

**Internship Report On**

**Application of General Banking Activities of Jamuna Bank: A Study  
on Jamuna Bank Limited**

Submitted By:

Tazin Islam Bristy

16204069

An internship report submitted to the **BRAC Business School (BBS)** in partial fulfillment of  
the requirements for the degree of **Bachelor of Business Administration**

BRAC Business School

Brac University

JUNE 2022

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## Declaration

It is hereby declared that

1. The internship report I submitted is my original work created by me when I was pursuing my degree at BRAC University.
2. Except as properly referenced through complete and precise referencing, the report does not contain content previously published or created by a third party.
3. The report does not include any content that has been approved or submitted for any other university or other institution's degree or certificate.
4. I've acknowledged all major sources of assistance.

Student's full name and signature: Tazin Islam Bristy

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Tazin Islam Bristy

16204069

Supervisor's Full Name & Signature: Ms. Tania Akter

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Ms. Tania Akter

Lecturer, BRAC Business School

## Letter of Transmittal

June, 2022

Ms. Tania Akter

Lecturer

Department of Marketing

BRAC University

Mohakhali, Dhaka

Subject: Submission of Internship Report

Dear Madam,

This is my pleasure to present my internship report entitled “Application of General Banking Activities of Jamuna Bank: A Study on Jamuna Bank Limited”. Under your close supervision, I have conducted my internship program in Jamuna Bank Limited, Mirpur- 10, Dhaka – 1212. And under your supervision, I believe that the knowledge and experience I gathered during the internship period will be helpful in my future professional life.

As a result, I pray and hope that you will accept my internship and provide me with important comments. I attempted to finish my report in a thorough manner by adhering to all rules. I will be available for defense on this report at any time. Your support in this regard will be highly appreciated.

Sincerely yours,

Tazin Islam Bristy

16204069

BRAC Business School

## Non-Disclosure Agreement

This agreement is made and entered into by and between Jamuna Bank Limited and the undersigned student at BRAC University, BRAC Business School

...TAZIN ISLAM BRISTY .....

As per the agreement, the information used in this report cannot be used anywhere else and to be used only for the internship purpose

## Acknowledgment

First and foremost, I am grateful to Allah, the Almighty, for all that I have accomplished successfully during my lifetime. I am really happy and thankful that I got the opportunity to do an internship at JAMUNA BANK LTD in the General Banking team exactly where I have wanted.

My supervisor Ms. Tania Akter mam deserves special thanks for the use of her clear guidelines, the help she provided me during the whole time, and her sincerity towards her student which helped me in the successful completion of the report.

I'd want to convey my concern to my office supervisors for assisting me throughout the time. The whole general banking team and other supervisors treated me as a valuable member and gave me the floor to explore as much as I can.

Lastly and most importantly, BRAC University has provided me with the chance to obtain practical experience through the internship program, which I am thankful for sincerely.

## Executive Summary

General Banking provides the foundation of the banker-customer relationship. This is an era of keen competition among Banks. It is the most important and preliminary work of a bank. The regular service is given to customers such as Depositing or drawing money, selling instruments to them for remittance purposes, collecting instruments, and providing other ancillary services to keep the customer section busy. Personnel of this section should possess the required behavior for regular satisfaction of the customers. This report focuses three months long internship program that I had sculpted in Jamuna Bank Limited under General Banking Department from 24 August 2021 to 24 November 2021 at Mirpur Branch. As a part of satisfying their objectives through their customer, the JBL offers the following accounts: Current Deposits, Savings Bank Deposits, Fixed Deposits, Short Term Deposits, and Monthly Term Deposits, any other deposits as may be approved or advised by Head office. The branches of the bank operate as independent accounting units. The system of transactions of the bank is essentially a double entry system of bookkeeping. The golden principle of debiting or crediting is the same as those of the double entry system. In the bank, instead of recording transactions in a journal initially, these are directly recorded and posted in the ledger (computer) separating the debits and credits by slips or voucher system. J Jamuna Bank limited has provided its Banking service with a top leadership and management position. After doing this intern report I have found that most of the customers of JBL have positive satisfaction with its service quality. Thus, it is expected that the service quality of JBL will be increased day by day and it will achieve more popularity among the people in the future.

## Table of content

# CHAPTER 01

## Overview of Internship



## 1.1 Student Information

Name: Tazin Islam Bristy  
ID: 16204069  
Program: BRAC Business School (BBS)  
Major: Marketing  
BRAC University

## 1.2 Internship Information

Period, Company name, Department, Unit, Address

Period: 90 days  
Company Name: Jamuna Bank Limited  
Branch: Mirpur  
Limited Department: General Banking  
Unit: General Banking Unit  
Address: 203/1, Senpara Parbata (1st & 2nd floor), Begum Rokeya Avenue,  
Dhaka 1216  
Phone: 02-8051931

## Internship Company Supervisor's Information:

Name and Position  
Name: Ananna Humayun  
Position: First Officer  
E-mail: [ananna.humayun@jamunabank.com.bd](mailto:ananna.humayun@jamunabank.com.bd)

## Job Scope – Job Description/Duties/Responsibilities

I was given the position of intern in the department of general banking at the JAMUNA BANK. At the first in my office, I was asked to join an orientation program; the orientation program was for the new joiners at The Jamuna Bank Limited where the values, code of conducts and brief

History of the bank were covered by the first officer Ananna Humayun mam. Right after that I introduced myself on our meet and greet session.

When I joined Jamuna Bank Limited, I constantly work in the General banking department. I had done different activities in this department like –

1. Account opening and it related to all activities
2. Account Closing
3. Check Book Issue
4. Check Book Requisition
5. Check Book Data Entry
6. Voucher Collecting and sorting
7. Pay-order
8. Inward data entry
9. Outward data entry

## 1.3 Internship Outcome

### Skill Learned

In university, I have completed many courses and some of those are related to finance and banking, from that I got a basic idea about banking and its different features and how it works.

Some topics that I have learned about banking from academic courses like deposit, loan, pay order, Interest, remittance, credit management, and credit card & debit card.

After working as an intern at Jamuna Bank Limited this academic learning help me so much because it gives me a basic introduction to the bank and these topics are directly related to the practical world so as Jamuna Bank Limited and this learning increase my understanding ability faster and help to get comfortable with all activities in my workplace.

### Observe attitude and gained values:

By working with Jamuna Bank Limited I got some positive changes in my attitudes and gained values about work ethics. In my training period, after seeing JBL employees I got to know about time management and how much time is important for work and how strictly it has to be maintained also how hard work and honesty are needed to carry a professional life.

### The most challenging task:

As it was my first experience working in an organization, dealing with my colleagues and customers has been very challenging for me. I had to maintain some rules and regulations according to Jamuna Bank Limited plus timely attending in the office daily as I was in the general banking department so I had to always deal with mass customers and I had to give them customer service properly and timely.

So, I felt these are the things that were most challenging for me during my internship period.

## Recommendations

Interning at The Jamuna Bank Limited is a fantastic option for a student since it provides him/her with a better learning environment.

However, I have some ideas or recommendations for The Jamuna Bank Limited to improve for future internship opportunities, which are-

- Supervisors are often so busy with their job that they neglect to provide clear instructions to interns on how to complete responsibilities. They should be allocated employees to train them.
- The intern's progress should be appraised on a constant schedule. This helps both the employer and the interns.
- The amount of work they provide to interns to perform that's sometimes doesn't worth enough.
- Because interns are always there to learn, they should provide some extra care to them, or they won't be able to explore or obtain marketable skills if they don't work.

# CHAPTER 2: ORGANIZATIONAL PART

## 2.1 Introduction

Commercial banks in Bangladesh's economy are facing increased competition for their business in the coming days, like in any other emerging market economy. Their business is no longer remaining easy as they were earlier. The real change in the banking business has started to come with the government's decision to allow the business in the private sector in the middle of the eighties. This report is an effort to reflect a clear idea about the strategies, activities, and performance of Jamuna Bank Ltd. regarding general banking activities.

The General Banking department is a vital part of the financial institution. It is linked with all other departments. So it is very important to have an effective and sound management System in the banking business. The bank is an important and the most appropriate institution for the necessity of the use of money and the protection of the money. As a BBA student, financial institutions are the most appropriate field to gather the experience and among the financial institutions, Bank is the most prominent place.

All over the world, the dimension of banking has been altering rapidly due to deregulation, technological modernism, and globalization. Now banks must complete the marketplace both with local institutions as well as foreign ones. To survive in this competitive banking world banks entail developing appropriate financial structure and enlarging professionalism in the sense of developing appropriate manpower structure and expertise and experience.

Jamuna Bank Limited operating their business in the banking sector for a long time with their huge customer. JBL undertakes all types of banking transactions to support the development of trade and commerce in the country. JBL's services are also available for the entrepreneurs to set up new ventures and BMRE of industrial units. The bank gives special emphasis on Export, Import, Trade Finance, SME Finance, Retail Credit, and Finance to Women Entrepreneurs

To provide clientele services in respect of international trade it has established wide corresponded Banking relationships with local and foreign banks covering major trade and financial interest home and abroad

## Objective

In this past four years of my Bachelor's program at BRAC University I had learned a lot which I ultimately tried to implement in personal and corporate life as well. Besides, my core objective is to understand the general banking system of JBL . Since I was appointed to conduct general banking system of Jamuna Bank Limited and my secondary objective was to fold as much as knowledge and information about the banking business system.

## Methodology

Different data and information are required to meet the goal of this report. Those data and information are collected from various sources. In my report most of the data are secondary data

### Data Collection

#### A. Primary Sources:

- Face to face interviewing
- Directly communication in various department

#### B. Secondary Sources:

- Jamuna Bank website
- Online journals
- Online yearly reports

The collected data and information have been tabulated, processed, analyzed and graphically presented in order to make the study more informative, useful and purposeful.

## Limitations of the study

It is an uphill task to study the on the management so the report was completed under certain constrains which were:

- Difficulty in gaining accesses to financial sector.
- Non-availability of the most recent statistical data.

I faced some problems during the study, which I am mentioning below:

- The large-scale analysis was not possible due to constraints and restrictions posted by the banking authority.
- In many cases, up to date information was not published.
- In some cases, access to relevant papers are not allowed to work on.

## 2.2 Overview of the Jamuna Bank Limited:

**Jamuna Bank Limited (JBL)** is a Banking Company registered under the Companies Act, 1994 of Bangladesh with its Head Office currently at Jamuna Bank Tower, Plot # 14, Bir Uttam A. K. Khandaker Road, Block # C, Gulshan-1, Dhaka, Bangladesh. The Bank started its operation on 3rd June 2001.

The Bank provides all types of support to trade, commerce, industry, and the overall business of the country. JBL's finances are also available for the entrepreneurs to set up promising new ventures and BMRE of existing industrial units. The bank was established by a group of local entrepreneurs who are well reputed in the field of trade, commerce, industry, and business of the country.

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


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

- Being a 3rd generation Bank of Bangladesh, it focuses on
- Remaining with time
- Managing change
- Developing human capital
- Creating true customer value

The operation hour of the Bank is 10:00 A.M. To 6:00 P.M. from Sunday to Thursday with transaction hour from 10:00 A.M. to 4:00 P.M. The Bank remains closed on Friday, Saturday, and government holidays.

## 2.3 CORPORATE INFORMATION:

JAMUNA BANK LIMITED is located in Dhaka, Dhaka, Bangladesh, and is part of the Depository Credit Intermediation industry. JAMUNA BANK LIMITED has **195** total employees across all of its locations and generates **\$127.65 million** in sales (USD). (Employees figure is modeled).

Registered Name	Jamuna Bank Limited
Legal Status	Public Limited Company
Logo	
Established	2001
Type	Private Bank
Category	Commercial Bank
Origin	Local Bank
Revenue	\$127.65 million
Assets	\$2,855 million
Net Income Growth	4.79%
Employees	195
Services	<ul style="list-style-type: none"><li>• Retail Banking</li><li>• Corporate Banking</li><li>• Islamic Banking</li><li>• SME Banking</li><li>• International Banking</li><li>• NRB Banking</li></ul>



	<ul style="list-style-type: none"> <li>• Offshore Banking</li> <li>• Deposits</li> <li>• Loans</li> <li>• Foreign Remittance</li> </ul>
Corporate Address	Jamuna Bank Tower, Plot # 14, Bir Uttam A. K. Khandaker Road, Block # C, Gulshan-1, Dhaka, Bangladesh.
Telephone	+8809610005678, +880 2 9570912, 9555141
Fax	+880 2 7123287
E-mail Address	<a href="mailto:info@jamunabank.com.bd">info@jamunabank.com.bd</a>
Website	<a href="http://www.jamunabankbd.com">www.jamunabankbd.com</a>
SWIFT Code	JAMUBDDH
Code	130
Stock Code	JAMUNABANK – <a href="#">DSE CSE</a>
Service Hours	<p>Sunday to Thursday: 10:00 am – 4:00 pm</p> <p>Friday: Closed</p> <p>Saturday: Closed</p>

## CORPORATE SLOGAN:

Your Partner for Growth

## Vision:

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

### Mission:

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

### Jamuna bank's recent update:

Jamuna Bank recently inaugurated the TIA-942 Standard Tier-3 data center to provide better services to its customers.

The data center was inaugurated by the bank's Chairman Gazi Golam Ashria at Jamuna Bank's corporate office in Gulshan, reads a press release.

After the inauguration, Chairman of Jamuna Bank Limited Gazi Golam Ashria said: "We have set up a world-class data center in our corporate office and this will keep the customer's information secure"

Chairman of Jamuna Bank Foundation Al-Haj Nur Mohammed said: "The data center was set up using the best technology and it is now the most advanced of all the banks in the country.

## 2.5 Strategies:

- To manage and operate the bank most efficiently to enhance financial performance and control the cost of funds.
- To strive for customer satisfaction through quality control and delivery of timely services.
- To identify customers' credits and other banking needs and monitor their perception of our performance in meeting those requirements.
- To revive and update policies, procedures, and practices to enhance the ability to extend better services to customers.
- To train and develop all employees and provide them adequate resources so that customers' needs can be responsibly addressed.
- To promote organizational effectiveness by openly communicating company plans, policies, practices, and procedures to all employees in a timely fashion.
- To cultivate a working environment that fosters positive motivation for improved performance.
- To diversify portfolio both in the retail and wholesale market.
- To increase direct contact with customers to cultivate a closer relationship between the bank and its customers

## 2.6 Services Of JBL:

### Corporate Banking:

The motto of JBL's Corporate Banking services is to provide a personalized solution to our customers. The Bank distinguishes and identifies corporate customers' needs and designs tailored solutions accordingly. Jamuna Bank Ltd. offers a complete range of advisory, financing, and operational services to its corporate client groups combining trade, treasury, investment, and transactional banking activities in one package. Whether it is project finance, term loan, import or export deal, a working capital requirement, or a forward cover for a foreign currency transaction, our Corporate Banking Managers will offer you the accurate solution. Our corporate Banking specialists will render high-class service for speedy approvals and efficient processing to satisfy customer needs.

### Personal Banking

Personal Banking of Jamuna Bank offers wide-ranging products and services matching the requirement of every customer. Transactional accounts, savings schemes, or loan facilities from Jamuna Bank Ltd. make available to all a unique mixture of easy and consummate service quality. They make every endeavor to ensure their clients' satisfaction. Their cooperative & friendly professionals working in the branches will make your visit an enjoyable experience.

### Online Banking

Banking business now in modern days has become a competitor in respect of line of products and quality of service. In JBL, they realize that if they do not adopt the latest technology in operation and adapt to the atmosphere arising out of technological development they would lag. Having in mind a far-reaching vision for improving their services and bringing in excellence in operation and satisfying customers' need in a better manner. By setting up "FLORA BANK ON-LINE BANKING SOFTWARE", switching software, servers, ATM, data storage system, and other hardware to set up an equipped data center in Computer Divisions bears testimony of their commitment to the adoption of the latest technology. The customers of JBL are in a position to avail themselves of world-class banking services locally at a reasonable cost through a fully automated online banking system.

The Main features of JBL online banking are as follows:

Jamuna Bank Limited Offers Real-time online banking throughout all of its branches. By online service any customer will be able to get the following facilities:

- Cash withdrawal from any branch.

- Cash deposit into any branch.
- Encashment of pay-order from any branch.
- Statement from any branch

Delivery Channel of JBL On-Line Banking is as follows:

- Branch Network
- ATM Network
- Tele-Banking Network
- SMS Banking Network
- Internet Banking Network
- POS (Point Of Sales) Network

The Bank offers Q-Cash, Omnibus (BRAC), DBBL (Dutch Bangla), and VISA enables ATMs for ensuring 24 hours banking service. Customers can transact round the clock through ATMs and any Point of Sales located in the country.

The Features of ATM are:

- 24 hours banking
- Account Transfer
- Balance Inquiry
- Cash Withdrawal
- Utility Bill Payment

## 2.7 Schemes Facility:

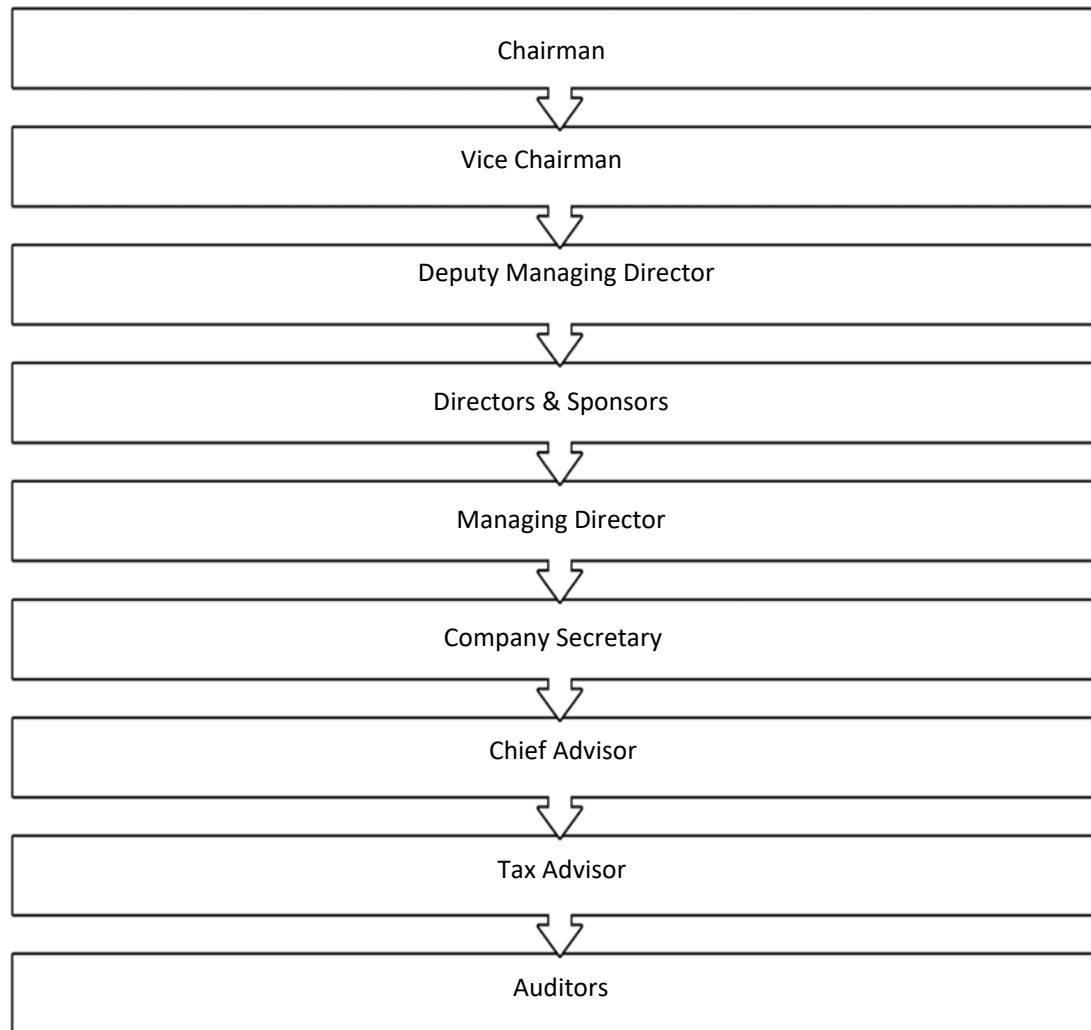
Schemes offered by Jamuna Bank Limited:

- Monthly Benefit Scheme
- Monthly Saving Scheme
- Education Saving Scheme
- Marriage Deposit Scheme
- Â Double Growth Deposit Scheme
- Triple Growth Saving Scheme
- Lakhpoti Deposit Scheme
- Kotipati Deposit Scheme
- Millionaire Deposit Scheme

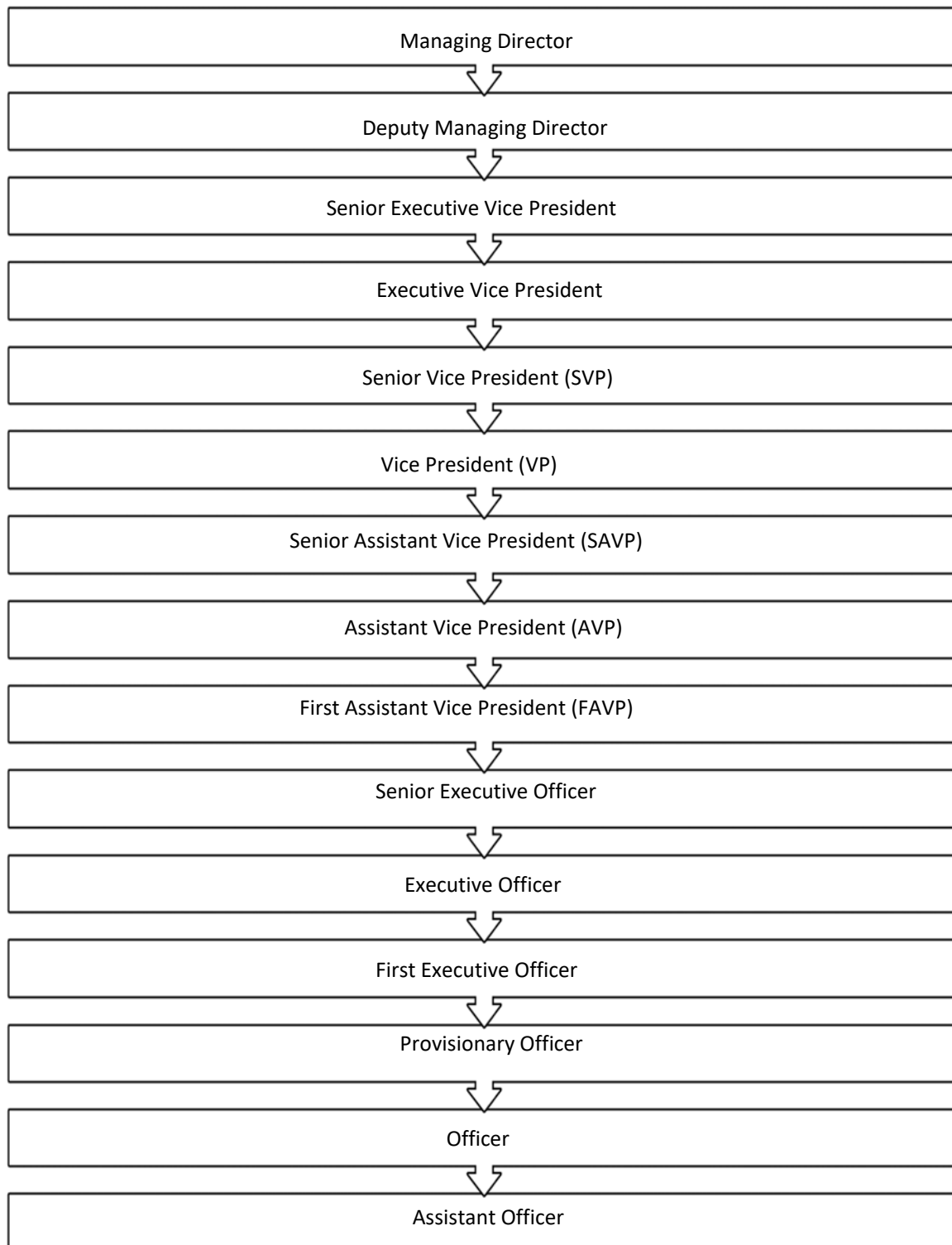
## 2.8 Management Organogram of Jamuna Bank Limited

JBL is managed by highly professional people. A forward-looking senior banker is the present Managing Director of the Bank who have the experience and multi discipline of knowledge of decades to his credit both at home and abroad. He is supported by an educated and skilled professional workforce. The management of the bank constantly focuses on understanding customers' needs and solution according to that. Within a period of time, Jamuna Bank Limited has achieved tremendous progress and is ranked as one of the quality service providers of the century.

The Board of directors:



## 2.9 The Management structure of Jamuna Bank Limited:



## 2.10 Financial Products & Services of Jamuna Bank Limited

The bank is a service-oriented industry and deals with various financial products and services for financial gains. Jamuna Bank Limited full-service vice Bank with an adverse array a of a comprehensive range of carefully tailored financial services customer-fraudulently uncompleted banking products geared for the needs of all customer segments. Financial products and services products that JBL offers to its customers are mainly classified as under:

### Loan Products

JBL is offering the following loan and advance product to the client for financing different purposes that fulfill the requirements of the bank and have a good return on the investment as well as satisfies the client. The loan and advance products are:

- Project Financing.
- Working Capital Financing
- Agricultural Financing
- Consumer Financing
- SME Financing
- House Building Financing
- Personal Loan for Women.
- Import Financing
- Export Financing
- Syndication Loan

### Remittance Products:

JBL offers the following remittance products:

- Pay Order (PO)
- Demand Draft (DD)
- Outward Bills For Collection (OBC)
- Security deposit Receipt (SDR)

### International Business Products:

International Business Products that are offered by JBL are as under:

- Letter of Credit (L/C)
- Back-to-Back Letter of Credit (BTB L/C)
- Buying & Selling of Foreign Exchange
- Foreign Demand Draft (FDD)
- Foreign Telegraphic Transfer (FTT)

### Other Service Products:

- International Trade Finance
- Corporate Banking
- Tele Banking
- SMS Banking
- Internet Banking
- 24 Hours Banking



## 2.11 Training Program

### Duties and responsibilities performed:

When I joined Jamuna Bank Limited, I constantly work in the General banking department. I had done different activities in this department like –

1. Account opening and it related to all activities
2. Account Closing
3. Check Book Issue
4. Check Book Requisition
5. Check Book Data Entry
6. Voucher Collecting
7. Pay-order
8. Inward data entry
9. Outward data entry

### General Banking:

General Banking Department is considered as the direct customer service center. It is the starting point of all the banking operation. It opens new accounts, remits funds, honor cheque, takes deposits, issues bank draft and pay order etc. General Banking is also known as retail banking. Following are the major banking:

- Account opening section
- Clearing section
- Cash section
- Remittance
- Mail receive and dispatch section Account

Account is the systematic record of transaction. On the other hand, bank account is a contract between the bank and the client, allowing the customer to use bank service against a cost of fees. This is the best way a client can build relationship with the bank.

### Account Opening Section :

By opening an account, a person can become customer of bank. A person or a company can open account for their safety and doing business transactions. Customers open an account for deposit their money.

### Clearing:

Clearing stand for mutual settlement of claims made in among member banks at an agreed time place in respect of instruments drawn of each other: Clearing House is an arrangement under which member banks agree to meet, through their representatives, an appointed time and place to deliver instruments drawn on the other and in exchange to receive instruments drawn of them.

## Cash:

Cash Department is the most important part of General Banking. Cash department should be placed in a branch from where manager can watch everything from his table either clients or the vault.

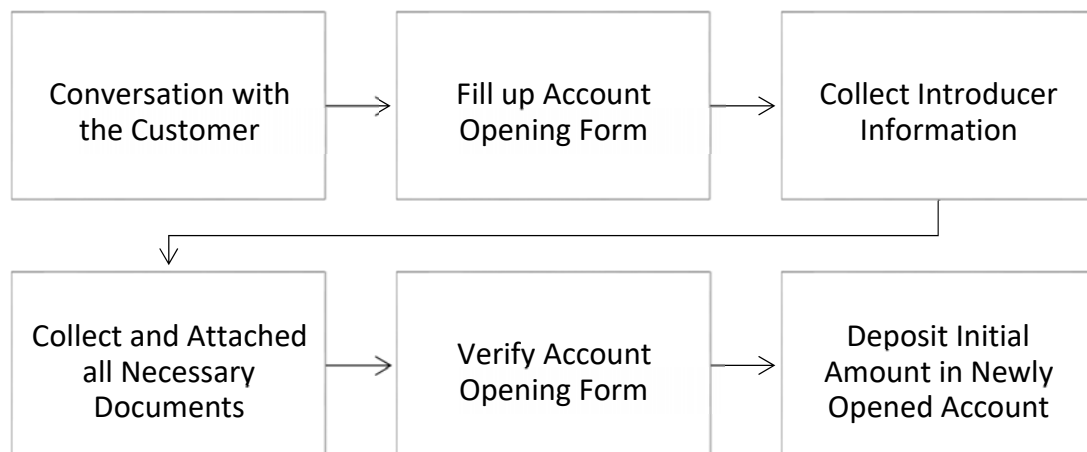
## Remittance:

Remittance means transmission of money from one place to another. There are different modules of remittance. They are as follow:

- TT Telegraphic Transfer
- DD-Demand Draft
- PO-Pay Order

### 1. Account opening:

By opening an account, a person can become a customer to a bank. A person or a company can open an account for their safety and doing business transactions. Customers open an account to deposit their money. A deposit is a life blood of a bank. Customers have to fill up a form that is a legal contract of a bank.



Here records all the information in detail about the customers. It works like evidence of customers. And authority verifies all the informations.

## Type of Account:

There are different types of accounts for customers, as like-

Current deposit account

Fixed deposit account

Salary account

Students account

Business account etc

When customers open an account, they have to bring some important documents like –

- ✓ Photo copy of account holder's national ID card/ driving license /passport.
- ✓ Photo copy of nominee's national ID card/ driving license/passport.
- ✓ Passport-sized clean Photos of account holders and nominee's
- ✓ Photo copy of utility bill document
- ✓ Need account holders and nominee's signature.
- ✓ TIN / BIN -certificate (if any)
- ✓ Photo copy of utility bill document

**Accounts Title:** Account title depends on person's name or company's name

**Introducer's Information:** When customer opens an account, he or she needs introducer to open bank account. In form needs to mention account number, account name and details of introducer.

**Other Bank A/C(s) of the customer:**

Some customers have various accounts in other banks. They have to mention in details and it is the rules of this bank.

**Nominees Information:**

Account holder needs nominees to take depositary money in absence of account holder. So here needs also nominee's name, address, occupation, religion, income, national ID, 2 copy photos.

**Source of Fund:**

What is the source of income to deposit the money need to include in the form. It can be from individual businesses or Service Company.

**Declaration and Signature:**

Customers do sign to the form that works like guaranties or proves of real customer of the account. They have to do same signature all the transactions.

## 2. Account closing:

Account can be closed by two reasons, that's are-

- ✓ By banker
- ✓ By customer

### By banker:

Sometimes account can be closed by banker, if customers do not transaction within six month then banker will close the account. Because the balance becomes very low day by day of the account.

### By customer:

If customer wants to close the account of his or her then he writes an application to the manager urging him to close his A/C and the banker must have closed the account before ending period of account deposit.

### Different procedures are followed in cash of different types of A/C to close:

- Fixed deposit A/C is closed after the termination of the period.
- Brick by Brick A/C is very easily closing if one of the clients didn't pay his/her monthly instalment at the bank three months one after one, in this way three months.
- Another account's will be closed on the parties advice, if they want to close any one of the account clients must have to submit an A/C closing letter through des pass. Then the Sr. Principal Officer checks it out and closes the A/C.

### Closing process for current & savings A/C:

- After receiving customer's application the officer verifies the balance of the A/C.
- He then calculates interest and other charges accumulated on the A/C.
- If it bears a credit balance, the officer writes advice voucher. He gives necessary accounting entries post to accounts section.
- The balance is returned to the customer. And lastly the A/C is closed.

But in practice, normally the customers don't close A/C willingly. At times, customers don't maintain any transaction for long time. In this situation at first, the A/C becomes dormant and ultimately it is closed by the bank.

## 3. Check book issue:

For transactions customers need check book. For check book customers will fill up the form of check requisition. For check requisition officer need customers A/C number and A/C name and also signature of account holder.

Then officer gives request to head office for check book. After proceeding take the check book then hand over to customers. The check books can be 10 leaves or 25 leaves or 50 leaves.

Types of Cheque Book's:

- Savings Account – 10 Leaves
- Current Deposit Account – 10 Leaves
- Current Deposit Account – 25 Leaves (CDTF)
- Current Deposit Account – 50 Leaves (CDF)
- NB: CDTF: Current Deposit Twenty-Five
- CDF: Current Deposit Fifty
- 

#### 4. Check Book Requisition:

Check is very important and confidential book of an account holder to withdraw money from the account. After finishing their existing checkbook, they had to order new one. As an intern, my responsibilities are to take orders from customers by giving a requisition form and had to collect some specific information regarding the checkbook like how many pages (20 page, 50 Page) check book they want and detail of their accounts.

Cheque Requisition is Two Types:

- Direct requisition slip
- Cheque Book's requisition slip

Customers Service Officer receives these types of slip from the client's and gives the cheque books under processing. Processing means Cheque Book's collect from the VOLT and then put account number in the cheque book, write down the serial number of the cheque book in the requisition slip and cheque book register, then Verified client signature. After all these things, the principal officer sign in the cheque leaves and sent the cheque book to another Principal officer for sign, after his sign the client receive the cheque book. Then Principal Officer posting that cheque books leaves number in the computer data processing system.

#### 5. Check Book Data Entry:

After sending requisition of new check book it needed 7 working days to come in our branch and then I had to entry about these information in an entry book by a specific account number of accounts holder.

#### 6. Voucher Collecting:

A voucher is a document that acts as a proof of statement for accounting transactions. Basically, it is a statement that shows goods or services purchased, services provided, authorizing the payment, and adding in the ledger account where all the transactions get recorded.

My responsibility is to collect voucher from all departments and sorted it by its serial number, types of voucher, date of voucher, debit/credit column, amount in figures and words etc. So that official can find it easily when needed.

## 7. Pay-order:

Pay order is a financial instrument which is issued by the bank on customer's behalf giving an order to pay a particular amount to a particular person in a same city.

My duty is to write pay-order according to instruction of my super-visor and has to take signature from minimum two senior officer like Manager, In-charge of department, Operation Manager.

The procedures for issuing a Pay Order are as follows:

- Deposit money by the customer along with application form.
- Give necessary entry in the bills payable (Pay Order) register where payee's name, date, PO no, etc. is mentioned.
- Prepared the instrument.
- After scrutinizing and approval of the instrument by the authority, it is delivered to customer. Signature of customer is taken on the counterpart.

Jamuna Bank charges different amount of commission on the basis of payment order amount:

Total Amount of PO	Commission	VAT
Up To 10000	TK. 15	TK. 3
10001-100000	TK. 25	TK. 4
100001-500000	TK. 40	TK. 6
500001 and above	TK. 50	TK. 8

## 8. Inward entry:

When staff receives any letter or documents from outside of the branch then done following function which is arranged at sequentially:

- First put receive seal on the letter or document
- Put a serial number
- Register in the inward book with receiving date.

## 9. Outward entry:

When it is necessary to dispatch any types of letter or document outside of the Mirpur branch the dispatch staffs done following job, which are, arrange sequentially:

- Put serial numbers
- Register on outward mail register book with date.

Outward dispatch is done in by courier service: Courier services are used when documents or letters dispatch to other branches of Jamuna Bank Ltd. It has been seen that courier services payment has made by monthly basis.

## 2.12 Accounts Departments:

Accounts Department plays the most vital role in Banking. Accounts Department is a department with which each and every department is related. It records the profit & loss A/C and statement of assets and liabilities by applying the “Golden Rules” of book-keeping. The functions of it are theoretical & computerized based. JBL Mirpur- 10 Branch records its accounts daily, weekly, and monthly every record. JBL Mirpur 10 Branch Accounts Department in Charge.

This entire executive’s helps me a lot in my internship program at JBL. They didn’t guide me as an Internee; they guide me as a training officer of JBL to gather practical knowledge about Banking. They tried their best to inform me everything about accounts department. I hope I knew everything that gave me as a new comer in banking sector.

Basically, Accounts Department is not alone. The accounts department is a mix of as follows:

1. Cash
2. Transfer
3. Clearing

### 1. Cash Department:

The cash section of any branch plays very significant role in Accounts Department. Because, it deals with most liquid assets the JBL Mohakhali Branch has an equipped cash section. This section receives cash from depositors and pay cash against cheque, draft, PO, and pay in slip over the counter. Every bank must have a cash counter where customer withdrawn and deposit their money. When the valued client’s deposit their money at the cash counter they must have to full fill the deposit slip his/her own, then they sing as the depositor option’s then they deposit their money through cash officer at the cash counter.

### SEVERAL TYPES OF DEPOSIT SLIP

There are several types of deposit slip as follows:

- Current Deposit A/C Slip,
- Saving’s Deposit A/C Slip,
- Festival Deposit A/C Slip,
- Brick By Brick Deposit A/C Slip,
- Pay order Slip,
- Demand Draft Slip,
- T. Slip.

After paying this kinds of slip, the valued client waits for the deposit slip book outside of the cash counter. The cash officer deposit the money in their account through computer software, while the depositors account credited, then the cash officer put a seal in the deposit slip and return it to the client.

## RECEIVING CASH:

Any people who want to deposit money will fill up the deposit slip and give the form along with the money to the cash officer over the counter. The cash officer counts the cash and compares with the figure written in the deposit slip. Then he put his signature on the slip along with the 'cash received' seal and records in the cash receive register book against A/C number.

At the end of the procedure, the cash officer passes the deposit slip to the counter section for posting purpose and delivers duplicate slip to the clients.

### Account treatment:

Cash A/C————— Dr.  
Customer's A/C————— Cr.

## DISBURSING CASH:

The drawn who wants to receive money against cheque comes to the payment counter and presents his cheque to the officer. He verifies the following information:

- Date of the cheque
- Signature of the A/C holder
- Material alteration
- Whether the cheque is crossed or not
- Whether the cheque is endorsed or not
- Whether the amount in figure and in word correspondent or not
- Then he checks the cheque from computer for further verification. Here the following information is checked:
- Whether there is sufficient balance or not
- Whether there is stop payment instruction or not
- Whether there is any legal obstruction (Garnishee Order) or not

After checking everything, if all are in order the cash officer gives amount to the holder and records in the paid register.

### Account treatment:

Customer's A/C..... Dr.  
Cash A/C..... Cr.

The cash section of JBL deals with all types of negotiable instruments, cash and other instruments and treated as a sensitive section of the bank. It includes the vault which is used as the store of cash instruments. The vault is insured up to Tk. 120 lacs. If the cash stock goes beyond this limit, the excess cash is then transferred to Principal Branch Office. When the excess cash is transferred to JBL Principal Branch Office the cash officer issues IBDA.

## 2. Transfer Department:



Transfer is not a critical sector in banking but it is very important. Transfers play a vital role in banking sector. So now we have to know what transfer is: basically transfer is a type of register maintaining matter. In this register officer write down every day transactions in Debit and Credit side then the officer calculate both the side of the register if both side shown same amount, it means that the total day's transaction is completely okay.

### 3. Clearing Department:

In Bangladesh Bank, there is a very large room, which have more tables for each bank that is called the clearing house. Every bank has an officer of clearinghouse who is work with Bangladesh Bank clearing house. Actually most of major client deposit their account in different kinds of bank cheques. Clearing officer check all the cheques and deposit slip very carefully and then he received the cheque. After that the clearing officer posting all the cheques in computer software which is recognized through Bangladesh bank computer department. Then clearing officer seal all the cheques in advance date after that the officer endorsement all the cheques and sign all the cheques. All the cheques are posted in the computer by branch wise, then officer print the entire document and staple all the cheques by branch wise this is called schedule of clearing house.

There are two types of Houses:

1<sup>st</sup> Clearing House and Same-day clearing House

#### CONDITIONS FOR SAME-DAY CLEARING

The Instrument's value must be over Tk.5 lac

According to the Article 37(2) of Bangladesh Bank Order 1972, the banks which are a member of the clearing house are called ad Scheduled Banks. This is an arrangement by the central bank where every day the representative of the banks sits to clear the cheque. For clearing there is a department in every branch of banks. This department receives cheques, drafts and like instruments from its customer for the purpose of collection with a deposit slip over the counter crediting their accounts. Clearing of cheque is done through the clearing house in Bangladesh Bank. Every day the first hour starts at 10.30am and returns house at 5:00 pm.

#### Types of Clearing Cheque:

JBL Mirpur Branch performs the bill clearing function through Bangladesh Bank. JBL Mirpur Branch acts as the agent of all JBL branches for the clearing house of the Bangladesh Bank. There are two types of cheque which are-

Inward clearing cheque.

Outward clearing cheque.

#### 1. Inward clearing (at branch):

- Receive clearing instruments from system
- Verify clearing stamp, crossing, endorsement etc.
- Debiting respective account
- Ensure honor/dishonor in the system
- Corresponding with main branch (if necessary)

## 2. Outward clearing (at branch):

- Receive clearing instrument form the clients
- Crediting the same in respective account
- Prepare instruments of clearing
- Scanning & transfer to the system

As an intern, my responsibility is to collecting all information and required documents from customer and sorting all documents and information in a specific form. I tried to gather necessary information of the overall general banking department that I have experienced in 3 months of my internship program in Jamuna Bank Limited Mirpur branch.

## 2.13 SWOT Analysis:

### STRENGTH

- Stable Source of Funds
- Largest Portfolio Among PCBs
- Strong Liquidity Position
- Low-Cost Fund
- Satisfactory Profitability

### WEAKNESS

- Marginal Capital Adequacy
- Deficiency of Strong Initiative to Explore Investment Opportunity Through Research and Marketing
- IT & E-Banking Status Does Not Match with Other Banks

### OPPORTUNITY

- Possibility of Whole Sale Banking with NBFIs
- Growing Awareness of Banking System
- Credit Card Business

### THREATS

- Increased Competition In The Market For Quality Assets
- Source Gap Of Foreign Currency
- General Liquidity Crisis In Money Market

## 2.14 Learning Experiences:

“The bank is one of the financial institutions. But it differs from other firm because the bank collects money from customer as a deposit and gives money to customer as a loan. So, the bank acts as financial intermediaries between the depositors and borrowers. Deposits are liabilities to the bank. Deposit must be maintained by the bank to maximize the profit”. (Shelagh Heffernan 2005).

“The bank maintains financial statement such as balance sheet and profit and loss account to measure their financial performance. Main source of bank is a customer deposit. Deposits are reported on the balance sheet as a liability. These deposits are used by the bank for investment. This is assets for the bank. The bank capital arises from different between the total liability and total asset. On the other hand, bank increasing their fund by issuing bonds and equity”. (Barbara Casu 2006) Banking:

The word “banking” has been defined to mean the accepting, for the purpose of lending or investment, of deposit of money from the public, repayable on demand or otherwise, and withdrawal by cheque, draft, order or otherwise.

## 2.15 Recommendation

- Jamuna Bank limited experts should train up their HR personnel, that way they can get a strong idea about banking acquaintance
- Jamuna Bank limited should be adequate number of computers to serve the general service to the customers. Employees should be more expert & trained to use the Flora software.
- Jamuna Bank limited clearing should be correctly on online. Credit card should be available for the general customers of Jamuna Bank limited
- Salary structure should be reread for the pleasure of the employees linking with the other commercial private banks like them
- Jamuna Bank limited Capital structure should be stronger to serve correctly.

# **Chapter 3: Project Part**

## Application of General Banking Activities of Jamuna Bank: A Study on Jamuna Bank Limited

### 3.1 Introduction

With the rapid growing struggle among nationalized, foreign and private commercial banks as to how the banks operates its banking operation and how customer service can be made more attractive, the expectation of the customer has immensely increased. Reciprocating the sentiment, commercial private banks are trying to elevate their traditional banking service to a better standard, to meet the challenging needs, demands.

Side by side these banks have now concentrated their attention towards diversification of their products for better performances and existence. For the above circumstances, it has become necessary for Jamuna Bank Limited, one of the leading commercial banks, to focus its attention towards the improvement of the customer service. That's why it is quite justified to make an in-depth study about general banking and its operation and evaluate the service provided by this bank and scope for its improvement.

The study may help formulating policy regarding the ideas relating to the feelings of the customers and bankers. Future more, Jamuna Bank Limited executives who are actually executing policies undertaken by the top management will have a chance to communicate their feeling and will have the feedback about their dealing from the customer.

All business concerns earn a profit through selling either a product or a service. A bank does not produce a tangible product to sell but does offer a variety of financial services to its customers.

General banking is the starting point of all the banking operations. It is the department, which provides day-to-day services to the customers. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, remit funds, issue bank drafts and pay orders etc. Because bank is a financial organization, so as a part of service organization this department should satisfy to their client with the best services. Banking goodwill will be affected if customer service department cannot satisfy to their clients properly. Since bank is confined to provide the service every day, general banking is also known as „retail banking“.

## 3.2 Review of Literature/Theoretical Aspect

General banking is the starting point of all the banking operations. It is the department, which provides day-to-day services to the customers. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, remit funds, issues bank drafts and pay orders etc. Since the bank is confined to provide the services every day, general banking is also known as retail banking" (Samia, 2013). A management system describes the set of procedures an organization needs to follow in order to meet its objectives. In some small organizations, there may not be an official system, just "our way of doing things" that is mostly kept in the heads of the staff. But the larger the organization, the more likely that procedures need to be recorded to ensure everyone is clear on who does what.

This process of systemizing how things are done is known as a management system (ISO. Org). Leadership may be defined as „a process whereby an individual influence a group of individuals to achieve a common goal“ (Northouse, 2010, p. 3). Further, Kelloway & Barling (2010) define leadership as a process of social influence that is enacted by individuals in formal positions of power or leadership positions within an organization, such as managers and supervisors. Although leadership is not confined to individual's informal leadership positions, it is argued that these individuals may have a particularly wide remit of influence within an organization (Kelloway & Barling, 2010). The quality council should be the first organizational step toward quality improvement (Hamel, 2013). Values are the outcome of choice, as well as the underlying forces that influence those choices (Raia, 1988). Consumer Satisfaction Process can be depicted in the following steps (Engel, Blackwell et al.1995): • Need recognition – realization of the difference between desired situation and the current situation that serves as a trigger for the entire consumption process. • Search for information - search for data relevant for the purchasing decision, both from internal sources (one's memory) and/or external sources. Pre-purchase alternative evaluation - assessment of available choices that can fulfill the realized need by evaluating benefits they may deliver and reduction of the number of options to the one (or several) preferred. • Purchase- acquirement of the chosen option of product or service.” Life cycle approaches to sustainable consumption”, AIST 3 •

Consumption - utilization of the procured option. • Post-purchase alternative re-evaluation - assessment of whether or not and to what degree the consumption of the alternative produced satisfaction. • Divestment- disposal of the unconsumed product or its remnants.

## 3.3 Objectives:

To know the real world, the corporate culture and work environment as a student internship is a best option.

Jamuna Bank Limited give that opportunity to explore their work environment on general banking was great opportunity for me.

Following are the major goal of determining organizational procedures, tactical area processes.

- To get strong knowledge about the system of working balance in general banking
- Providing experience of my learning to their workplaces
- To access Jamuna Bank general banking departments core processes to explore
- In-depth knowledge about their advance services

## Research Objective

Research objectives are divided into two parts. These are primary objective and specific objectives:

### Primary Objective:

- To get an overall idea about the management policy of JBL.
- To know the organizational framework of the bank.

### Specific Objectives:

The objectives of the study are:

- To know about the general banking system of JBL.
- To identify the problems related to the general banking.

## Scope of the Report

This report has been prepared through extensive discussions regarding the disbursement and recovery procedure for the General Banking of Jamuna Bank and clients. While preparing this report, I had a great opportunity to have an in-depth knowledge of loans and advances by the Jamuna Bank Limited. It helped me to acquire a fast hand perspective of a leading bank in Bangladesh.

## 3.4 Methodology

Different data and information are required to meet the goal of this report. Those data and information are collected from various sources. In my report most of the data are secondary data.

### Data Collection

The data needed for conducting the study have been collected from the primary sources as well as secondary sources. In this regard information have been collected from the publish reports, working in seminar library. Moreover, in collecting the necessary data, care has been taken so that all the variables that may in some way can't affect the objectives of the study. The information that I used in this study is collected by the following way:

The sources of primary and secondary data may be shown as under:

A. Primary Sources:

- Practical Deskwork.
- Observation in the organization.
- Face to face contact with the officials.
- Face to face conversation with the clients.

B. Secondary Sources:

- Manuals of JBL
- Different publications on banks.
- Annual Report of the bank.
- Past research books & journals.
- Documents of General banking

The collected data and information have been tabulated, processed, analyzed and graphically presented in order to make the study more informative, useful and purposeful.

### 3.5 Analysis and Findings of the report

The problems as observed during internship at JBL as follows:

- Online banking service is limited here.
- High commission charge responsible for declining of the PO, TT, DD amount.
- It has lack of training program for their employees, such as Seminar, Workshop etc.
- It has shortage of staff.
- ATM and Quick Cash is important in globalization. But these systems are not sufficient in JBL.
- It has no separate marketing department. But it is very essential in globalization.
- There are many employees but they're not well trained. Because they have come from various education discipline which is not relevant with this field.



## Summary and conclusion:

The internship is intended to cross over any barrier between hypothetical information and genuine experience as a part of the BRAC Business School (BBS) program. This report is a result of a three months internship at Jamuna Bank Limited Mirpur Branch. The primary focal point of this report is the general banking department of the bank where I have done my internship period. As an intern, I have to work with different activities of the general banking department. This report encourages me to think about the banking administration and additionally, General Banking Department-related activities. I figure this experience will likewise assist me with developing my experience. Jamuna Bank Limited is a standout amongst the most encouraging banks in Bangladesh, since quite a while JBL Ltd has been attempting to maintain the business effectively. Inside quite a long while of its operation, the bank has snatched a decent position in the banking sector. The bank has effectively grown great picture and generosity among its customers by offering magnificent administrations.

## Recommendation:

Though Jamuna Bank Limited tries to give the best customer support, they have some lack and linkage compare to other bank of the same generation. The recommendations for this report are:

- The authority should recruit more employees to serve the customers. They can recruit experienced employees as well as fresh graduates.
- The salary of the worker needs to be rise, as a result experienced people from another bank will be attracted to join Jamuna Bank Limited.
- Jamuna Bank Limited should offer international credit card, because in modern world the use of increasing paper currencies is decreasing.
- The bank can open more branches to reach more customers.
- The marketing department of the bank should more efficient to reach the heart of the customer.
- JBL needs to launch more of their own ATM Booth so that their customers can withdraw cash at a low commission.

Jamuna Bank Limited is the bank of the new generation. Though my report is general banking, I tried hard to cover all about the customer and their behavior with the bank.

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