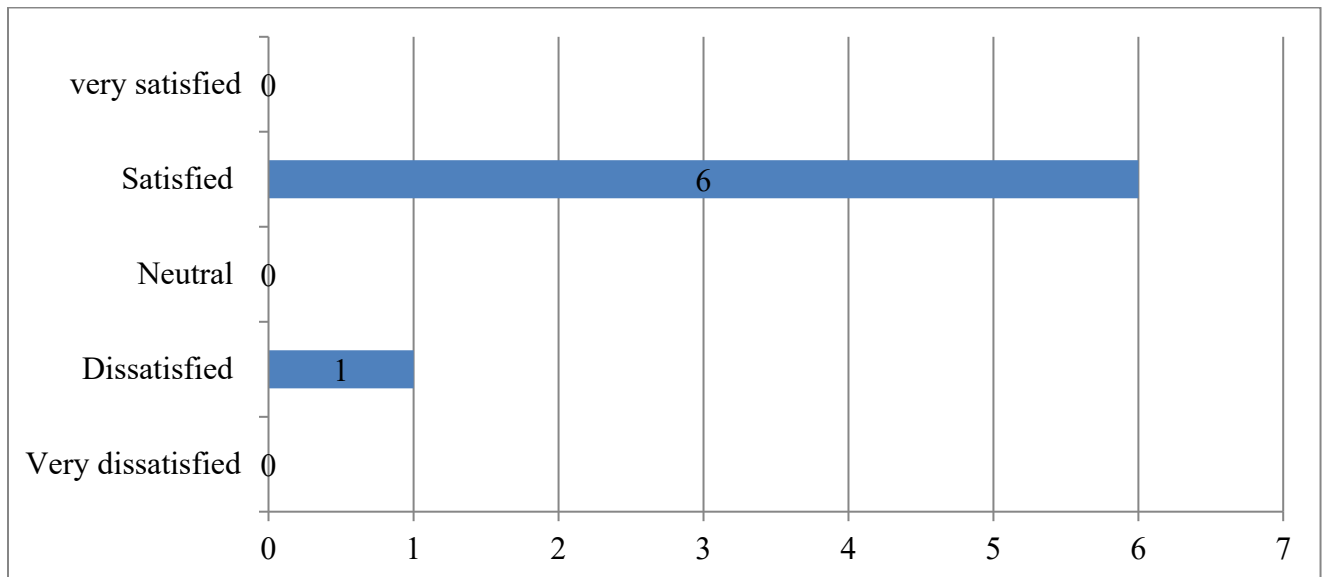
1. When any problem arrives related to card users cannot take any service immediately.
2. Cannot take any service from branch office.
3. For any problem solving depositors need to contact with head office.
4. For problem solving bank takes a huge time.

❖ Knowledge about Q-cash service

Group	Person	Percentage
Yes	7	17%
No	33	83%
Total	40	100%

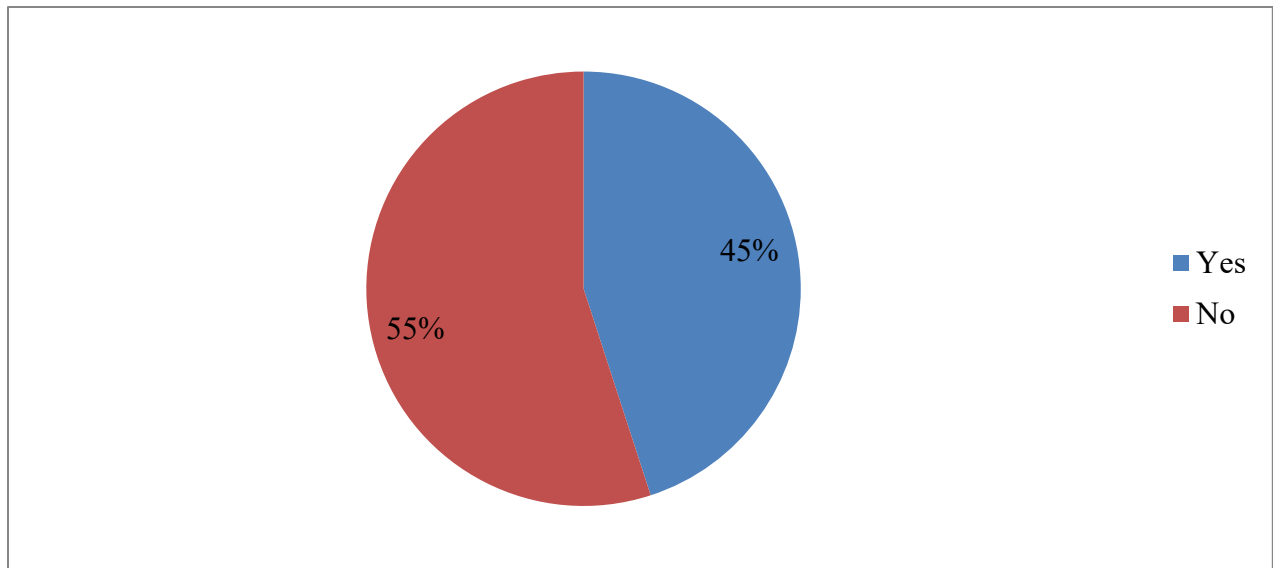


❖ Consumer's satisfaction level about Q-cash service of Janata Bank Limited

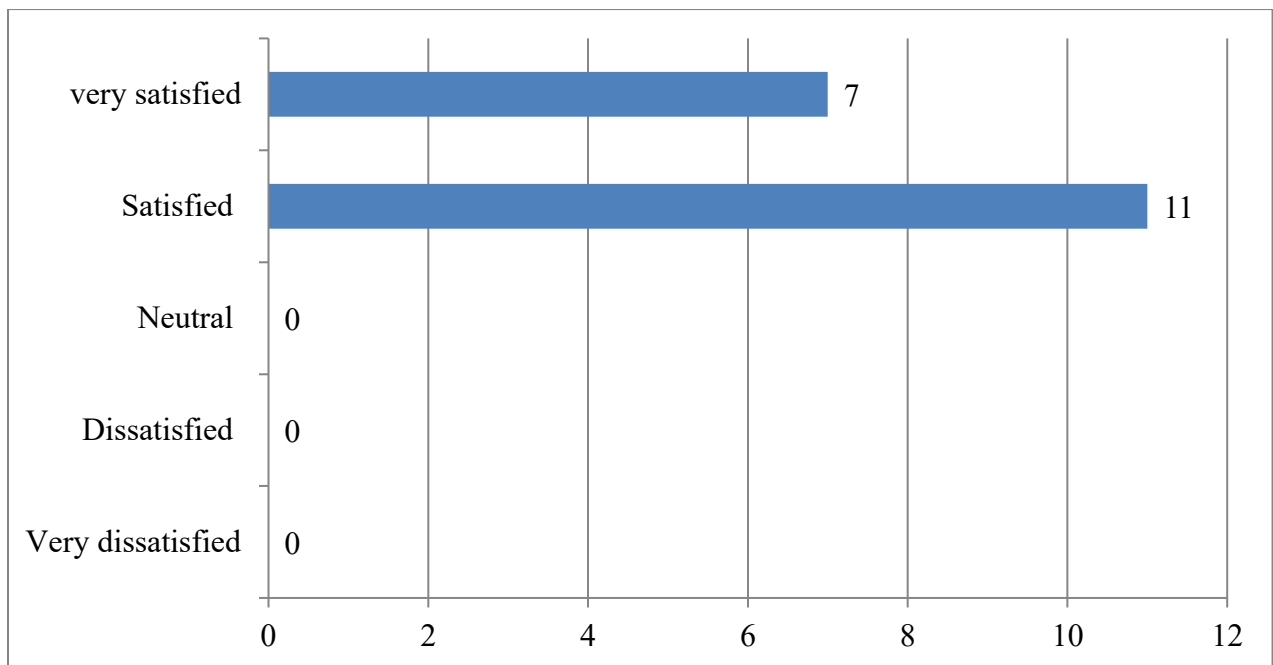


❖ **Knowledge about JB pin cash service**

Group	Person	Percentage
Yes	18	45%
No	22	55%
Total	40	100%

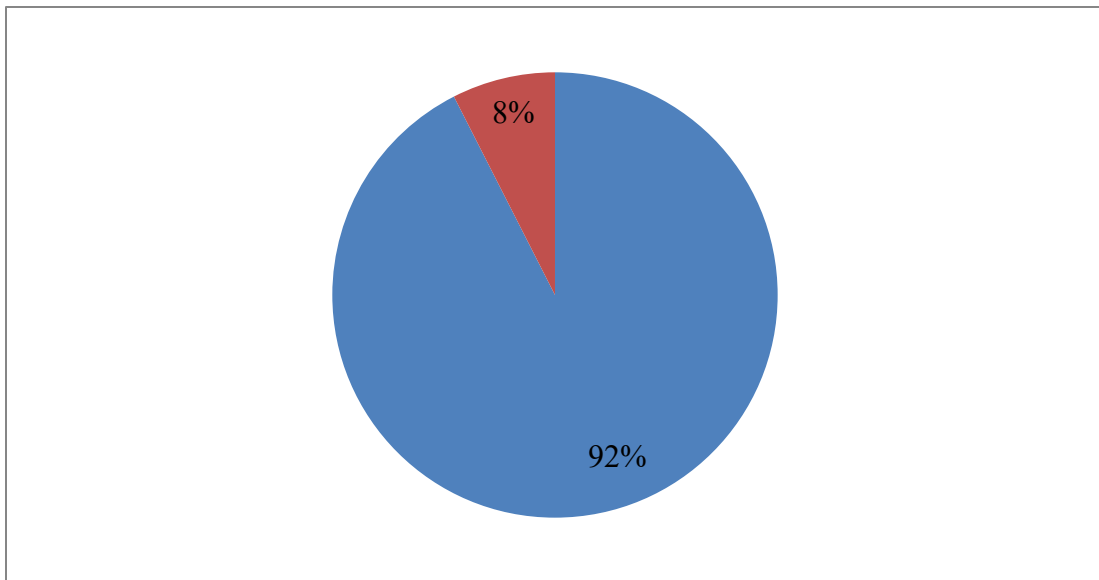


❖ **Consumers satisfaction level about JB pin cash service of Janata Bank Limited**

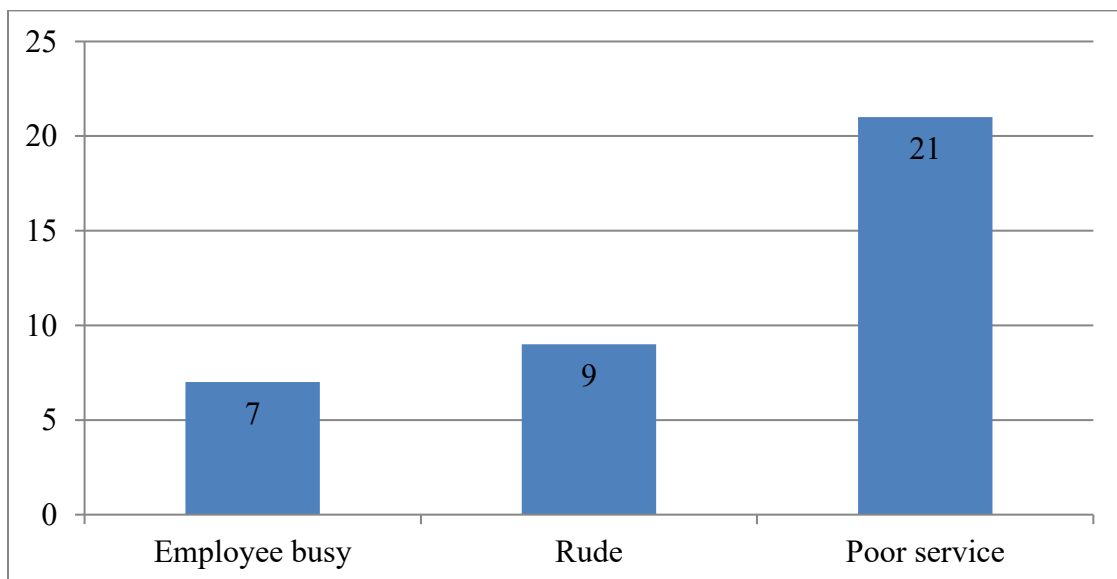


❖ **Facing problem during the consulting time in Janata bank office**

Group	Person	Percentage
Yes	37	45%
No	3	55%
Total	40	100%

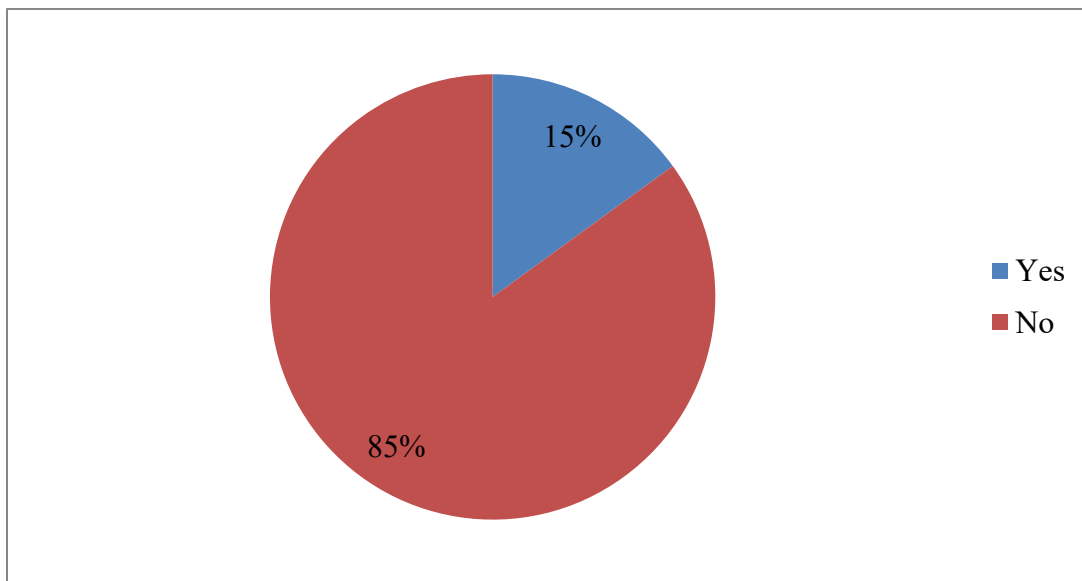


❖ **Types of problem consumer facing during the consultation**

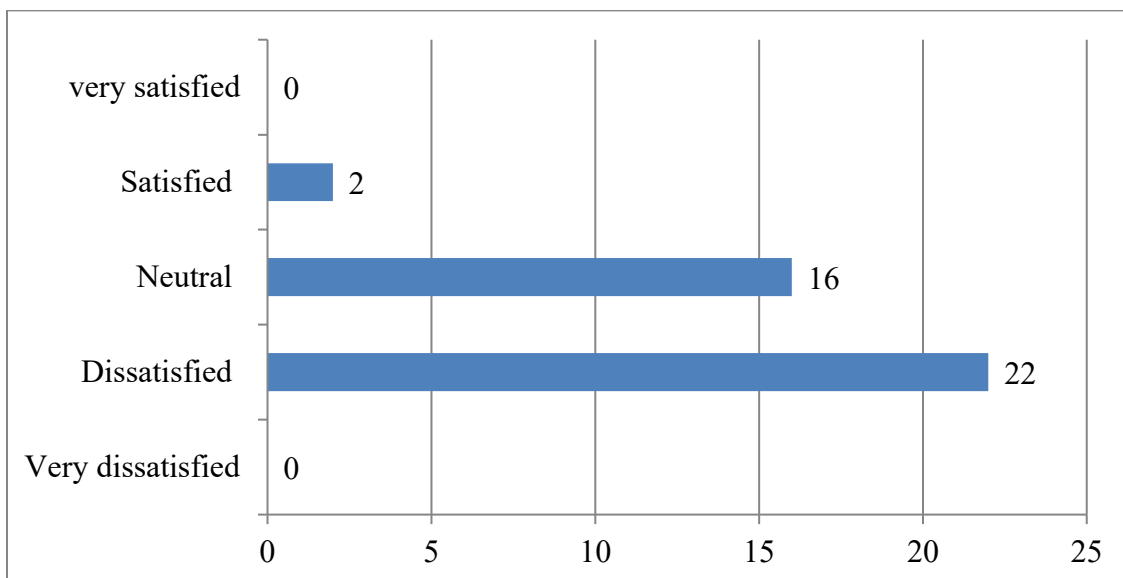


❖ **Overall consumer satisfaction with the behavior of the employees of Janata Bank limited**

Group	Person	Percentage
Yes	6	15%
No	34	85%
Total	40	100%

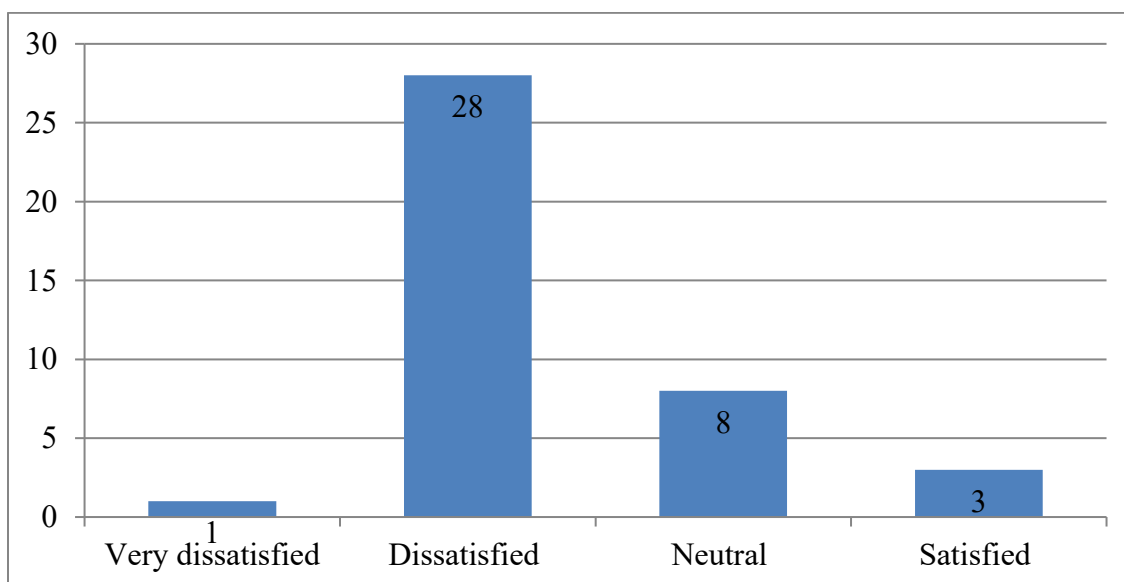


❖ **Consumers opinion about Janata bank limited employees about their capabilities towards problem solving skills**



❖ **Over all, consumer satisfaction level with product & service of Janata bank limited**

Group	Person	Percentage
Very dissatisfied	1	2%
Dissatisfied	28	70%
Neutral	8	20%
Satisfied	3	8%
very satisfied	0	0%
Total	40	100%



4.2. Some other findings about General Banking activity of Janata bank limited

During my internship time period I have gone through several departments of general banking to talk with the assigned officer and also observe their work and I find out some problems.

- No suitable desk for intern.
- No IT department or person is available.
- No help desk or information desk is available
- New customer cannot open account without introducer.
- Lack of chain of command to improve performance.
- Lack of technology support, piracy copy used.
- Marketing policies is not as strong as like other commercial banks.
- The newly accounting opening form is much informative so it takes much time.
- Lack of chain of system.
- Still heavily rely on traditional system.
- Absenteeism rate is high
- Decoration is not well enough.
- Customers are in the highest priority, do not consider in Janata Bank Limited.
- Employees' training is not timely, relevant, effective or efficient.
- Employees do not get facilities like clean washroom, canteen and so on.



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CHAPTER – FIVE

Recommendations & Conclusion

5. Recommendations & Conclusion

5.1. Recommendations

As an internee it is very difficult to know bank properly so, it is quite difficult for me to give any recommendation with my little working experience but I have tried as my best to give best recommendations-

- Firstly, they should give more priorities to their customers.
- Officers should behave goods with Clients.
- They should increase promotional campaign so that, people can know about their services.
- Janata bank limited should give more freedom to their branches for taking decisions and their head office should take decisions more quickly.
- Bank should formulate simple and quick process for issuing cheque book, Pay order, and Bank draft.
- JBL should recruit sufficient skilled manpower and give proper training to present manpower so that, the bank employees can communicate properly with customers about their deposit and other schemes.
- SME banking service can started what already launched in other banks.
- They may use modern software to provide service faster to the clients.
- JBL can add information or help desk for its customers or clients.
- Arrange IT department and person.
- Increase the number of ATM booths.
- They can improve their office decoration and make it more attractive for the clients.
- Finally, JBL should create strong marketing policies to improve the position and motivate customers to use their services.

5.2. Conclusion

Janata Bank Limited have many branch in many remote area, the area where there is no branch of any bank of the modern competitive banking sector, there one can find a branch of Janata Bank Limited and they are offering a wide range of general banking activity but consumers are not satisfied with most of the activity but they also offer very good service like JB pin cash service, Q-cash service, through my survey I found that all the respondent who knows about those services all are very satisfied with that service but most of the people do not know about the service. Most of the consumers dissatisfied with their service because firstly, problem with their service is employee is not properly trained to solve the consumer's problem. Secondly, their promotional activities very less consumers are not know about their services. Finally, most of the consumers dissatisfied with their service because of the employee behavior. So, in order to increase consumer satisfaction level JBL should give proper training to employees, need to increase promotional activity etc. and most importantly employees should give more priorities to their consumers.



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CHAPTER – SIX

Appendix & Reference

6. Appendix & Reference

6.1. Appendix

❖ Questioners

1. What is your name?
2. What is your gender?
3. Duration of your account in Janata bank limited?
4. What is your occupation?
5. Who influenced you to choose Janata bank limited?
6. What types of account you are using?
7. What is your opinion about account opening procedure of Janata Bank Limited?
8. What is your opinion about issuing check book service of Janata Bank Limited?
9. Are you using Janata Bank Limited ATM cards?
10. If yes, what is your opinion about ATM service of Janata Bank Limited?
11. Do you know about Q-cash service?
12. If yes, what is your opinion about Q-cash service of Janata Bank Limited?
13. Do you know about JB pin cash service?
14. If yes, what is your opinion about JB pin cash service of Janata Bank Limited?
15. Have you faced any problem during the consulting time in Janata bank office?
16. If yes, what types of problem did you face?
17. Are you satisfied with the behavior of the employees of Janata Bank limited?
18. How you will mark Janata bank limited employees about their capabilities towards problem solving skills?
19. Over all, how much you satisfied with product & service of Janata bank limited?

6.2. Reference

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