



Inspiring Excellence

# **Internship report on General Banking Activities & Customer Services of Janata Bank Limited: A study on UGC Corporate Branch; Agargaon, Dhaka.**

## **Submitted to**

**Asphia Habib**

Lecturer

BRAC Business School

BRAC University

## **Submitted by**

**Redwan Ahmed Chowdhury**

Id. 12204049

BRAC Business School

BRAC University

Date of Submission:



## **Internship Report on General Banking Activities & Customer Services of Janata Bank Limited**

UGC Corporate Branch; Agargaon, Dhaka.

## Letter of Transmittal

16<sup>th</sup> August, 2018

To

Asphia Habib

Lecturer

BRAC Business School

BRAC University

Subject: Submission of the internship report on “General Banking Activities and Customer Services of Janata Bank Limited: UGC Corporate Branch, Dhaka.”

Dear Madam,

With due respect, I would like to say that, it’s a great pleasure to submit internship report on “General Banking Activities and Customer Services of Janata Bank Limited: UGC Corporate Branch, Dhaka” as part of the BUS400 course. Last few months I gain several knowledge and practical experience by doing my internship. I was assigned supplementary department, where I worked on to gather information about all kind of transaction and documentation.

I have attempted my best to assemble all the information identified with the topic of this paper over the most recent couple of months. Regardless of the different troubles confronted while setting up this report it was an extraordinary trial for me to work at ”Janata Bank Limited” and I truly delighted in being a piece of the gathering.

Sincerely yours,

Redwan Ahmed Chowdhury

Id. 12204049

BRAC Business School

BRAC University

## Acknowledgement

Every successful completion of any kind of activities needs guidelines, inspirations, mental and logical support from others. To prepare this report, different persons give their hands to help me. It would not have been possible to make this report without their helping hand. I am grateful to these experienced persons who always give me perfect guidelines and supervision for preparing this report.

First of all, I would like to express my indebtedness and deep sense of gratefulness to my teacher Asphia Habib supervisor of my internship program for her brilliant and excellent guidance and assistance to complete this report.

My sincere gratitude goes to Md. Imrul Quaes Rahman, senior officer of Janata Bank Limited, UCG Corporate Branch, Dhaka for giving the outstanding opportunity and support me to complete my internship report.

## Executive Summary

Janata Bank Limited with the slogan “Your commitment partner in progress” offers to explore the universe of dynamic Banking in Bangladesh. It is a state claimed commercial bank and is cooking the need of the bulk business people. Janata Bank Limited plays an important role of financial sectors all over the country. It was corporatized on fifteenth November 2007. Janata Bank was conceived with another idea of deliberate banking service with developing and differentiated money related requirements of arranged financial improvement of the nation.

Janata Bank Limited is the second biggest public commercial bank among the others public bank in Bangladesh. Janata Bank Limited called “janatar Bank” in bangla is the most popular and trusted bank in Bangladesh. The Bank has set up another standard in financing in the Modern, Trade, Agriculture and Foreign trade business. Means, this bank focuses every sectors of financial activities in the country. Its different store and credit Items have additionally pulled in the customers both corporate and people who feel comfort in working with the Bank. Understanding the developing importance of promoting in keeping money division to exist effectively in the present aggressive saving money industry, Janata Bank Limited practices its promoting techniques genuinely and receive appropriate components of showcasing blend. Janata Bank Limited always target customers test and investigate their financial needs and demands and according to their needs they offer highly specialized products and services. Janata Bank Limited offer different kinds of product like deposits product, cards, international business products, remittance services, loan and advances products and others online services. Janata Bank Limited (JBL) sets competitive rates of interest and commission for different kinds of bank products which is near by other banking products and this creates a competitive environment among other banks. JBL try to reach at the customer’s door by increasing its number of branches, ATM booth, mobile and online banking system. JBL tries to enlarge its marketing activities by taking different steps. They tries to build up a strong customer relationship by testing their needs and wants and according to customers want they provide that kind of services.

Janata Bank Limited always try to keep their commitment safe for the customers and they are success to earn trust from the customer besides few negativity. But, end of the day, they perform

their activities from a long period of time define them as one of the successful banking organizations in Bangladesh. This report covers these area of JBL,

- Over view of the Bank
- Banking system
- Services and products of Janata Bank
- Constraints of this Bank
- Recommendations for the Bank



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“Happiness: A good bank account, a good cook and a good digestion.”

..... Jean-Jacques Rousseau

# Chapter 1: Introduction

## **Introduction**

Today world money is circulated all over the globe. Money is circulated because of globalization, technological encroachment and other factors. Economy is the main factor that present a nation and their life style. Many different financial institutes hold the national economy, among them banking sector is one of the most significant areas of a national economic process. Banking services play an imperative role in the national economy. In the present day banks are everywhere though the history of the bank much older. In Bangladesh, banks play a significant roles among the other financial institutions. Banking sectors of Bangladesh really helps our economy for growing up more.

Day by day the business sectors get more competitive and more complexities. For these reason banking sectors give more priority to innovate new products and services for the customers. Commercial banks main objects is to maximize their profit, on the other hand state owned commercial banks main object is not only maximize the profit but also do some social well fare.

Present world almost based on technology. We actually covered by the technology. So, here banking services also go through technology. They use computers to do their job more rapidly. They also start online banking system, mobile banking system. They use technology to reach their customer easily. They also go for green banking activities to save the environment. On the other hand they also go for CSR (corporate social responsibility). They invest for social welfare. They mainly target to go to every aspect of human life and give services to them according to their wants, needs and consumers will.

The prime purpose of this report is to get an overall idea of banking activities of Janata Bank Limited. Janata Bank with the slogan “Your committed partner in progress” a second generation bank also called “bank for people.” As I am at the last part of my BBA program, so to fulfill my bachelor degree I have to participate with some practical business task that increases my knowledge about business world. Bank is the best place for gathering knowledge about real business world. Because only banking sectors do almost all aspect of business works. They give different kind of services to the customer by surveying customer wants and their choices. State owned commercial banks are greater one stair from other commercial banks. Therefore, I wanted

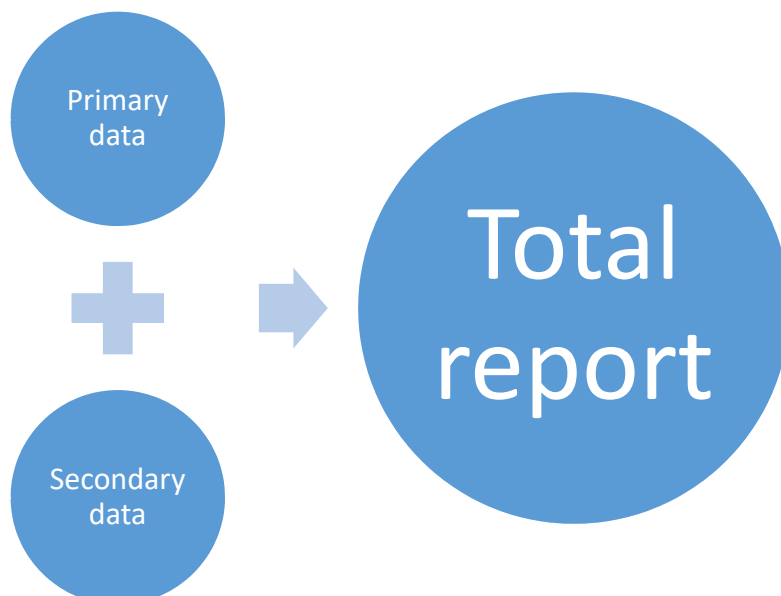
to join a reputed bank of Bangladesh to watch real scenario of banking activities. This report “**General Banking Activities of Janata Bank Limited**” is made based on that experience.

### **Methodology of the report**

For this report, information was collected from internally and externally sources. Internal part can be the combination of primary data and external part can be from secondary data. Within these few months I worked there, I observed and gathered some information through my own experience.

### **Sources of information**

- Primary Data
- Secondary Data



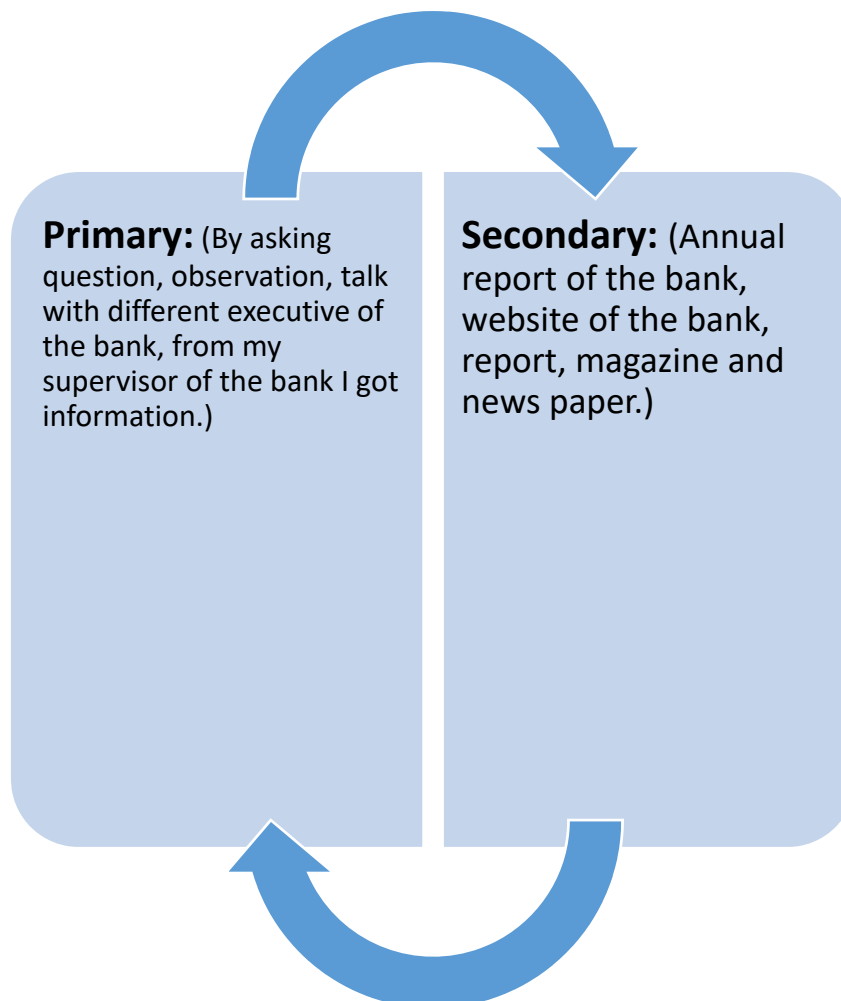
Both primary and secondary data were helpful to make this report effectively.

✓ **Primary sources:**

By asking question, observation, talk with different executive of the bank, from my supervisor of the bank I got information.

✓ **Secondary sources:**

Annual report of the bank, website of the bank, report, magazine and newspaper.

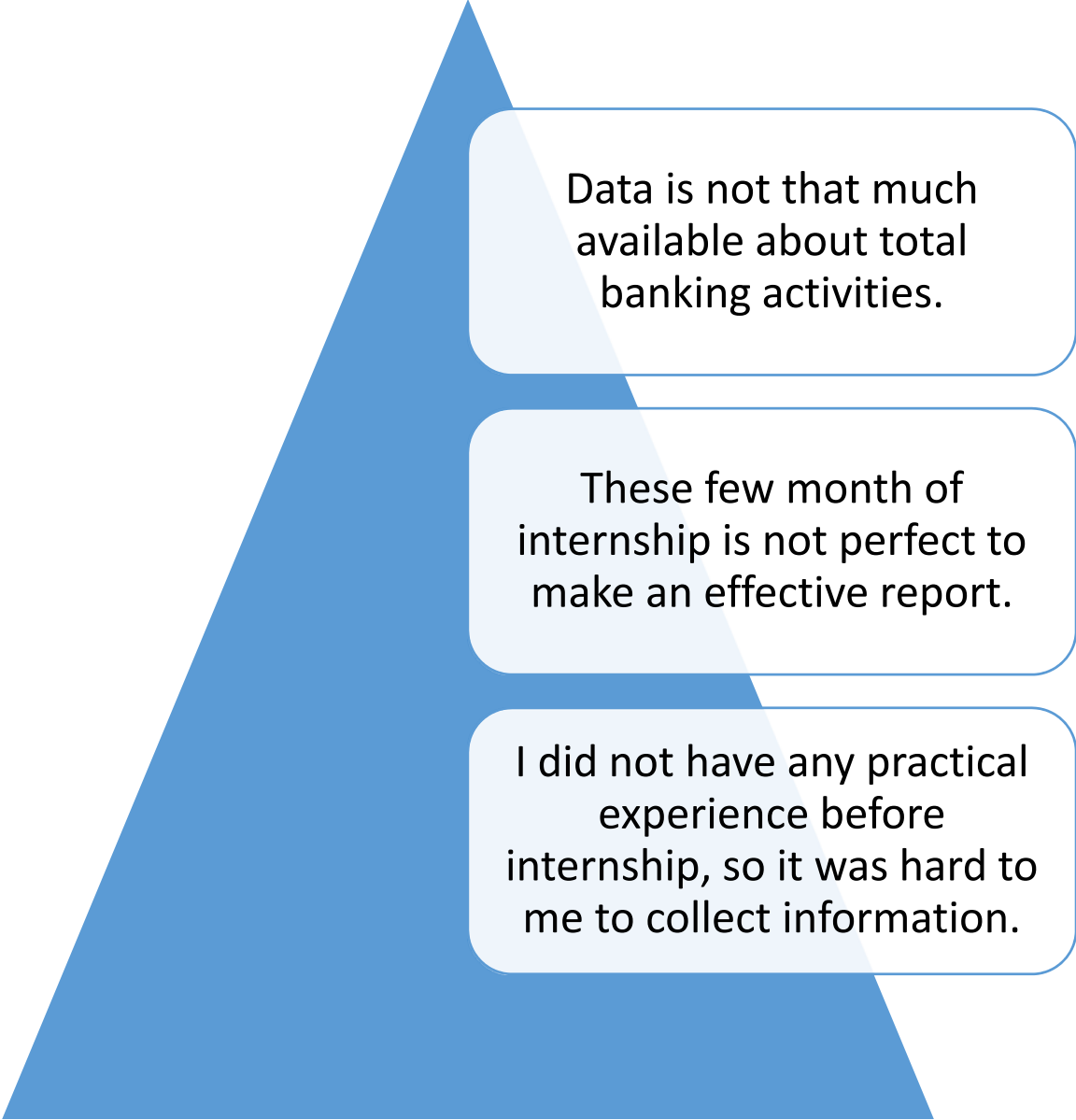


**Limitations**

**of**

**the**

**report**



Data is not that much available about total banking activities.

These few month of internship is not perfect to make an effective report.

I did not have any practical experience before internship, so it was hard to me to collect information.

# Chapter 2: Overview of the Organization

## **Overview of the organization**

“Banking has to work when and where you need it. The best advice and the best service in financial services happens in real time and is based on customer behavior, using principles of Big Data, mobility and gamification.”

..... Brett King.

Banks are benefit – procuring concern. 'Bank' alludes to the budgetary organization manages cash exchange. Banks gather stores at the most minimal conceivable cost and give credits and advances at higher cost. The distinction between two is the benefit for the bank. Business banks are the essential supporters of the nation.

## **Background**

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

## **Inception**

In this backdrop, in order to rebuild the country’s economy, measures had been taken to merge a number of banks previously operated in this region and make new banks and this initiatives led to formation of Janata Bank in 1972 by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President’s Order No. 26) of 1972.



## Corporatization

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

## Roundup

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

At the end of 2016 the Bank held Deposit BDT 641,819.15 million, Advance BDT 403,037.41 million with Authorized capital BDT 30,000 million and Paid-up Capital BDT 19,140 million.

Janata Bank Limited, a corporate body trusted over the years, the 2nd largest (in respect of Deposits/Assets) commercial bank in Bangladesh, has been playing pivotal role in overall financial activities of the country and is possessing a long heritage of discharging laudable services to the society since her embankment immediately after the emergence of this verdant rich alluvial soil as a sovereign, independent state.

The contribution of the Bank to the national economy and social reform has set standard bar so high that others in this business can't 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.

## Bank at a glance.

Features	Values
Name	Janata Bank Limited
Genesis	Janata Bank Limited, the 2nd largest State Owned Commercial Bank (SCB) in Bangladesh, is playing pivotal role in overall financial activities of the country. The Bank emerged as 'Janata Bank' by

	combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President's Order- 26) of 1972 and was restructured as a limited company in November, 2007. Since inception in 1972 the Bank has commendably contributed to the socio-economic development of Bangladesh and helped structuring solid financial ground of the country as well. Janata Bank runs its business with 912 branches across the country including 4 overseas branches in United Arab Emirates.
<b>Registered Address</b>	Janata Bhaban, 110, Motijheel Commercial Area Dhaka - 1000, Bangladesh.
<b>Legal Status</b>	Public Limited Company
<b>Chairman</b>	Luna Shamsuddoha
<b>CEO &amp; Managing Director</b>	Md. Abdus Salam Azad (F.F.)
<b>Company Secretary</b>	Hussain Yeahyea Chowdhury
<b>Date of Incorporation</b>	21 May 2007
<b>Authorized Capital</b>	BDT 30,000 Million
<b>Paid up Capital</b>	BDT 19,140 Million
<b>Face value per share</b>	BDT 100 per share
<b>Shareholding Pattern</b>	100% Share owned by the Government of Bangladesh
<b>Number of Employees</b>	12,939 (As on 31.03.2017)
<b>Banking license obtained from Bangladesh Bank</b>	31 May 2007
<b>Phone</b>	+88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30
<b>Fax</b>	88-02-9554460, 9553329, 9552078

<b>SWIFT</b>	JANBBDDH
<b>Website</b>	<a href="http://www.jb.com.bd">www.jb.com.bd</a>
<b>E-mail</b>	md@janatabank-bd.com

## **Vision**

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

## **Mission**

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

## **Product and Customer Services**

Bangladesh is now a developing country. The UN has identify Bangladesh as a developing country on 17 March, 2018. Because of its rapid economic growth, Bangladesh now achieve this stage. For this pipe line, banking sector always plays a vital role to lead this speedy economic cycle. There are many state owned bank in Bangladesh. Among them, Janata Bank is the second largest commercial bank in Bangladesh. Janata Bank give service both corporate sector and retail banking sector with a strong focus on social economic development in Bangladesh. This bank provide short term capital loan and limited long term credit exposure. Therefore this bank offers micro initiative and special credit as well as rural banking. On the other hand, in the case of corporate banking service, Janata Bank offer customer finance, trade finance, project finance. Furthermore, multiple deposit scheme and remittance amenities are delivered through retail banking.

## **Deposits**

Current Deposit

Savings Deposit

Special Notice Deposit

Fixed Deposit

Schemes

### Loan and Advance

Agriculture Loans

Term Loan for Large and Medium Industries

Working Capital Loan

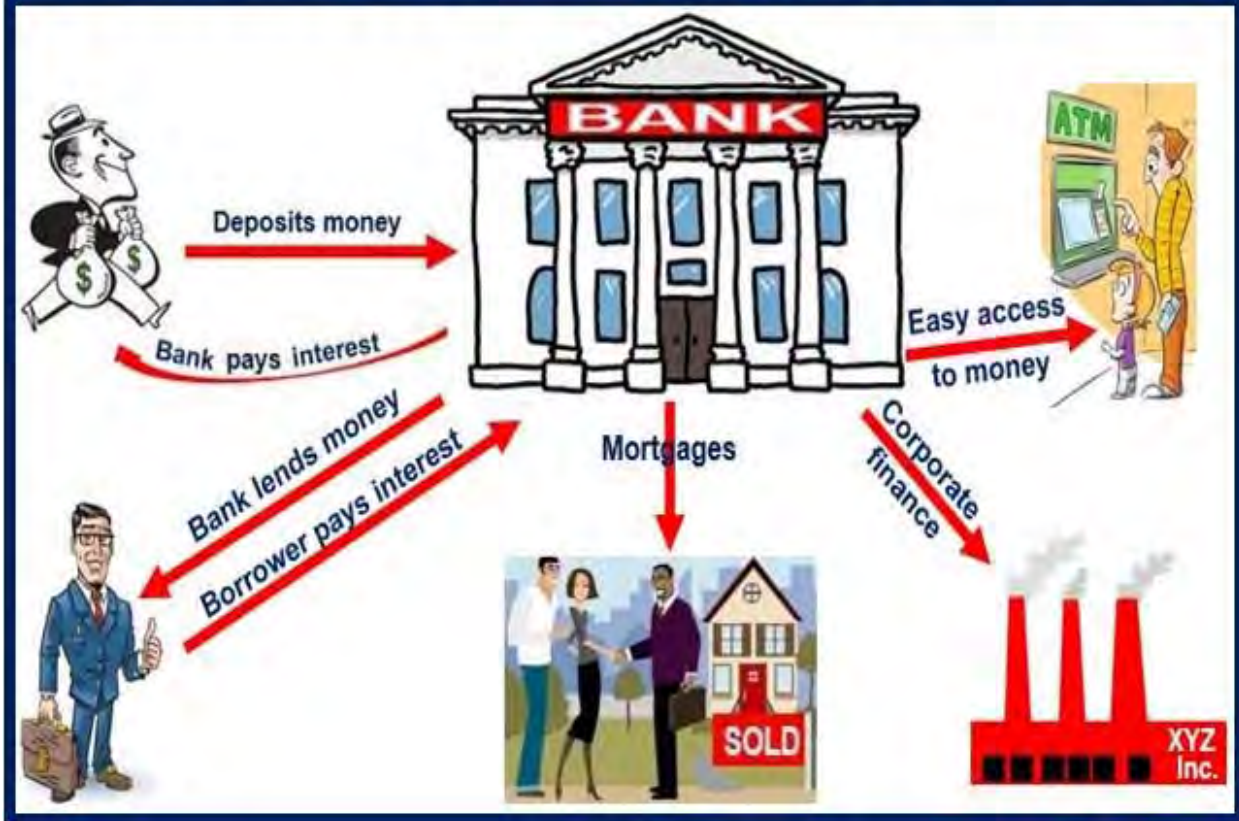
Import Loans

Export Loans

Financing in Green Banking

Term Loan for Micro and Cottage industries

# Banks offer many services



Other Loans

CC Hypo/CC Pledge

Micro Enterprise and Special Credit

Other programs.

## e- Service



ATM

Internet Banking

Automated Branch Banking

Green Banking

E-GP Payment Service

OMIS (ERP)

PMIS

BEFTN User Manual

## Modern Banking

Online Banking

JB Green Communication

JB Remittance

JB PIN Cash

## Web based spot cash

Ria Financial service

Marchantrade

CBL money transfer

Speedy remittance Cell

Western Union

IME

EZ Remit

Placid N.K. Corporation

X-Press Money

NBL quick pay

Cash X-press

Janata Bank functions its business actions by concentrating some objectives in ahead.

These are:

- ✓ To procure consumer loyalty through expanded managing an account exercises and presentation of imaginative saving money.
- ✓ To enhance the client benefits as of late by presenting various IT-based change measures.
- ✓ To stay outstanding amongst other banks in Bangladesh as far as benefit and resource quality.
- ✓ To guarantee a sufficient rate of rate of profitability.
- ✓ To keep up sufficient liquidity to meet developing commitments and duties.
- ✓ To keep up a solid development of business with wanted picture.

### **Functions of Janata Bank Limited**

Janata Bank gives finish scope of administrations to its clients both household and outside. Rendering of General Banking Facilities and Utility Services, Deposit Mobilization, giving different Credit Facilities including Working Capital to Industries, Investment, Outward and Inward Remittances, Financing Import and Export and so on are the real capacities performed by

Janata Bank. So as to give better administrations to its Customers and Correspondents Janata Bank is presently more composed to deal with refined activities through an all-around prepared and productive Manpower. As of late Janata Bank has gone into PC activities to give fast and effective administrations to the Customers.

# BANK

## RECEPTION



## CUSTOMER SERVICE



## CREDIT DEPARTMENT



## CASH DEPARTMENT



## INVESTMENT





## **Objectives of the report:**

As a part of the course outline of Bachelor of Business Administration (BBA), every student of BRAC University has to accomplish a project work. That project work help to develop an internship report. Practical experiences are more valuable than academic knowledge to develop personal skills. Internships significantly enhance the chances that a student will achieve full time employment after graduation. I did my internship at Janata Bank at University Grant Commission (UGC) corporate branch. For learning and knowing about banking sectors, bank is the most appropriate places where I can rich my knowledge about banking. Today Bangladesh is a rapid economic growing country. Here in this country banking sector played an important role in the business transaction sectors. All kind of financial transaction of big business enterprise are mostly go through banking sector.

So, it could be said that most of the financial information are getting store at banks pipe line that helps to gather information about these business sector as well as help to imagine the real scenario of the economic condition of the country. This is very interesting to me to do this report about “General banking and customer service” because it helps to accomplish my business graduation at the same time it also helps me to earn knowledge about an organization, about their behavior, about their business culture, about their business environment, business ethics, about their vision and mission. One issue ordinarily referred to by bosses is that numerous graduates don't have the commonsense abilities important to exceed expectations in the activity showcase. They additionally feel that the demonstrable skill of understudies is short of what it ought to be. Despite the fact that there are countless on the most proficient method to empower representatives and increment benefits, it is evident that upgraded levels of instruction are insufficient to get ready understudies for a true domain. Having the capacity to enhance these shortcomings will make graduates significantly more successful in their vocations.

We, as a business student, we generally read books, read successful stories about business idols, saw many videos, solve many business theory, but hardly visit business organization. But, I think visit business organization is more effective than reading. If we visit or if we get chances to work

business organization for some days besides our classes then it will be more helpful for us to obtain business knowledge. Here, I wrote this report on the basis of my real working experience. Real world it totally different from books. I apply there, I join there, I talk with assistant general manager, do some official activities; these are the real experience that gave me different test about business world. These boost up my knowledge about business sectors. This report is based on my practical work. It is very compulsive to work in banking sector. In our country banking career is a smart career, smart business sector. It is very important to me to write this report, because this report writing will ensure me that what actually I have done with them and how this will help me in the long run to upsurge my knowledge both practically and psychologically.

Recent few month I absorbed a lot through my internship. This makes me capable to write this report on the basis of this experience. I came to know something like, by utilizing entry level positions, I am furnished with encounter that will make me more grounded. Also, my hard working attitude will increment, and I will be certain about my capabilities. Temporary positions will likewise enable me to find out about time administration, teach, and compelling relational abilities. In the business world, basic reasoning abilities are imperative. I must have the capacity to settle on fast choices which depend on rationale. Entry level positions will show us how to exceed expectations in countless associations and enterprises. At the point when we utilize entry level positions, we will convey advantages to ourselves and in addition our bosses. These traits are inspiration, administration, oral relational abilities, encounter, and relational aptitudes. There are various workers who normally have these aptitudes. Nonetheless, it ought to be noticed that most workers don't have these qualities, and they should be instructed. At the point when we experience tutoring programs, we should figure out how to issue illuminate and impart successfully. Moreover, it is additionally imperative to know how to utilize diverse types of media and innovation. When observing at the effectiveness of internships, it is also essential to appearance at case studies.

My main objective of this report is to create an over view on the basis of real life experience in business sector. That bring about my bachelor of business administration degree at a stage of fulfillment. In this report I include many things of the organization that helps me to attain my general knowledge about banking sectors. I tried to find out consolidated and updated information of the organization. For writing this report I had to communicate internally with my supervisor,

also I focused on the internal communication system at this bank and truly that was really fit, I saw they were very friendly to each other. I makes me easy to work with them. I saw how they make plan and disclose unknown information. This will help me in my future corporate life. Through my internship I came to know about my colleague personal information that makes me freer with them, that helped me to make a friendly environment at the office. Basically this report is totally an outlook of my practical experience where I go through different situation that makes my mind more knowledgeable besides my academic knowledge.



## **Chapter 3: Literature Review**

## **Literature review**

### **Definition of Bank**

Different authors, writer and economists have given different definition of 'Bank'. They present 'Bank' as an institute from different angel. They define 'Bank' structurally and functionally. For example,

“Bank is such a financial institution which collects money in current, savings or fixed deposit account; collects cheques as deposits and pays money from the depositors” account through cheques.”-----Sir John Pagette.

“Bank provides service to its clients and in turn receives perquisites in different forms.”---P.A. Samuelson.

“Bank is a financial intermediary institution which deals in loans and advances”---Cairn Cross.

“Bank is an institution which collects idle money temporarily from the public and lends to other people as per need.”----R.P. Kent.

“Bank is such an institution which creates money by money only.”-----W. Hock.

Indian Company Law 1936 defines Bank as “a banking company which receives deposits through current account or any other forms and allows withdrawal through cheques or promissory notes.”

### **Meaning and origin “Bank”**

The word “Bank” is broadly and widely utilized and circled. The “Bank” in English conveys a similar importance in Bengali. The inception of English word “Bank” appeared (when, where and how) which couldn't be particularly recognized. The history in regards to the inception of “Bank”, even after the twelfth century, isn't likewise clear which has been founded on surmises. As per some essayist the word “Bank” was gotten from “Banco”, “Bancus”, “Banque” or “Banc” all of which mean a seat whereupon the medieval European Money-banks and Money – Changers used to show their coins. At any rate this word has been being used from the medieval times in association of a bank. In the expressions of German essayist W. Frankace, a long stool or seat was said to be supplanted by Bank, Bangke and so on in the Scandinavian and Mid-2European nations.

Once more, Dutch and French words “Banque”, “Bangko” were utilized to mean stool or seat and in course of time the word “Bank” happened. In the Medieval age Italian states were sound and dissolvable monetarily and industrially. Around then a gathering of individuals used to direct business of exchange of cash sitting on a stool or seat which was supplanted by “Banco,” “Banko” “Banca”, “Bangk”, “Bancus”, “Banc” etc. It is accepted that the word “Bank” was started from these words. In the later age, an English author Maclead tested the above concepts. His dispute was that the cash loan specialists and cash changers used to show their coins which were not named as “Banco”, “Banque”, “Banke”, “Banca”. Be that as it may, Banco in Italy and Banke in German and Australia were comprehended as open obligation or issue of paper cash.

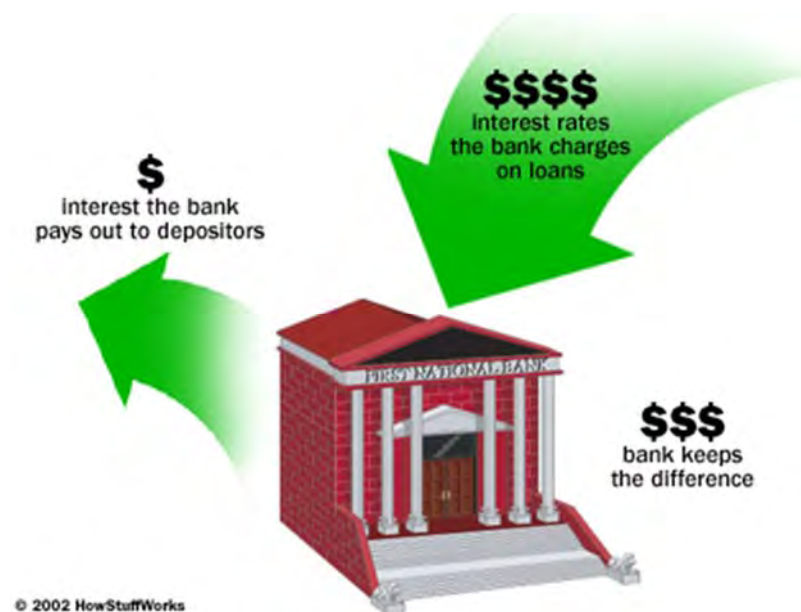
As he would see it, these words were utilized with the end goal of financial exercises of various nations of Europe. Another British author Chamber, in his Twentieth Century Dictionary, obviously expressed that the word “Bank” is gotten from Banca and Banque. The French still uses “Banque” set up of the word “Bank”. In the mid of twelfth century Italian states were under political turmoil and in 1150 Venice was burdened with foes. Thus, the Government presented open obligation bought in advance @ 5% necessarily on people in general for meeting monetary crisis. During that time this advance was called Banke, Banco, Compara, and Monte and so on. Such a large number of scholars surmise that the German word “Banke” and the Italian word “Banco” have been changed into English word “Bank”.

### **Objectives of “Bank”**

- ✓ To build up as a foundation for enlarging benefits and to lead general monetary exercises.
- ✓ To keep up financial solidness by methods for controlling currency advertise.
- ✓ To stretch out co-activity and advices to the Govt. on monetary issues.
- ✓ To gather reserve funds or sit out of gear cash from people in general at a lower rate of premiums and loan these open cash at a higher rate of premiums.
- ✓ To help the Govt. for trade and business and financial advancement.
- ✓ To issue and control notes and money as a national bank.
- ✓ To keep up and control trade rates as a national bank.
- ✓ To make affinity of reserve funds among the general population.
- ✓ To rouse individuals for contributing cash with a view to acquiring dissolvability them.

- ✓ To make cash against cash as an option for upgrading supply of cash.
- ✓ To mature capital through reserve funds.
- ✓ To speed up ventures.
- ✓ To stretch out administrations to the customers.

## Meaning of Banking



Simply banking means a business strategy that is offered by a Bank. Managing of Banking can be characterized as the business movement of tolerating and defending cash possessed by different people and elements, and after that loaning out this cash keeping in mind the end goal to acquire a benefit.

Banking is a business that handles money, credit, and other budgetary exchanges. Banks give a sheltered place to stock supplementary money and credit. The banking system nowadays incorporate issuance of charge and MasterCard's, giving safe care of important things, lockers, ATM administrations and online exchange of assets over the nation. It will be said, now a days banking service plays inaudible, essential role in our everyday life. Banking business has done marvels for the world economy. The basic looking technique for tolerating cash stores from savers and after that loaning a similar cash to borrowers, saving money movement supports the stream of

cash to beneficial utilize and speculations. This thusly enables the economy to develop. Without managing an account business, reserve funds would sit still in our homes, the business people would not be in a situation to collect the cash, customary individuals envisioning for another auto or house would not have the capacity to buy cars or houses.

## **Over view of banking sector in Bangladesh**

### **Financial system in Bangladesh**

The Financial System is an arrangement of institutional game plan through which surplus units exchange their store to shortage units. At show the financial system in Bangladesh is basically made out of two sorts of foundations like banks and non-bank monetary establishment (NBFIs). The formal financial segment in Bangladesh incorporates: (a) Bangladesh Bank as the national bank, (b) 48 commercial banks, including 4 Government possessed business banks, 30 residential private banks (PCBs) (of which 6 banks are working under Islamic Shariah), 9 remote banks (FCBs)(of which 1 bank is working as Islamic bank); and 5 government-claimed particular banks(DFIs); (c) 28 non-bank money related foundations (NBFIs)- Authorized by the Bangladesh Bank); (d) 2 large government-claimed insurance agencies (life and general) and 60 private possessed (17 life and 43 general) insurance agencies; (e) 2 stock trades and, (f) some co-agent banks. Besides, a great number of semi-formal small scale back organizations (MFIs) likewise are working in Bangladesh.

### **Banking sector in Bangladesh**

In our nation, any organization, which acknowledges, to lend or speculation stores of cash from open, repayable on request or something else, and with transferable by checks draft request and generally can be named as a bank. Banking sector of Bangladesh is one of the major sectors, which contributes significantly to the national economy.



## **Banking history of Bangladesh**

The banking system framework at autonomy comprised of two branch workplaces of the previous State Bank of Pakistan and seventeen huge business banks, two of which were controlled by Bangladeshi premiums and three by nonnatives other than West Pakistanis. There were fourteen littler business banks. For all intents and purposes all keeping money administrations were packed in urban regions. The recently autonomous government promptly assigned the Dhaka branch of the State Bank of Pakistan as the national bank and renamed it the Bangladesh Bank. The bank was in charge of managing cash, controlling credit and money related strategy, and directing trade control and the authority remote trade saves. The Bangladesh government at first nationalized the whole household keeping money framework and continued to revamp and rename the different banks. Outside claimed banks were allowed to keep working together in Bangladesh. The protection business was likewise nationalized and turned into a wellspring of potential venture stores. Agreeable credit frameworks and postal investment funds workplaces took care of administration to little individual and rustic records. The new keeping money framework prevailing with regards to building up sensibly effective methods for overseeing credit and remote trade. The essential capacity of the credit framework all through the 1970s was to fund exchange and people in general division, which together retained 75 percent of aggregate advances. The administration's support amid the late 1970s and mid 1980s of farming improvement and private industry got changes loaning techniques. Overseen by the Bangladesh Krishi Bank, a particular rural managing an account establishment, loaning to ranchers and anglers significantly extended. The quantity of rustic bank offices multiplied in the vicinity of 1977 and 1985, to more than 3,330. Denationalization and private modern development drove the Bangladesh Bank and the World Bank to concentrate their loaning on the rising private assembling segment. Planned bank advances to private horticulture, as a level of groups oral GDP, ascended from 2 percent in FY 1979 to 11 percent in FY 1987, while advances to private assembling ascended from 13 percent to 53 percent. The change of fund needs has carried with it issues in organization.

In the wake of getting autonomy, saving money industry in Bangladesh began its trip with 6 nationalized commercialized banks, 2state owned specialized banks and 3 foreign Banks. In the

1980s managing an account industry accomplished critical extension with the passageway of private banks. Now, banking sector in Bangladesh is primarily of two types:

**A) Schedule Bank**

**B) Non-schedule Bank.**

## 1. Schedule Bank

- The banks which get license to function under Bank Company Act, 1991

## 2. Non-schedule Bank

- The banks which are established for special and convinced objective

**Scheduled Bank:**

The banks which get license to function under Bank Company Act, 1991 (Amended in 2003) are termed as Schedule Bank. State-owned commercial banks, private commercial banks, Islamic commercial banks, foreign commercial banks and some specialized banks are Scheduled Bank.

**Non-Scheduled Bank:**

The banks which are established for special and convinced objective and control under the acts that are enacted for meeting up those objectives are termed as Non-Scheduled Bank. These banks cannot perform all tasks as like as scheduled banks. Grameen Bank, Probashi Kallyan Bank, Karmasangsthan Bank, Progoti Co-operative Land Development Bank Limited (progoti Bank) and Answer VDP Unnayan Bank are Non-Scheduled Bank.

## List of Banks in Bangladesh:

There are 5 types of Banks in Bangladesh.

These are:



### A) Central Bank (Bangladesh Bank)

## **B) State-owned Commercial Banks**

- Sonali Bank
- Agrani Bank
- Janata Bank
- Rupali Bank

## **C) Private Commercial Banks**

- United Commercial Bank Limited
- Mutual Trust Bank Limited
- BRAC Bank Limited
- Eastern Bank Limited
- IFIC Bank Limited, etc.

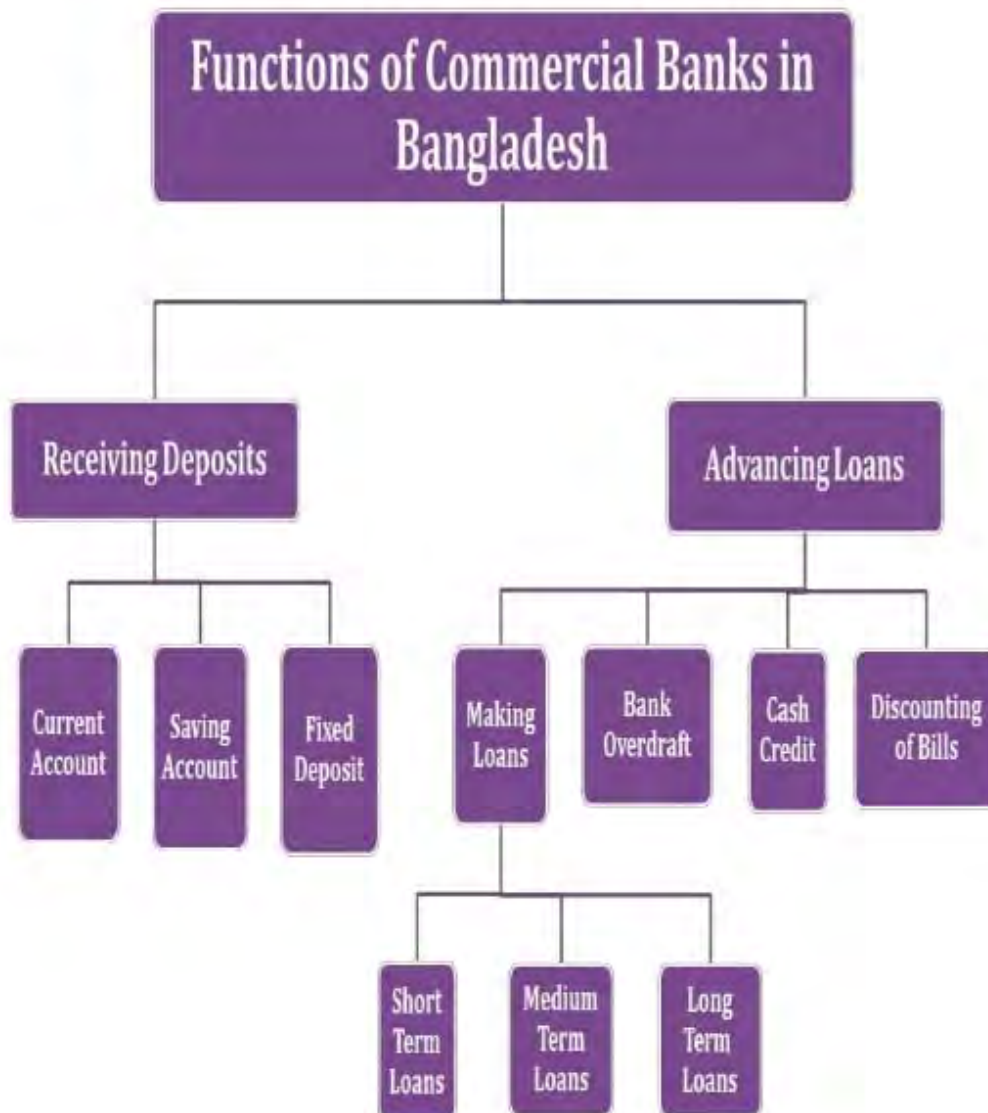
## **D) Foreign Commercial Banks**

- HSBC
- Standard Chartered Bank
- ICICI Bank, etc.

## **E) Specialized Development Bank**

- Bangladesh Krishi Bank
- Grameen Bank
- Rajshahi Krishi Unnoyon Bank, etc.

## Function of commercial bank of Bangladesh



## **Islamic Banking**

Pair with the worldwide fast development of Islamic banking, Bangladesh has encountered exceptional development in Islamic banking an account following solid open interest for the framework. Since its origin in 1983, Islamic banking industry has recorded hearty execution and the business now represented in excess of 20% piece of the overall industry of the whole keeping money industry in Bangladesh. In spite of the fact that Islamic banking industry in Bangladesh has accomplished in excess of 20 percent yearly development, the industry has huge possibilities for assist extension as Bangladesh is a Muslim larger part nation with a dynamic economy of 6 percent genuine financial development in the course of the most recent decade. To procure the true abilities of Islamic banking, it is basic to survey the present status of Islamic managing an account industry in Bangladesh.

At present, out of 48 banks in Bangladesh, 6 private commercial banks are working as undeniable Islamic banks and 10 conventional banks are incompletely associated with Islamic saving money in a sum of 21 branches. The Islamic banking industry kept on indicating solid development since its initiation in 1983 to introduce pair with the development in the economy, as reflected by the expanded piece of the pie of the Islamic banking industry as far as resources, financing and stores of the aggregate keeping money framework.

## **Role of Commercial Bank in Bangladesh**

- ✓ Banks advance capital arrangement
- ✓ Interest in new endeavors
- ✓ Advancement of exchange and industry
- ✓ Improvement of agriculture
- ✓ Equalization improvement of various funds
- ✓ Affecting the economy action
- ✓ Usage of financial arrangement
- ✓ Fare advancement cells

## **Problem of Banking Sector in Bangladesh**

Issue of managing banking area is across the board and isn't identified with saving money framework as it were. The administrative element ought to be autonomous however responsible. Prudential control ought to be constrained to store taking organizations and ought to be unmistakably isolated from non-prudential direction. The issue of lower benefit of bank is that it may lessen the duty and in this way make a follow on financial framework where bank is the main wellspring of expense under vast assessment unit of NBR. Besides, the income target may confront jump from another side where bring down development of credit may influence speculation and development, and in this manner assess accumulation.

## **Opportunities of Banking Sectors in Bangladesh**

There are gigantic possibilities of the banking sector in Bangladesh. These are below:

- ✓ Banking sector of Bangladesh has an incredible chance to wind up a noteworthy part of the national economy.
- ✓ Bangladesh has colossal number of populace. This favorable position may quicken extension and development of Bangladeshi managing an account segment.
- ✓ Bangladesh banking sector is especially skilled to guarantee appropriate nature of the item benefits according to necessity of the worldwide market.
- ✓ There are ten remote banks dynamic in Bangladesh, yet no Japanese bank yet. So there are enormous prospect for Japanese bank to open their branch in Bangladesh.

The commercial banks are currently viewed as the nerve arrangement of all monetary improvement in the Bangladesh. Commercial banks are presently utilizing most recent data innovation, contending in the open market with high innovation framework, changing from residential managing an account to investment banking. The execution of the banking sector as far as net benefit shifts in different gatherings of bank. Then again Specialized Banks in Bangladesh had an extremely poor execution. This small movement influenced the overall banking sectors performance.



# **Chapter 4: Activities under taken during internship**

## **Activities undertakes**

### **Internship position, duties and responsibilities**

This report has been organized on the basis of my experience during my internship period. I did my internship at Janata Bank, UGC Corporate Branch. Last few months I worked there. It was completely a new experience to me. Working with new people, new environment, faces real life business scenario is absolutely astonishing to me. I was assigned under Md. Imrul Quaes Rahman, senior officer at Janata Bank. Every day I saw, a lots of document are on the table, separate them as credit voucher and debit voucher. My main job was to find out debit and credit voucher and put them in a big register book with specific date and I also register pay order on register book. Alongside I have done different type of tasks in different desks wherever they assigned me.

Main job responsibility that I have faced of this department is given below;

- ✓ Voucher arranging, tallying, and recording by checking the quantity of records that has been charged or credited, check the record holder mark, name et cetera.
- ✓ Printed out the transaction listing of previous day for checking Debit and Credit voucher.
- ✓ Separation of Debit and Credit voucher.
- ✓ Stamping different sorts of document with authorization and give authorization seal.
- ✓ Register pay order on register book.

# Chapter 5: Constraints

## **Constraints of the organization**

I did my internship at Janata Bank Limited, at UGC Corporate Branch. During my internship I saw some challenges of the organization. At the same time it is very hard to know all of the challenges of the organization within this few time. So I consult with my supervisor and asked him about constraints of the organization. He gave me some point and along with I felt some point that the organization faced. Like as,

- ✓ Environmental problem. Business environment is a big issue to run the business successfully. Combination of internal and external factor is called business environment. At Janata Bank, I saw, they do not have much rules and regulation that should be maintain with the clients. For example, customers came to deposits money. They stand by the line, but the person who take the responsibility to accomplish this task of the bank has no punctuality. Sometimes customers need to stay stand by the line at a long time period. It gives bad feelings or dissatisfaction of the organization.
- ✓ Another problem is infrastructure problem. Outlook or inner look of the organization is not smart as we see at MNC. Absence of office equipment, no separate room for the employees. As a result they do not give proper concentration of their work.
- ✓ There is a big gap of top line manager to bottom line manager as well as employees. As a result, management does not get full control over the employee and also employees do not cover full task of the organization. The chain of command is too poor.
- ✓ There is a big influence of political factors. These who support government party got extra benefits and those who support opposite parties are in troubles.
- ✓ Added with these problem customer selection and their satisfaction is a less important factor of this organization. They do not take care of general customer. As a result they do not get loyal customer. Customers get dissatisfaction and they switch the organization.

- ✓ They do not invest different project. As a result profit, market share does not growing comparing to others. More over there's occur huge corruptions in different department. Employees are also got opportunities to do exploitation because of poor managerial chain.
  
- ✓ Another big problem is that they do not take any specific marketing step for their existing service. For example, last year they launch RTGS (Real Time Gross System). Under this service, customers can deposits their money from another bank account through mother bank account. It's a new service and very helpful for the customer. But we even don't know about this service. Here is the lack of their promotional activities. If they take steps for some promotional activities like leaflet, online advertisement, arranging some seminar about RTGS, then it will be great for them and customer will easily get their service as well as customer will attract by getting this service and also the number of customer will increase day by day. But matter of sorrow that they do not take such kind of activities.
  
- ✓ They do not have new product for the customer. They give services based on their obsolete idea.
  
- ✓ They do not have much ATM booth. It is an important sector for today's world. But they do not concern of it.
  
- ✓ Wasteful aspects inside the activities of the bank.
  
- ✓ Absence of allure to more youthful, Student, princely potential clients.
  
- ✓ Absence of Flexibility to embrace to any change.

# Chapter 6: Learnings

## **Lesson learn from the internship program**

For my BBA graduation, I had to do internship at Janata Bank Limited. It's a part of my BBA program. Last few years I learned a lot of academic knowledge about business, but it was necessary to me to know about practical knowledge. Internship is a way to know about it. Every single second taught us many different things. From my joining to till, I learned many different things. For example,

- ✓ Be punctual: My office time start at sharp 10 am. Every day I tried to present at the time. My supervisor always guide me and teach me about the rules and regulation. He also always attend his desk before 10 am. He was that much punctual at his timing as well as his assigned work. For this, he has a reputation among the employees. I saw him, and thought about him, punctuality is one of the most important thing to be a good quality employee.
- ✓ Be polite: politeness is a great virtue. Always say please, thank you gave you respect and a good personality. I have to show my appreciation. Otherwise, people won't want to help me in future. By saying these simple word I can create a good image among my coworkers as well as among the customer or clients.
- ✓ Make connection or networking. As much as anyone does, he or she need to make connection with people. It broaden your knowledge at the same time extend your network. That will help in my corporate life to extend my professional skills. I believe the quote "It's all about who you know" is utterly true.
- ✓ Ask questions: Sometimes we felt shy to ask questions. We the human being don't know everything from our birth. We have to learn from others. It is not necessary to know everything at a time. As an intern, firstly when I joined, I do not know anything. I have to learn some rules and regulation. I have to ask him. If I do not asked him, I won't be able to know the things. So, whenever get difficulty for understand, keep asking.

- ✓ Adopt new skills: intern will be paid or totally unpaid. But chances of learning is totally on our hand. Build up skill that may be good my future corporate life is more important. I saw my superintendent, how he controlled the pressure of work. Sometimes he got fed up, but always keep smile on his face. He gave some time for refreshment in between the work then again return his work. Working under pressure is really a big skill that I saw practically. It's a great for lesson and make me curious to adopt this skill.
  
- ✓ Create a strong social media: Today world warm up with the technology. Besides our practical life we have a virtual life too. For example, Facebook, Instagram, blogs, twitter etc. Most of the people use Facebook, so it is important to connect with them through this social media. It will help us to develop personal relationship among our colleagues.
  
- ✓ Work hard: For success, we must work hard. We have to focus on our assigned work more carefully. We have to show our strength and punctuality at our working place. It will gives us positive thumbs to go up.
  
- ✓ Speak out or talk coworkers: Coworkers are always experienced and also have good knowledge about the field where they work. Always keep good relationship with them and try to get advice from them to widen knowledge.

For completing BBA program, we did a lot of courses. Every course and course tutor gave us knowledge about business. One of them is organizational behavior, through this course we learned many things. From my internship, I just faced these things, not completely, but mostly. Because, only these few months are not enough for learning these immense things.



# Chapter 7: Recommendations

## **Recommendation**

Janata Bank, the second largest government bank in Bangladesh. During my internship period I saw many good things as well as some negative things. Every business organization has some limitations. Sometimes they ignore these problems or sometimes they cannot find out the problem or sometimes they identify the problem but for the cause of corruption they cannot fixed it. Here is some recommendation for Janata Bank to improve their performance,

- ❖ The product and services of Janata Bank ought to be new and competitive.
- ❖ For the consumer loyalty's services conveyance should be given inside 10-15 minutes.
- ❖ While the employee give services to the customer, they should be in friendly manner to the customer. They have to behave well to the customer to earn customer satisfaction.
- ❖ To increase customer satisfaction, bank should reduce interest rate as fewer as possible.
- ❖ In every branch of Janata Bank, they should launch a customer complain box to earn customer satisfaction.
- ❖ Bank should have to give first priority to improve customer satisfaction by giving different facilities.
- ❖ For better fulfillment bank could start to build up customer service center for its clients.
- ❖ The better interior and decent area of the branch could be a motivation for consumer loyalty.
- ❖ Accessible sitting arrangement for clients in the bank could be a decent sign for fulfillment of customers.
- ❖ Unquestionably to be competitive and guaranteeing of faster service for consumer loyalty's web based banking system ought to be start all branches of the bank as soon as possible.
- ❖ ATM booth should be available in the major areas. Especially big city and commercial area must get first priority.
- ❖ Online banking service should be introduce as soon as possible. All the branches ought to be under online banking service.
- ❖ Token system can be presented in the event of service providing in the bank.

- ❖ Every department should ensure proper office equipment like photocopy and printing machine.
- ❖ They should give focus on promotional as well as marketing activities to introduce their product and services to the customer. They should take necessary steps to improve their promotional activities so that they can keep them self with customer touch.
- ❖ Bank should provide computer training to their employees. As most of them now use computer, but they need more knowledge and they have to develop their computer skills to do their task faster.
- ❖ Political influences should be banned. Because, politics make division among the employees. As a result output of the employees get slower and also they are in biasedness.
- ❖ The chain of command is not good. Upper level manager and lower level manager and employees connection is too por. So, they have to improve these gap to reduce employee's dissatisfactions.

# Chapter 8: Conclusion

## **Conclusion**

Internship is a aqueduct between practical knowledge and theoretical knowledge. I believe, the experience that I have gather from my internship period that will help me in my future professional life. During my internship I have acknowledged how current Science and Information Technology have been contributing increasingly to the improvement of operational and management process. To work well for clients and customers, organizations should be skillful in numerous zones quicker advancement of new business techniques, contracting organization conventions, lessening procedure times, enhancing client benefit and expanding and keeping up information for achieving every one of these objectives.

I did my internship at Janata Bank limited at UGC Corporate Branch. During my internship period really I enjoyed a lot from the point of view of learning experiencing. My believe was that, these few month internship period at Janata Bank limited will definitely help me to understand my future professional life in the job market.

There are bunches of local and foreign banks in Bangladesh. Among them Janata Bank Limited (JBL) is promised to be a commercial bank. In banking sectors, Janata Bank Limited has to compete with others bank alongside with public bank. Janata Bank Limited invested more finances in export and import business. Clearly the correct reasoning of this bank including building up an effective system over the nation and expanding assets will have the capacity to assume an impressive part in the arrangement of development.

From my internship program, I have tried my level best to know about banking activities. To realize this practical knowledge I always try to compare with my theoretical knowledge for better understanding. And I beleive, the combination of my academic knowledge and practical knowledge about business will help me to do best in my professional life.

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