

Report On
General Banking activities of Janata Bank limited
A study on Brahmanbaria corporate branch,
Brahmanbaria.

An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of
Bachelors of Business Administration

By

AL Farezi
16304039

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BRAC Business School
Brac University
June 2021

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DECLARATION

Student Declaration

I hereby declare that

1. The internship report submitted is my own original work while completing degree at Brac University for the course of BUS 400.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing and I have acknowledged all the main sources of help.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

Al Farezi

Student ID - 16304039

University Supervisor – Mahmudul haq

Co-supervisor- Mahreen Mamoon

Organization Supervisor –

Shameema Akter

Assistant general manager

Janata bank limited, Brahmanbaria Corporate Branch.

LETTER OF TRNASMITTAL

Mr. Mahmudul Haq

Associate professor, BRAC Business School

BRAC University.

Subject- Submission of internship report on “General banking activities of Janata Bank limited: Brahmanbaria corporate Branch, Brahmanbaria”.

Dear Sir,

With due respect and pleasure I would like to state that I am very pleased and obliged to submit my internship report on ‘General Banking activities of Janata Bank limited, a study on Brahmanbaria corporate branch, Brahmanbaria’ as part of the process to complete the course BUS 400 , for my degree. I have worked in the organization for the last 3 months and have gained general and practical knowledge about general banking activities.

The report that I have submitted is about the work of the last 12 weeks in the organization and my overall understanding of the work process and banking in general. I have tried to finish my work within the given time period and have given my maximum effort to organize the report.

So I therefore request you to accept my report and hope that you find my report satisfactory according to yours and academic guidelines.

Sincerely Yours,

Al Farezi

ID- 16304039

BRAC business school, BRAC University

9th June, 2021

ACKNOWLEDGEMENT

At first I would like to thank the almighty god for helping me complete my internship report. Then I would like to thank my supervisor Mr. Mahmudul haq for guiding me and helping me into making the report which was based on a 3 month internship done by me in Janata bank limited Brahmanbaria branch and the topic of the report is “ General banking activities of Janata bank limited”.

For helping me build this report I would also like thank my organizational super-visor the assistant general manager Mrs. Shameema Akter and also would like to all the senior officers for guiding me and helping me during office hours, I would also like further extend my gratitude towards the other employees for their necessary co-operation during the internship period of 3 months for building my report.

Non-Disclosure Agreement

This agreement is made and entered into by and between Janata bank limited and between the undersigned student at BRAC University AL Farezi of avoiding and not including any kind of confidential data of the organization.

Janata bank limited

X

AL Farezi

X

EXUCUTIVE SUMMERY

Bangladesh is of the fastest growing developing countries in Asia in-terms of economy and the banking Industry plays a vital role in that economic development. However recently the banking industry is facing few difficulties like deficit of credits, assets and increasing numbers of NPL (None paid loan), however the government is trying and taking steps to improve the banking sector. I managed to understand a few glimpse of these factors due to working as an intern in Janata bank limited in Brahmanbaria corporate branch. Janata bank is the 2nd largest state owned commercial bank in Bangladesh.

This internship program is done in order to complete my degree in Brac University as a program of BUS 400. During my time as an intern I managed to learn practical way of doing organizational work, there is no better learning option then on the job learning and the internship program provides that experience. The internship experience helped improve my skills and confidence to adapt in working environment and helped improve me as a human being.

The report is titled as “a report general banking activities of Janata bank limited “. The report is based on the experience gathered as an intern working in the organization. As the main topic is general banking so there is more emphasis on it but also information about the current banking industry, the Organization and its activities is also presented and discussed briefly in the report. As an intern I also included my suggestion and analysis in the report about the organization to further demonstrate my understanding.

Keywords- General banking, SWOT analysis.

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List of acronyms-

- 1) **JB= Janata bank**
- 2) **CC= Cash credit**
- 3) **FDR= Fixed deposit receipt**
- 4) **CIBAT= Corporate inter branch automated transaction**
- 5) **DPS= Deposit pension scheme**
- 6) **MICR= Magnetic in character reader**
- 7) **OBC= Over-draft bill collection**
- 8) **IBC= interbank collection**
- 9) **LBC= local bank collection**
- 10) **RTGS= real time gross system**
- 11) **SRC= speedy remittance cell**
- 12) **DD= Demand draft**
- 13) **TT= Telephonic transfer**
- 14) **KYC= Know your customer**
- 15) **CRAR= Capital to risk weighted asset ratio**

List of figures

Figure 1- The hierarchy chart of Janata bank limited

Figure 2- the hierarchy chart of Brahmanbaria corporate branch, Janata bank limited.

Figure 3- financial highlights of Janata bank.

Figure 4- Highlights of the financial report of 2019.



Chapter 1- Introduction

A bank is financial institution which is authorized or licensed to take deposits and give loans to customers. There are many kinds of banks, not all are same as some banks are there for very specific purposes only for example there are central banks, commercial banks. And not all banks follow the traditional interest based banking as there banks who follow Islamic sharia way of banking. A bank plays a vital role in a countries economy. The bank is a safe house for investors who want to keep building profit and also bank gives out credits as loans to others who want it. A bank is an important factor for every country, especially for a developing country like Bangladesh. The banking industry in Bangladesh has grown since independence. However there have been many ups and down along the years which is still happening but the banking industry is still standing as there are 63 scheduled banks in Bangladesh. The Bangladesh bank is the central bank and there are total 6 state owned commercial banks and other specialized banks. Janata bank is the 2nd largest state owned commercial bank in Bangladesh in which I got an internship opportunity as part of a degree completion program in BRAC University. Janata has always maintained good performance in-terms of profit, deposits and assets. The bank is one of the oldest banks in the country and has been providing service with dignity. As the title of the report say “general banking activities of Janata bank limited” the report is focused on the activities of general banking in Janata bank based on my internship experience, along with my understanding of the banking industry.

1.2- Origin of the report-

The report is necessary for completion of my degree at BRAC University as part of the internship program of 12 months. The report is based on my experience working as an intern in Janata bank limited. So as part of completing the degree I have been asked by my university supervisor to make a report on the general banking activities of Janata bank limited and after completing my report firstly It will be presented to my organizational supervisor and after I get her approval the report will be presented to my university supervisor and co-supervisor for evaluation.

1.3 – Objective of the report-

The main objective of the report is to submit it to my supervisor for completion of my degree and also get a real life experience of the working field of an organization. And also there are other specific objectives like enhancing my understanding of the banking system, learning how the general banking system works, how a bank functions, how the branching systems of bank works, how the communication process in an organization and between its branches works, how a bank deals with other banks, to find out the strength and weakness of the bank and give suggestions or recommendations.

1.4- Methodology of the report-

Primary data- information gathered via casual conversations with senior officers and supervisor, observation at office, interview with customers and also asking questions.

Secondary data- google, bank website, branch report data. Different publications, annual report, journals and newspaper.

1.5- Scope of the study-

The report was done for completion of my degree. It is based on my experience and knowledge after working as an intern. I had access to do all the general banking works of the bank for 3 months, so my report is mostly based on that.

1.6- limitations of the study-

I had to face some difficulties for completion of my report and they are-

- I had limited access to all the data of the bank.
- The time allocated for completion of the report was not enough.
- No prior experience of organizational work before internship, so it took a lot of time to collect and organize data for the report.

Chapter 2- An overview of the banking sector of Bangladesh and the Organization

2.1 – Defining banking and bank-

Banking is known as the business transaction or activity of accepting and safeguarding money owned by other individuals with providing offers with certain conditions such as schemes and interest, organizations or clients/customers, and then lending out this money to other customers for interest in order to earn profit or maintain cost.

Bank- a bank is a financial organization or body where customers can save or borrow money. Banks take money from customers for safekeeping and also provide other benefits like interests for depositing money, later bank also invests money by letting customers borrow it as loan with certain conditions like interest. Bank also provides other services like collecting bills for government like gas or electricity, paying salaries or pensions etc.

2.2- History of banking in Bangladesh –

Before independence- The first modern bank that was established in DHAKA was DACCA bank. After the partition in 1947 the economic condition of then known East Pakistan (Bangladesh) changed after that as due to migration of Hindus to Kolkata as the assets and money were also transferred to Kolkata India, thus creating a huge gap in economy and the assets and money

generated in east Pakistan were transferred to west Pakistan as most banks had their headquarters transferred there so that meant less credit, cash and deposit in EAST PAKISTAN. However in 1959 Mercantile bank limited was established. It had around 106 branches till 1971. Furthermore In 1965 Eastern Banking Corporation was established. It had 60 branches until 1971 liberation war. These 2 banks served the purpose of providing credit to the East Pakistan people as they limited access to gain credit from West Pakistan, Major Bengali businessman helped established these 2 banks to improve the economy and banking sector of Bangladesh.

After independence- The banking system at independence (1971) consisted of two branch offices of the former State Bank of Pakistan and seventeen large commercial banks, two of which were controlled by Bangladeshi interests and three by foreigners other than West Pakistanis. There were fourteen smaller commercial banks. After the end of war the newly formed government reformed the banking industry. At first they renamed the Dhaka branch of the State Bank of Pakistan as the central bank and renamed it the Bangladesh Bank. The duties and responsibilities of the Bangladesh were -

- regulate currency
- control credit
- monetary policy
- administering exchange control and
- The official foreign exchange reserves.

The Bangladesh government then nationalized the entire domestic banking system and proceeded to reorganize and rename the various banks existing in the country at that time. Foreign owned banks were permitted to do business in the country. The insurance business was also nationalized by the government as they hoped it to be potential source of fund.

2.3-The banking industry& scheduled Banks in Bangladesh-

The banking industry has seen a rapid growth in last 30 years as the economy of the country has also grown strong, as in 2019 Bangladesh was hailed by the Asian Development Bank as the fastest-growing economy in the Asia-Pacific region. However there are some major concerns like deposit in credits in many banks where in some instants the central bank had to credit 10 commercial banks out of surplus, this happened due to various reasons like lower rate of interest, the NPL rate goes higher by 20% which is a major country as that means money is lost, recently the central bank lost around 100 million dollar worth money from scandal in new York reserve bank and none were punished, so there are still some problems in the banking industry . The present government has encouraged banking in rural areas and for that many branches have been established in rural areas. The government has also encouraged micro-financing or micro-credit in rural areas with aim of decreasing poverty rate. There are more emphasis on SME financing, agriculture financing to improve more numbers of micro financing to help vulnerable groups like women, young, unemployed people and also promote green banking.

There are 61 scheduled banks in Bangladesh. Scheduled banks are those which are licensed under the Bank Company Act, 1991 (Amended up to 2013). These are banks can be categorized in 3 forms in terms of functionality and ownership of the bank, they are-

a) State-owned commercial banks (SOCB)

Banks which are fully or majorly owned by the government of Bangladesh.

- Sonali Bank Limited
- Janata Bank Limited
- Agrani Bank Limited
- Rupali Bank Limited
- BASIC Bank Limited
- Bangladesh Development Bank

b) Specialized banks (SDB)

3 specialized banks were created for providing credit in agricultural industries, industrial development. These banks are also fully or majorly owned by the government.

- Bangladesh Krishi Bank
- Rajshahi Krishi Unnayan Bank
- Probashi Kollyan Bank

c) Private commercial banks (PCB)-There are 43 private commercial banks in Bangladesh and among them 33 banks follow the conventional banking system, which is doing interest based system transactions or operations of assets or money, the banks that follow the conventional method are listed below-

- AB Bank Limited
- Bangladesh Commerce Bank Limited
- Bank Asia Limited
- BRAC Bank Limited
- Citizens Bank PLC

-City Bank Limited
-Community Bank Bangladesh Limited
-Dhaka Bank Limited
-Dutch-Bangla Bank Limited
-Eastern Bank Limited
-IFIC Bank Limited
-Jamuna Bank Limited
-Meghna Bank Limited
-Mercantile Bank Limited
-Midland Bank Limited
-Modhumoti Bank Limited
-Mutual Trust Bank Limited
-National Bank Limited
-National Credit & Commerce Bank Limited
-NRB Bank Limited
-NRB Commercial Bank Ltd
-One Bank Limited
-Padma Bank Limited
-Premier Bank Limited
-Prime Bank Limited
-Pubali Bank Limited
-Shimanto Bank Ltd
-Southeast Bank Limited
-South Bangla Agriculture and Commerce Bank Limited
-Trust Bank Limited
-United Commercial Bank Ltd
-Uttara Bank Limited

-Bengal Commercial Bank Ltd

d) Islamic Shariah Based (PCB)-

There are 10 banks that follow the Islamic Shariah policy for banking. It means the banks follow the rule of profit-loss sharing with customers. The 10 banks are listed below-

-Al-Arafah Islami Bank Limited

-EXIM Bank Limited

-First Security Islami Bank Limited

-ICB Islamic Bank Limited

-Islami Bank Bangladesh Limited

-Shahjalal Islami Bank Limited

-Social Islami Bank Limited

-Union Bank Ltd

-Standard Bank Limited

-Global Islamic Bank Ltd (former NRB Global Bank)

e) Foreign commercial banks (FCB)

In total 9 Foreign banks are operating in Bangladesh as the branches of the banks which are incorporated in abroad and they are fully or majorly owned by foreign banks and operate under the regulation -

-Bank Al-Falah Limited (United Arab Emirates)

-Citibank N.A (United States of America)

-Commercial Bank of Ceylon PLC (Sri Lanka)

-Habib Bank Limited (Pakistan)

-HSBC (Hong Kong)

-National Bank of Pakistan (Pakistan)

-Standard Chartered Bank (United Kingdom)

-State Bank of India (India)

-Woori Bank (South Korea)

f) Financial institutions and non- schedule banks-

These are functioned and licensed to serve specific purposes and services and do not provide the same range and service like scheduled banks.

2.4- The central bank or the Bangladesh bank-

Right After independence the Bangladesh government established the central bank of Bangladesh known as the Bangladesh bank, in effect from 16 December 1971. At present it has ten offices located at Motijheel, Sadarghat, Chittagong, Khulna, Bogra, Rajshahi, Sylhet, Barisal, Rangpur and Mymensingh in Bangladesh; total manpower stood at 5807 (officials 3981, subordinate staff 1826) as on March 31, 2015

The functions of Bangladesh bank –

Bangladesh bank performs all the core functions of a traditional monetary and financial sector regulator, and a number of other non- core functions. Some major activities or responsibilities of Bangladesh bank is listed below-

- Acting as Banker to the Government.
- Formulation and Implementation of Monetary and Credit Policies.
- Regulation and Supervision of Banks and Non-Bank Financial Institutions, Promotion and Development of Domestic Financial Markets.
- Management of the Country's International Reserves.
- Issuance of Currency Notes.
- Regulation and Supervision of the Payment System.
- Money Laundering Prevention.
- Collection and Furnishing of Credit Information.
- Implementation of the Foreign Exchange Regulation Act.
- Managing a Deposit Insurance Scheme.

2.5- Branch and unit banking-

There are 2 principles of banking network and they are unit and branching principles and all the banks in Bangladesh operate through the branching principle which means all the banks operate through a single office via a network of many branches where in unit banking all the work is carried out by single office. The branches maintain communication with head office and operate within the guideline designed by the head office. All of the scheduled banks have operating branches in all the districts and all the branches maintain good relationship with other fellow local and foreign banks.

2.6- History, background and overview of Janata bank limited –

The Janata bank limited is the 2nd largest (in respect of Deposits/Assets) commercial bank in Bangladesh and has vital role in the improvement of the economy of the country by providing valuable services and contributions and have been recognized by receiving many prestigious awards from national and international organizations. After independence the government took many initiatives to rebuild the country's economy and for that the banking industry was reformed and many banks were renamed, 2 banks were merged as one to create a new bank and was nationalized by the new government under new name. And like that Janata Bank was also established in 1972 by emerging the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President's Order No. 26) of 1972.

In 15 November, 2007 Janata Bank got registered with the Joint Stock of Registrars and was restructured as a public limited company. The CEO & Managing Director is Md. Abdus Salam Azad (F.F.). The Chairman of the bank is Dr. S. M. Mahfouz Rahman. The Company Secretary is Md. Habibur Rahman. Face value per share is BDT 100 per share and 100% Share is owned by the Government of Bangladesh. The head office located at Janata Bhaban at Motijheel C/A, Dhaka. The bank has 4 operating overseas branches in UAE and has 915 branches scattered all over the country. Janata currently is a family of around 11,463 (As on 31.07.2020) employees. At the end of 2019 the Bank held Deposit BDT 691,409,372,051, Advance BDT 548,473,941,439 with Authorized capital BDT 30,000 million and Paid-up Capital BDT 23,140 million.

Phone- +88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30

Fax- 88-02-9554460, 9553329, 9552078

SWIFT – JANBBDDH

Website- www.jb.com.bd

E-mail - md@janatabank-bd.com

2.7-Board of directors-

Chairman – Dr. S.M. Mahfuzur Rahman

Director - Mr. Ajit Kumar Paul, FCA

Director - Mr. Meshkat Ahmed Chowdhury

Director - Mr. K. M. Shamsul Alam

Director - Mr. K. M. Shamsul Alam

Director - Mr. Ziauddin Ahmed

Director - Mr. Mohammad Helal Uddin

Director - Mr. Md. Abdus Salam Azad (F.F.), (MD & CEO)

2.8-Management-

There is top level to lower level management system-

The hierarchy chart of Janata bank limited



Figure 1

2.9- Mission of Janata bank limited-

The mission of Janata Bank Limited is to 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.

2.10- Vision of Janata bank limited-

The vision of the organization is 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.

2.11- Corporate information-

Name- Janata Bank limited Brahmanbaria Corporate branch

Division name- Cumilla

Area name- Brahmanbaria

Location- 2nd floor, Fayez Tower, Masjid Road, PO+PS+Dist-Brahmanbaria-3400

Phone- 0851-58425

01313416625

E-mail- jb0084@janatabank-bd.com

Employees - 11 senior officers, 1 assistant accountant, 1 senior Clark, 2 security guards, 3 non-permanent staffs.

There are no general officer in the Brahmanbaria corporate branch, the assistant general manager is head of the branch and is responsible for everything in the branch, the general banking tasks are divided between the 10 officers. The SPO, PO and two senior officer handles account opening, FDR, local and foreign remittance, inquires about accounts etc. 1 senior officer handles loans section, 1 senior officer handles clearing section, 1 senior officer handles the accounts section, the cash department is handled by 3 senior officers.

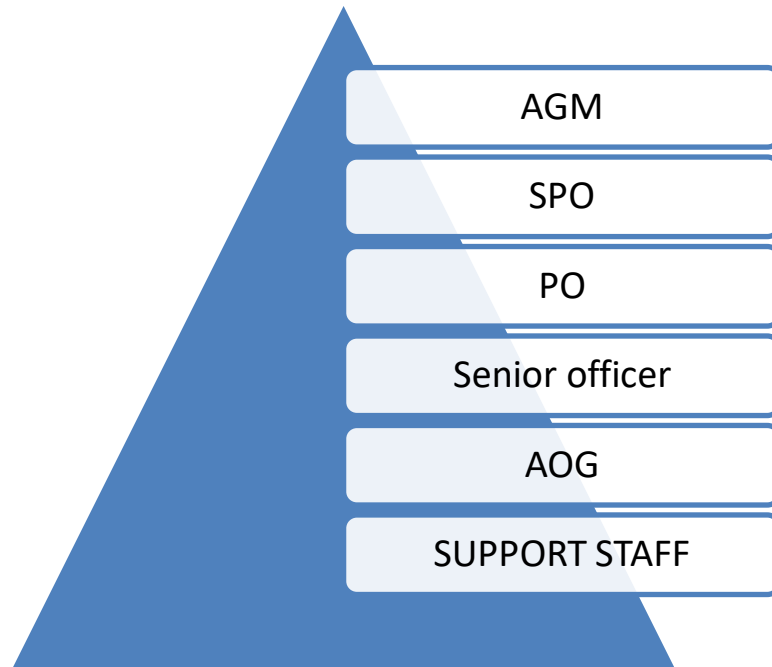


Figure 2

2.12-Janata bank products and services-

2.12.1-Deposits options in Janata bank-

Current Deposit

Savings Deposit

Special Notice Deposit

Fixed Deposit Scheme

2.12.2-Loans and advance-

Agriculture loans

Working capital loan

Green financing

Rural credit

Tannery trading

Commercial real estate loan

Loan for housebuilding and apartment

Consumers financing

Study loan

Janata care- health service loan

Special loan for pensioner

Special loan for (women entrepreneurs, micro industry Etc.)

2.12.3-Services (E- Service)

ATM

Automated Branch Banking

Green Banking

E-GP Payment Service

OMIS (ERP)

PMIS

BEFTN User Manual

2.12.4-Modern banking

Online Banking

JB Remittance

JB PIN Cash

JBAIMS

JB-One

House Building/Flat Loan for Govt. Employee

2.12.5-Web based payment

1- Money gram

2- Western union

3- NBL quick pay

- 4- Ria
- 5- Placid
- 6- Prabhu group
- 7- Hello poisa
- 8- EZ payment
- 9- Universal exchange
- 10- Trans fast
- 11- Merchant trade
- 12- NEC money transfer
- 13- Express money

2.13- Objective of Janata bank-

Janata bank is the 2nd largest state owned commercial bank in Bangladesh. The bank has set up its work to accomplish certain objectives and they are-

- Guarantee a minimum rate of profit to the customer
- maintain liquidity at a sufficient rate in order to meet the demands, duties and requirements of customer, government and bank.
- Keeping up with the contribution of business development of the country.
- maintaining excellent performance in-terms profit, deposit and assets.
- earning customer loyalty by excellent management of customer accounts.

2.14- Functions of Janata bank-

The main function of Janata bank is to provide general banking service to the customer. The functions usually consist of depositing money in customer account, receiving various bills and payments, opening of accounts, providing loans to the customer, giving different kind of credit services and schemes for example providing working capital to the customers, remittance, providing various services like giving salaries in advance for various government organizations, giving pensions to retired employees, Financing of export and import etc. Janata bank provides administrative service and advice to the customer as well and with a capable workforce the bank is capable of running its functions effectively.

2.15- Human resource of Janata bank limited-

The human resource is very strong as the candidates for the officer post have to pass written exams and then viva exams organized by the Bangladesh bank. The new recruits are then sent to Staff College within the 1st year of their job at Janata bank where they receive training for 6 months. Janata bank follows the merit based recruitment method.

Chapter 3- General banking and internship

3.1-General banking-

It means the workings of a section or departments which deals with the daily transactions of customers. General banking means doing deposits, account opening, doing various schemes, giving loans, giving cash and receiving it, doing accounts and paying salaries of employees of many organization through banks, collection of bills, issuing checks, DD, pay order, receiving bills, clearing checks . The general banking can also be known as retail banking.

The general banking mainly consists of various departments-

- Account opening section
- Deposit section
- Accounts section
- Clearing section
- Remittance section
- Cash section
- And other customer service sections

3.1.1- Account opening section-

Account opening is the first step of starting a relation between the bank and the customer. The customer will be a given a form by the on duty officer to fill up information about opening the account like what kind of account he would like to open.

There are 4 kinds of account-

- A) **Current account**- This kind of account usually be opened by both individual and business man. No interest is given, no withdrawal limit. Minimum required opening deposit in 1000 and minimum 1000 taka balance must always be maintained.
- B) **Savings account**- in this account money is deposited for interest, only individuals open it for savings purposes. Based on deposit interest is given. Opening deposit is minimum 1000 and regular balance must be at least 1000 in the account.
- C) **Short term deposit account**- this a temporary account and can opened by both individual and organization. The interest depends on the deposited amount and are paid half yearly.
- D) **Call deposit**- it is done when fund is short in a branch or bank, the officer asking for funds calls to agents in the money market or other sources like other banks for a minimum time and are paid within 7 days upon return of the call.

Documents required for opening the account-

Personal-

2 passport size photos of individual and nominee, copies of national identity card for both individual and nominee, signature, employee certificate needed in case the person is a job holder.

For partnership account-

Two photographs of the partners, signature of the partners in the partnership letter, trade license, certification of the partnership deed by notary public.

For company and proprietorship account-

2 passport size photos of the individuals representing the company, their signatures on the form, resolution of the company board and signature of all the members including chairman, MD, CEO

Company certificate of incorporation, commencement, trade union, registration depending on the type of company.

For proprietorship- TIN number, signatures of the individuals, 2 copies of passport size photos and NID, Permission from the magistrate of DC required if it is a newspaper and rubber stamp.

After completion of all the process the customer will receive checkbooks from the bank officer within 7 days, via checkbook the customer can write checks for transaction of money from the bank. The customer account number and name will be written in the cover of the check and all type of account holders will get the checkbook.

Account closing procedure- the customer will have to give an application for closing it then the bank will cut all the due charges from the amounts in the account then the account will be closed.

3.1.2-Deposit section-

Types of Deposits that are done in Janata bank-

Savings Bank Account - The customer money is deposited for interest, the customer will receive interest depending on the deposit amount and shall receive interest half yearly. If the customer withdraws money then the person will not receive interest.

Current Deposit Account- Money can be deposited any time but no interest will be provided.

Fixed Deposit Account- Money will be deposited for limited period of time agreed by both parties, the interest will be fully paid upon completion of the period for example if one deposits 10 lakh taka in bank for a 1 year FDR with interest rate of 10% then he will receive(10 lakh + 10% interest

) 11 lakh after 1 year. But if the FDR is broken before maturity then the interest rate will be lower depending on the time and exclusion of bank charge and

Short term Deposit Account- money is deposited for short amount of time limit, the interest will be varied depending on the amount but comparatively lower than FDR .

Recurring deposit- it can also be called DPS where the customer deposits money in monthly installments with a promised monthly interest rate, the amount can be paid in advance by the customer. If a customer fails to pay one month of installment then he can pay it later but will not receive interest of that month.

3.1.3-Accounts section-

The accounts department is one of the most important departments of a branch, the department of accounts makes report for daily, weekly, monthly transactions of a branch, authorization of all the expenses, requesting for funds, providing salaries, preparing the SBS report which is a branch report of monthly transaction send to Bangladesh bank via head office, important certificates like solvency certificate, daily position, daily affairs in the branch, daily summery, maintaining the general ledger etc.

3.1.4- Clearing section-

Another activity of general banking is clearance of check. The clearing of checks is done through the Bangladesh automated clearing house (BACH). Through the clearing house which is section of Bangladesh bank, the banks transfer funds from customer to other banks. All the scheduling banks are member of the clearing house.

There are two types clearing –

- a) **Outward clearing-** when customers deposit checks of other banks for payment to Janata bank, than the bank sends this check through BACH to the respective bank. When the other bank receive this check , they will check the customer account and debit the amount from that account and will credit BACH then they will credit the amount to the Janata bank and then the bank will credit the customer account.
- b) **Inward clearing-** When the receives check through BACH for clearing from other banks than they will also check the customer account and will debit amount from that account, credit it to BACH and they credit it to the respective bank.

The checks are categorized by value.

- a) High value- if the amount in the check is BDT 5 lakh or above. High value checks are cleared faster.
- b) Low value- if the amount is lower than 5 lakh, then it will be placed at low value.

High value checks are cleared within 2 pm, lower value checks are cleared within 5 pm. The customers are deposited the next day after clearing process.

Reasons for checks to be dishonored-

- The signature does not match.
- Insufficient amount in the customer account
- Fake check
- The date of the check expired
- The amount written in number and words do not match
- The drawer or the person who wrote the check stopped the payment.

Duty of the officer-

- Receiving and organizing the checks from other branches and banks.
- Cross checking the checks
- Checking the validity of the checks (date, signature, amount)
- Checking if the check is fake, through a scanner machine.
- Uploading the checks in clearing house
- Maintain the clearing register book (writing down the number of check, amount, customer clearing date)
- Printing out the posting of amount and sending it to the cash department for depositing fund.

3.1.5- Cash department-

Cash department -

Cash Department is the most important department in a bank as this Department brings in the most important aspect of banking and that is the deposit of funds in a bank, this department ensures profit and liquidity in a bank by super-fast service and transaction.

The Department usually consists of 2 section

a) Cash receipt - Customers bring in money to deposit it in their accounts. A customer writes down the details (account number, amount written in both word and number, signature) of payment in a deposit receipt, and then gives the officer the money to deposit it into their accounts.

Officer's duty-

- The first order of business is to check the details written in the check (signature, amount written in word and number, account number), branch seal.
- The officer then. Will open the KYC of that account and will confirm the identity of that account owner via matching face and signature.
- then the officer will take the money, count it twice to ensure the amount matches and then will write down the value of the notes in the back of the check.

- Then the officer will deposit the money via crediting in the customer account
- The officer will sign the receipt and will attach a bank stamp to close the receipt.
- The customer will receive a counter folio for confirmation of transactions.

b) Cash Payment -

In this counter customers withdraw cash from their accounts. The customers come with a payment receipt, write down transaction details (amount written in words and number, account number, signature). Then the officer will check the customer balance, debit the amount from the account and will give cash to the customer.

The in charge officer's duty

- At first the officer will check the payment receipt (whether amount written in number and words matches), the signature, date on the receipt, branch seal
- Then the officer open KYC and matches identity and signature of the customer
- Then 2 signature of the payment receiver is taken as confirmation of transactions
- Then the officer takes back the check
- debits the money from customer account and gives cash to the customer
- Then the officer will sign the check and attach bank stamp and will close the check

Cash balance - The last order of business is cash balance which is the ending Balance of that day.

The Ending balance will be entered as opening balance in the next day of banking.

Cash balance = Opening Balance + receipt - payment.

3.1.6-Remittance –

Remittance means the financial act or transaction of money between branches of same bank, from one bank to another of the same country or city, between banks and non-bank clients, money coming from abroad for customer or in customer account.

There are 3 types of remittance

1) Local remittance -

When money transaction happens between 2 banks of same country or 2 branches of the same bank within a city or District.

There are 3 methods used for local remittance -

a) Pay- order - The payee will get the right to claim fund from the bank that issued the order. The source of payment is the issuer branch. It mostly used when money transaction happens with banks or branches in same city or within the clearing house area. Pay order payment is done through clearing.

b) DD (Demand draft) - it is used when money transaction or payment is made from one branch to another branch or different bank. The source of payment is the ordering branch. DD is done for payment made to branch or banks of other cities or outside the clearing house. DD has an expiration date of 6 months from the date it is issued. The Branch receiving the DD will check and verify the sent Advice, verify the 'test code' and then make payment.

c) TT (Telephonic transfer) -

It is done through telephone when the issuing branch advises or requests another branch or bank to make a payment on behalf of them to the exact payee. The source of payment is payment from the ordered branch and can be used in any place within a country. In the era of web banking, this method is no longer used by banks.

2) Foreign remittance -

When an employee or overseas worker sends money to his country to a certain customer or his family then that is called foreign remittance.

Person sends money through money agents or institutions from abroad to home country.

The customer receives the amount directly in his account or brings pin number to cash out the money directly.

3.2-Internship program-

For completion of degree I had to complete the BRAC university internship program which means working in an organization for 3 months at least to understand the real meaning of becoming a professional worker and get a taste of the real economic and business environment. The internship program is a great opportunity to learn, explore and improve yourself. This program also helps understand quickly the basics of working in an organization like behavior, attire, work ethics and skills necessary for an employee.

Fortunately I got internship at Janata bank limited the 2nd largest state owned commercial bank in Brahmanbaria corporate branch. I worked in this branch for 12 weeks, the office time consisted from 10-3 pm, 5 days a week where I had to finish all the banking works. I learned many important lessons there like how to work as a professional and also improve as a human.

3.3-General banking and other works of Janata bank limited in Brahmanbaria corporate branch -

3.3.1- Account opening and deposit section- after joining the bank as an intern the first thing I did was opening account for new customers. There is a form in which there are many types of accounts that a customer can open like savings account, current account, fixed deposit account, partnership account. The account I mostly used to open was savings account. To open an account one must bring his national id card, according to new government rules one cannot open an account in bank unless he or she has a NID card. Must have 2 passport size photos, must fill up the account opening form for the officer to create a customer profile, 1 passport size photo for the nominee and information of the nominee has to be provided by the customer with NID card photocopy. Then the officer in charge will open the JB software and will open a new account .the account number will be automatically generated and will be provided to the customer and at 1st

instant the customer must deposit minimum 1000 taka in the account and the officer will also take a signature of the customer by which he will be writing checks and pay slips and will upload it via scanner in customer profile for fair transaction and validity check. After completion of all the process the customer will receive a checkbook from the SOP of the branch will hand over the checkbook to the customer by which he will be able to do transactions in Janata bank by writing checks.

KYC (know your customer) forms were also filled up by me as recently the bank wants all its manual customer data to be updated online, so everyday 500-1000 KYC forms are filled up all together by all the senior officers in the branch. The forms contain all the customer information like identification, number of deposits and withdrawals and the forms are always updated after every occurring events or transactions or changes like picture change, nominee change etc.

FDR(fixed deposit receipt, DPS were also done in this section, the procedure is same, collect customer data, determine the FDR or DPS scheme, customer signature, agreement documents etc. the rate of interest in FDR is 6% and DPS is 8%. FDR is receiving a receipt from bank for depositing an amount of money for a certain timeline in return for interest it can be a 1, 3 or 5 year program for example a person will deposit 1 lakh taka for a 1 year FDR, so he will receive the 1 lakh after the end of 1 year plus 6% interest of that amount, in terms of DPS it will be paid monthly installments or in advance by the customer than the customer will gain profit in every month, for example the customer will deposit 1,20,000 taka in 10000 installment per month in a year for 8% interest but if the customer fails to pay one month DPS than he will not receive the profit of that month but can pay the DPS delayed amount. Government VAT and bank charges will be applicable.

All the customer inquiry like balance check, updating the accounts, closing of accounts, update of FDR payments is known from here. To close an account the client must form an application to the bank, withdraw his amount from account after settling all the financial charges with the bank and then the bank will close the account.

3.3.2-Accounting department-

Salaries- I was assigned as an assistant to the senior accounts officer in the branch, I helped him with collecting data, sorting out data, doing the accounts of the salary and preparing the list of the employees. The Brahmanbaria corporate branch provides service to 89 educational institutes (college, Madrasa, vocational) of the Brahmanbaria city and provides MPO included salaries to the teachers and staffs of all those institutes. There is a registered book which maintains and all the names of the institutes and employees. The organization sends teacher or an employee with necessary documents like appointment letter of employment of a teacher or so and accounts department then authorizes the transaction and the money is given from the cash department to them from the bank.

Pensions- The branch also handles pensions of the employees who were registered as residents of the Brahmanbaria districts from the Bangladesh Army, water development board and the Janata bank retired employees as well. A registered book is maintained containing all the information's of the pension receiver so they come to the bank with their own book and documents like NID

card, appointment letter, ledger book and accounts then the accounts officer crosschecks documents and after doing necessary paper works credits the money into their account. Every year from July there is a 5% increment increase and the pensioners can receive the money for 11 months and will have to again renew the pension order.

The accounts department also handles other issues like giving bank certificates and other official documents like solvency certificates issued by the bank are given from the accounts department.

This department also handles the administrative works of the branch, like paying salaries to employees of the branch, paying out employee on leave or who has resigned from the bank. The accounts department solves these kinds of financial matters.

3.3.3-Loan department-

The job of the loan department in general terms is giving loans, recovering loans and investigating the loan transactions for examples if the loan taker is not paying interest properly then depending on the event of transactions the loan will be classified as irregular and will be called as substandard, doubtful or bad loan and if the transactions are regular it will be unclassified. There are 2 kinds of loans –fixed loan and continuous loan (it is mostly used by businessman via cash credit advanced paid), loan can be given against FDR also(, service holders or teachers who collect salaries from the branch can also apply for loan against their salary with a rate of 9% per month. Loan can be of various forms like computer loan, motorcycle loan, car loan and housebuilding loan. Janata bank officers in senior ranking can get maximum 75 lakh for housebuilding loan, it varies via location for example a senior officer working in Dhaka branch can get around 95 lakhs for housebuilding loan. If the amount of loan is around 10 lakh or below it can be authorized by AGM of the branch, if it is 20 lakh then it will have to be authorized through the area head office of Brahmanbaria and if it is 50 lakh or above it has to be authorized through the divisional head office which is in Comilla.

Loan process- the person applying for personal loan will have to fill up an application form regarding the appeal or request for loan will attach his personal information or proof of identity like NID card, profession certificate, and appointment letter, 2 passport size photos along with that he will have to acknowledge the loan process and will have to sign a guarantee of payment form, will need a witness sign and a nominee for which the person will be liable to pay if the loan taker is not able to pay due to certain circumstances like death or bankruptcy etc.

The same goes for a company or a business if they are to take loan must show trade license or proof of identity for the business and fill up all the other necessary documents to apply for loan.

The in charge senior officer than cross checks and checks all the documents for validity as the person applying for loan must have an account in the bank, must have a valid transaction proof of transaction for at least 6 month in the bank than he will be alleageable for loan, if the loan taker is applying for mortgage than the officer will check out the validity of the asset or the business that has been shown in order for loan, weather the value is suitable for loan and the loan amount is 80% of the asset offered for example if the person asks for a lone of 8 lakh than the value of the mortgage asset has to be lakh and that is the requirement, the loan amount cannot exceed over 80% of the asset. If all requirements are fulfilled than the senior officer will authorize the loan and the amount will be cash credited to the loan taker's account.

3.3.4-Clearing department - in the clearing department Janata bank Brahmanbaria corporate branch the bank collects all the checks of other banks, a senior officer is in charge of the clearing department. The checks start coming from 10 am in the morning and around 50-60 checks are cleared all day, the checks are advised and cleared through online via flora software system and uploaded in the Bangladesh clearing house for clearing. The checks which are above 5 lakhs are placed as high value and the checks which are lower than 5 lakhs are placed as low value, the checks placed at high value are cleared earlier than the one placed at lower values. The clearing department of the corporate branch clears all the checks of the 24 branches of Janata bank in Brahmanbaria.

The checks are checked via a clearing machine for validity like if it is fake or the amount is not right, whether the signature is correct, whether there is enough balance in the account to complete the transactions. After going through all these stages of validation of the check it is placed in scanner machine by the operating officer and then uploaded in the Bangladesh clearing house for clearing. The clearing register is also maintained where the information of the check like the number of the check, bank name, person to which the check is issued all these sort of information's are kept.

3.3.5-Remittance - in this department there are 2 parts and they are – foreign remittance and local remittance. Foreign remittance is when a foreign worker or individual sends money to his family or any other individual, and local remittance is payment of money between local banks or branches of a same bank, local remittance happens in form of pay order or demand draft.

Foreign remittance- in Janata bank there are 2 ways for remittance transaction. One faster way is web based payment, when a customer brings pin number of foreign money transfer agency and gives the pin number to the officer in charge then the officer dials the pin number, the officer can find out from where the number is given (county, agency) or where the money is coming from, after that the officer will check the documents and information of the customer and then he will input information's of the customer in the website like NID number and then he will write 2 vouchers (one for money and other for tax) the SOP will authorize those vouchers and then the customer will give it to the cash department and they will give him or her the money. This process as a whole is called speedy remittance call (SRC) where money is credited to the client account number directly.

Web based payment (PIN NUMBER)

- 1- Money gram- 8 digit
- 2- Western union - 10 digit
- 3- NBL quick pay- 11 digit
- 4- Ria - 11 digit
- 5- Placid - 12 digit
- 6- Prabhu group- 12 digit
- 7- Hello poisa - 12 digit

8- EZ payment - 12 digit

9- Universal exchange - 13 digit

10- Trans fast - 13 digit

11- Merchant trade- 14 digit

12- NEC money transfer - 15 digit

13- Express money- 16 digit

Speedy Remittance call

Another process is when the money comes directly in the account of the customer. In this case the money comes via JB remittance software a developed process for fast transaction but during this process the customer will have to wait as the transaction will have to be authorized from head office where they will check the transaction and then authorize it for the branch office for clearance and then the customer will be given voucher to cash out their money, this checking process usually takes 1-2 days to finish.

Local Remittance-many kind of transactions and schemes happen in banks like schemes, bills and also local remittance. It means when banks within a country do transactions of money, it can be done between branches of a same bank or with another. In Janata bank local remittance is done by mainly 2 things demand draft (DD) and pay order, Telegraphic order is no longer needed. DD is done when money payment is done with an another city for example if a customer gives check requesting payment to someone in Dhaka then the officer will debit the money from his account write a DD to that bank in DHAKA and when that bank receives the pay order than they will credit the money to the receiver. Pay order happens when a bank or branch of a same bank does transaction within a same city for example- a customer comes with a check to pay from my branch to another branch of Janata bank in Akhaura then the officer will debit the amount from the customer and then will issue a pay order to that bank, when they receive the order the money will be credited to the desired customer. One major difference between DD and pay order is that DD has an expired date of 6 months but pay-order has no expiration date.

CIBTA issues (corporate inter branch transaction advise) it is an another method a customer can debit or credit an amount without account number. It basically means money transactions between branches or banks without account number. This is possible when the customer brings pin number from where the money is directly sent than the officer will check the number, debit or credit the amount after checking all the valid details and completing necessary steps like checking identity of the customer. Then the officer will write 2 vouchers and the customer can cash out the money from the cash department.

3.3.6-Cash department- this department is the busiest department of the bank, as on average at least 100-300 people daily visit the cash department and the number even exceeds during some important dates like 1st week of each month and during religious festivals. The cash department mainly consists of 2 types of transaction, cash receipt and cash payment and 2 senior

officers do the cash recipient and payment and another senior officer is assigned as the head of the department as he oversees the cash balance book, remittance to other banks and transportation of cash to area head office or from them if the cash limit of the branch increases and decreases,

Cash receipt- in here money is mainly deposited into customer account, when customer brings in the deposit slip or receipt the in charge officer checks the receipt if the sign and the amount (both in number and written word form) is correctly inputted and then the customer opens the account profile by dialing the account number and then cross checks the signature with the sample taken from the customer during account opening, after completing all the formalities if all requirements are met than the officer receives the money receipt and money from the customer, then counts it twice via machine and by hand and credits the amount in to the customer's account , the customer also writes 2 signatures in the back of the receipt and the officer writes down the amount again and cancels it and writes down the account number and amount in the register, the cash depositor also receives a counter folio slip as confirmation of cash received by the bank.

Cash payment- in here the customer receives payment from the cash department. Customer gives the cash withdrawal slip to the officer than the officer checks the slip and sees if the signature matches, the amount of money is written accurately both in words and numbers, the identity of the cash receiver . if all the requirements are met perfectly than the officer checks the balance of the account and sees if the requested amount is possible to withdraw or not, if possible than the officer takes 2 signatures of the money receiver and cancels the slip by debiting the money from the account and then pays cash to the receiver. Cash payment service charges also occur for example if the amount under 50 thousand then 20 taka and if the amount is over 50 thousand- 1 lakh than 50 taka.

Cash balance- it is done after all the banking transactions are done for the day and then the balance is done by a simple method and that is $\text{Opening balance} + \text{receipt} - \text{payment} = \text{bank balance}$. The balance book is maintained by the head of the cash department, the book writes down all the information like number of receipts, number of payment slips, and number of notes of 10, 20, 50,100,500 or 1000 takas given and received. All the information are inputted in the balance book of the cash department.

3.3.7-Other services- there are other services which are also performed, like receiving payments for university admit cards, gas and electricity bills etc.

All the charges of the bank will be added in the appendix sector.

3.4-My understanding and learning after internship-

I have learned a lot of stuffs about general banking, for example I know the process of opening an account, issuance process of check like checking the signature, the amount equivalent to the balance of the owner , customer identity etc. I have also learned how to write DD and pay-order, how to maintain balance book of the cash department, how to arrange the accounts, how to fill up the KYC form, how the process of granting loan works, how the remittance system works , how to open FDR account in a bank. I have also learned one of the most important works in a bank

which is clearing checks, this process includes checking the check, signature, customer account balance, and whether the check is fake or not and maintaining the clearing register and also learned what kind of data are included in a SBS report where all the information of a branch in a month are reported like number of new accounts, total deposits, total withdrawals, assets gained, profits from services, total profit etc.

3.5-Personal learning and organizational behavior-

- One has to be patient and keep an open mind about learning
- Follow the chain of command and be respectful to senior
- Doing adequate behavior in office with all the stuffs
- Dressing adequately in office
- Not to get engaged in dirty organizational politics like back-talking about a colleague etc.
- Be active in team work and contribute in team tasks with full effort.
- Be vocal about asking questions.
- Understanding the importance of team-work.

Chapter 3.6-SWOT ANALYSIS OF Janata bank Limited.

3.6.1- SWOT analysis -

SWOT analysis is done to point out the positives, negatives, promising points and potential threats to an Organization or a business venture. This analysis helps determine the current state of an Organization and helps making decision in future ventures or business, whether the current situation is suitable to help achieve the goals. This analysis helps to identify the specific objective of the business and assists in pointing out the favorable and unfavorable internal and external factors involved in achieving the business goal.

SWOT ANALYSIS means

S= Strength (Factors which are helpful for business or achieving the goal)

W= weakness (Factors which are not helpful for the business or are a problem in Achieving the goal)

O= opportunity (external factors and conditions which are helpful and will benefit the business)

T= Threats (external factors that can be harmful for business or achieving goals.)

The SWOT analysis of JANATA bank limited.

3.6.2-Strength -

- Strong management system.

- Able workforce.
- Good relationship, co- operation and co-ordination among the employees.
- Established name within the country as one of the oldest banks in the country.
- Large scale of customer base.
- Regulatory performance is good.
- Financial condition in-terms of credit and assets is good.
- Good awareness of CSR (corporate social responsibility)

3.6.3-Weakness -

- Less focus on improving customer service
- Inappropriate distribution of Human resources (lack of officers in some branches)
- Lack of online banking resources Compared to private banks
- Less promotional activities means, less growth in market share
- less promotion of product and services (Customers do not know about many services, like- CIBPA, direct remittance transfer via pin number, RTGS service etc.)
- Lack of innovation
- lack of new products
- Lack of ATM booths in many rural as well as some urban areas.
- Lengthy and time consuming service- For example if a customer wants debit card or credit card, than that person will have to wait for a long time as the process of providing credit cards is very lengthy and time consuming.
- The speed of service is low due to lack of human resources in many branches.
- Lack of flexibility in the Organization.
- The branch environment have to improve(less space between officers desk table).

3.6.4-Opportunity -

- Add new ideas to product and services like Islamic sharia banking (recently Agrani bank introduced a new Sharia style DPS system which will increase their customer line)
- More emphasis on web based banking system in all branches, especially in rural areas.

- Increase number of ATM booths (especially in commercial areas)
- Fast customer service to increase customer satisfaction.
- Increase office equipment
- Invest more on promotional activities for products and services.
- Fast processing of Debit and credit cards for customer.
- introduce agent banking system.

-3.6.5-Threats-

- Agrani bank introducing new Islamic sharia schemes to attract customers
- Private Banks more advanced in web based or online banking
- increasing number of E-banks or Mobile banks like Bikash, Nagad.
- Fast customer service by private banks attracts more customers.
- Fast processing of Debit and credit card by private banks to customers.
- Private Banks are flexible and adapt quickly to new change and strategies.
- Private Banks investing in agent banking.

Chapter 3.7- Financial performance of Janata bank limited



Figure 3

3.7.1- Operating profit

Operating profit means profit after deducting all the expenses except tax or any kind of interest. In case of Janata bank the operating done after deducting all the expenses like salaries, rents, equipment, depreciation and machineries costs etc. From the gross generated amount or revenue all these kinds of expenses are deducted. The operating profit is down by 4275 million taka according to the annual reports.

3.7.2- Net profit

The net profit is found when all the expenses including tax are excluded from the total revenue of that company. The net profit margin of Janata Bank limited has drastically lowered in last 2 years according to the reports which are 2018 and 2019. The net profit or the profit after tax is down by 2,440 million Taka.

3.7.3- Foreign Remittance-

Foreign remittance is when resident of a country works as a worker in another country and sends money back to his home country to his family via bank. Janata has seen growth in this sector since introducing new services like JB remittance or speedy remittance call as the number of foreign remittance received is up by 3,510 million taka.

3.7.4-Import and export-

Import and export complies to foreign trades done by banks with other companies.

Import implies to money deposited to the bank by outside investors, it is up by 67,375 million taka.

Export which implies money being transferred to other countries or organization from the bank and the amount is down which by 42,523 million.

3.7.5- Capital to risk weighted asset ratio (CRAR)-

It refers to capital maintained in a bank to meet certain risks like liabilities or credit risks. It works as a safety option for depositors as they are assured of getting their money back. The ratio measures a bank's financial stability by measuring its available capital as a percentage of its risk-weighted credit exposure, it usually represented as a percentage.

The formula to calculate a bank's capital-to-risk weighted assets ratio is:

Capital-To-Risk Weighted Assets = (Tier 1 Capital + Tier 2 Capital / Risk-Weighted Assets)

Tier 1= Core capital of the bank (equity, reserves)

Tier 2 = Supplementary capital (undisclosed reserves, subordinated debt)

The CRAR ratio of Janata bank limited is 10.03% which is lower from the basic standards which is 10.05%, the bank has gone below the standards in 2019 according the financial report of 2019.

3.7.6- Loans and advances-

It refers to money which has been given to customers as loans in return for interest. It is also considered to be long term financing as the duration or period of the loans differ.

Advances means bank paying on behalf of the customer and later collecting it from the customer for a charge fee. It is usually considered as a short time financing, as bank gets paid faster.

The rate of loans& advances has increased by 88,894 million Taka.

3.7.7-Total deposits-

Total deposits refers to money which has been deposited by customers into the bank. It is collected via cumulating all kinds of deposits made into all the branches or offices of the bank from country or abroad and expressing the total amount after calculation, as total deposits.

The total deposit has increased by 41,968 million according to the financial report of 2019.

The financial highlights of the bank is added in the appendix.

Chapter 4– RECOMMENDATION AND CONCLUSION.

4.1-Recommendations -

Janata bank has been contributing in economic development of this country since independence but in today's day and age the bank needs to improve in some aspects to furthermore continue the bank reputation and maintain customer loyalty.

Here are some recommendations -

a) Proper allocation of Human resources -

The Janata has able manpower and resources, best candidates and graduate talents fight to earn a job in the Bank. But these talents are not properly dew inefficient use and allocation of man power in all branches. There are many branches that lack officers and stuffs thus leading to poor customer service, so proper allocation and distribution of man power is needed.

b) Improve customer Services -

Customer care should be first priority of any bank, Janata bank needs improve customer services by increasing ATM booths services in rural and commercial areas, fast processing of credit card Services, more focus on individual customer care.

c) Improvement of office environment - The office environment needs to improve, more space for officers to work with, proper sitting facilities for customers, more space for customers waiting in long line, proper equipment and sufficient machineries in all the branches must be maintained.

d) Introduction of new products and Services- Bank can add new feature like offers or benefits for the customers. Bank can introduce Islamic Sharia banking way for customers to choose for, if they want it.

e) Include agent banking- bank can introduce agent banking to attract more customers, which will increase bank deposits, loan takers meaning more interests, many private banks are following this process and gaining profit.

f) Increase promotional activities - the promotional activities of the bank needs to increase, many customer do not know special services the bank offers because the bank did not do enough promotional activities.

4.2- Conclusion-

The banking industry is making tremendous progress in the country's economy. Along with the Introduction of mobile banking with companies like BKash, Nagad etc. The industry has seen growth and Increase in competition for advantage in online banking.

Janata bank as one of the leading state owned bank has provided its Services with dignity and efficiency for the satisfaction of the customer and the government.

The general banking activities are main daily works of a bank, these activities are the main source of customer interaction and opportunity to increase customer loyalty via customer satisfaction, and with few improvements the Janata bank limited will definitely continue its progress and contribution in this country's economy.

Chapter 4.3- Reference and Appendix

4.3.1- Reference

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4.3.2-APPENDIX

- a) Janata bank charges list



Excise duty.pdf

b) The financial highlights of Janata bank limited

Financial Highlights

Figure in million (unless stated otherwise)

SL	Particular	2019	2018	2017	2016	2015
1	Authorized capital	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00
2	Paid up capital	23,140.00	23,140.00	19,140.00	19,140.00	19,140.00
3	Total capital (Tier-I+Tier-II)	58,075.81	54,322.81	44,596.31	43,189.82	37,128.33
4	Required capital	57,930.50	53,823.05	44,341.90	40,408.89	36,562.52
5	Surplus/(shortage) of capital	145.30	499.75	254.41	2,780.93	565.82
6	Capital to Risk Weighted Asset Ratio (CRAR)	10.03%	10.09%	10.06%	10.69%	10.16%
7	Total assets	895,387.08	866,046.48	805,988.41	778,603.91	683,157.58
8	Total deposits	691,409.37	675,548.46	649,440.78	641,819.15	568,911.14
9	Total loans and advances	548,473.94	533,707.17	459,580.05	403,037.41	349,861.30
10	Total contingent liabilities and commitments	85,918.92	94,744.23	120,881.92	105,174.55	121,570.94
11	Credit deposit ratio	79.33%	79.00%	70.77%	62.80%	61.50%
12	Total classified loans	146,033.38	179,984.47	75,995.50	59,359.80	43,181.70
13	Percentage of classified loans against total loans	26.63%	33.72%	16.54%	14.73%	12.34%
14	Import	210,957.20	220,413.70	143,582.20	126,650.00	147,181.80
15	Export	97,398.20	114,681.00	139,920.90	154,454.20	145,373.60
16	Foreign remittance	75,532.10	76,078.10	72,022.00	90,081.80	106,336.30
17	Income from investment	11,664.06	11,350.63	14,414.82	16,597.90	18,260.44
18	Operating profit	7,093.66	9,788.97	11,369.48	10,038.29	10,720.50
19	Profit after tax and provision	246.44	248.98	2,686.50	2,605.48	4,807.88
20	Provision kept against loans and advances (G+S) including OBS exposures	39,296.98	33,920.65	29,614.04	24,869.90	21,661.71
21	Provision kept against classified loans and advances	31,309.38	30,804.01	23,910.51	19,914.24	17,670.80
22	Provision surplus/(deficit) against loans and advances	62.33	0.90	59.39	251.56	83.77
23	Cost of fund	6.63%	7.10%	7.28%	8.05%	7.94%
24	Cost of deposit (%)	4.26%	4.34%	4.47%	5.49%	6.76%
25	Average return on loans and advances	6.40%	7.15%	8.04%	8.54%	9.35%
26	Interest spread	2.14%	2.81%	3.58%	3.05%	2.59%
27	Net spread			1.48%	1.77%	2.06%
28	Earning assets	622,452.95	568,956.07	610,004.45	605,444.04	548,634.47
29	Non earning assets	272,934.13	297,090.42	195,983.96	173,159.87	134,523.11
30	Return on investment (ROI)	6.89%	8.37%	6.90%	7.19%	8.61%
31	Return on assets (ROA) after tax	0.03%	0.03%	0.33%	0.33%	0.70%
32	Return on equity (ROE)	0.49%	0.46%	5.23%	5.22%	11.44%
33	Earning per share (EPS)	1.06	1.17	14.04	13.61	25.12
34	Net operating income per share	30.66	46.20	59.40	52.45	56.01
35	Net assets value per share (NAVPS)	217.23	235.77	268.36	260.66	219.63
36	Net operating cash flow per share (NOCFPS)	63.46	(151.15)	(167.99)	103.13	165.93

Figure 4

