

Report On
General Banking Activities of Janata Bank PLC

By

MALABIKA PAUL
21264026

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Master of Business Administration (MBA)

Brac Business School
BRAC UNIVERSITY
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Declaration

It is hereby declared that

1. The internship report submitted is my original work while completing degree at BRAC UNIVERSITY.
2. The report doesn't include any content that has already been published or authored by a third party, unless it is properly referenced with complete and correct details.
3. Nothing in this report has been submitted or accepted for credit toward any other degree or certificate from a university or other organization.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

Malabika Paul
21264026

Supervisor's Full Name & Signature:

Dr. Md. Mizanur Rahman
Associate Professor, Brac Business School
BRAC UNIVERSITY

Letter of Transmittal

Dr. Md. Mizanur Rahman

Associate Professor,

Brac Business School

BRAC UNIVERSITY

Kha 224 Bir Uttam Rafiqul Islam Ave- Merul Badda, Dhaka-1212

Subject: Submission of Internship Report on “A study on General Banking Activities of Janata Bank PLC”.

Dear Sir,

I want to express my gratitude for giving me this topic to write the report for my internship. The task has given me the opportunity to explore one of the most important aspects of Janata Bank General Banking section. I have completed my internship practically in Janata Bank PLC, Shyamoli Corporate Branch from 12th March to 11th June, 2024.

The topic of my report is “General Banking Activities: A study of Janata Bank PLC”, contains a comprehensive study on General Banking Activities. It was a great pleasure for me to work on the above-mentioned subject.

I tried my best to put meticulous effort into the preparation of this report. I'm not particularly experienced in this area, so please excuse any errors or inadequacies. Regarding any opinion or notion, I have expressed in my report, I would be very grateful for any clarification or recommendation.

Sincerely yours,

Malabika Paul

21264026

Brac Business School

BRAC UNIVERSITY

Date: 14th November, 2024

Non-Disclosure Agreement

This agreement is made and entered into by and between Janata Bank PLC (Shyamoli Corporate Branch) and the undersigned student Malabika Paul (ID- 21264026) at BRAC UNIVERSITY.

Student's Full Name & Signature:

Malabika Paul
21264026

Acknowledgment

Above all, I would like to thank Almighty God for giving me the courage and determination to complete my report on time and giving me opportunities and strength to work with people.

I am deeply indebted to my brilliant internship mentor, Associate Professor Dr. Md. Mizanur Rahman, who gave me this important responsibility and never stopped supporting me during my time there. His advice was invaluable in preparing the report I am presenting tonight.

Particular gratitude is also owed to the entire staff of Janata Bank PLC, Shyamoli Corporate Branch, as well as Mst. Farida Eyasmin (Assistant General Manager), Moshfeka Begum (Senior Officer), and Fatema Jannat (Principal Officer). Their resolute assistance, astute observations, and readiness to provide priceless information were immensely helpful in preparing this report and enabled me to write it independently and with authority.

Executive Summary

The banking industry is the foundation of the organized financial system in Bangladesh today. By meeting people's varied financial demands, banks have developed into the most reputable financial institutions globally. Ensuring maximum customer happiness is the fundamental goal of any financial institution.

As a result, there are usually low expectations for the quality of Janata Bank PLC's services. Throughout this assignment, I was fortunate enough to receive insightful knowledge from the bank's hardworking staff. Janata Bank PLC is a well-known commercial bank with 923 strategically placed branches throughout Bangladesh's commercial zones. Through Exchange Houses and a large number of foreign correspondents, it also expands its reach throughout the world. On May 17, 2007, the bank became a Public Limited Company. Five chapters make up this report.

My 12-week internship at the Shyamoli Corporate Branch served as the basis for the general banking operations reported in this report. From where I have gathered the important physician connected to the bank and its overall banking operations. Each bank has pursued its own particular approach to stand apart.

The success of this bank is highlighted in the study, which also examines its operations as one of the top government enterprises. The report is divided into six chapters. An outline of the report's introduction, including its purpose, how it was started, and Janata Bank's history, can be found in the first chapter. The report's overview of the bank was covered in chapter two, while Janata Bank PLC's entire general banking process was covered in chapter three. Chapter 4 then includes a partial discussion of my experiences throughout this internship. I have brought my report to a close with the conclusions, results, and recommendations in chapter 6.

Keywords: Janata Bank, General Banking, A/C, FDR, JDS, JBSA

List of Acronyms

JB PLC	Janata Bank Public Limited Company
BOD	Board of Directors
MD	Managing Director
HRD	Human Resource Department
HO	Head Office
BB	Bangladesh Bank
ATM	Automated Teller Machine
CEO	Chief Executive Officer
A/C	Account
STD	Short Term Deposit
SND	Special Notice Deposit
DPS	Deposit Pension Scheme
OD	Over Draft
PO	Pay Order
BEFTN	Bangladesh Electronic Funds Transfer Network
RTGS	Real Time Gross Settlement
CD	Current Deposit
JHDS	Janata Hajj Deposit Scheme

JDS	Janata Deposit Scheme
JBNKS	Janata Bank Naree Kollyan Sonchoy
JMDS	Janata Millionaire Deposit Scheme
JBASAMS	Janata Bank Amar Sonchoy Amar Munafa Scheme
JBSA	Janata Bank Smart Account
KYC	Know Your Customer
PLC	Public Limited Company
PS	Pay Slip
SD	Scheme Deposit (Monthly Savings Deposit)
SDR	Security Deposit Receipt

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Chapter 1

Introduction

1.1 Background of the Study

It is imperative that each individual has some understanding of general banking operations. Our school system is primarily text-based. Understanding real-world situations and beginning a profession with experience benefit greatly from practical knowledge. The Master of Business Administration (MBA) program is superbly structured to integrate both theoretical and practical components. Thus, an internship is a prerequisite for admission to the MBA program. I was placed in the internship program at the Janata Bank PLC Shyamoli Corporate Branch to the requirements of my degree. My internship program requires me to submit a report on the "General Banking Activities of Janata Bank PLC" to graduate.

1.2 Origin of the Report

It's a prevalent misconception that practice lacks direction and theory lacks purpose when applied alone. Internships facilitate the practical application of theoretical knowledge. This study's primary objective is to gain knowledge of the banking industry's general operations. My internship at Bangladesh's listed bank, Janata Bank PLC, served as the basis for this research. General Banking Activities of Janata Bank PLC, Dhaka, Shyamoli Corporate Branch. It is an assortment of data I collected as an intern.

Real-world occurrences are the only way to comprehend any subject thoroughly. No matter how good it is, theoretical knowledge is still insufficient without real-world application. This is especially true for business administration, a sector where practical experience is important. For MBA students, internship programs are essential because they expose them to real-world scenarios. I have decided to concentrate my internship report on the general

banking activities of Janata Bank PLC, Shyamoli Corporate Branch, Dhaka, as banks are significant financial institutions. Janata Bank PLC is one of Bangladesh's most well-known government commercial banks.

Bangladesh's banking industry has undergone tremendous and quick changes in recent years; this is not only our nation; deregulation, globalization, and technological improvements have created this trend globally. As Bangladesh's state-owned scheduled bank, Janata Bank PLC has made substantial contributions to lending and investment in various industries and sectors, including microfinance.

1.3 Objective of the Study

To complete the requirements of my internship program, the report's main goal is to learn how to open a bank account, transfer daily transaction vouchers into the ledger book, and perform other general banking operations of Janata Bank PLC. Among the specific goals are the following:

- a) Gain an understanding of the general banking operations of the Shyamoli Corporate Branch, Dhaka.
- b) To ascertain the issue with Janata Bank PLC's general banking operations at the Shyamoli-Branch.
- c) To make certain recommendations that Janata Bank PLC could find useful to enhance its general banking operations.

1.4 Methodology of the Study

I found that a qualitative approach worked best for me when writing this report. Present policies and procedures, as this study requires a variety of information kinds. This decision was founded on my understanding of theory, field research, field observations, and practical

philosophy. My ability to delve deeply into the minute details was made possible by this qualitative method, which also produced richer insights and more comprehensive knowledge.

Source of Data

In the context of an internship report, "Source of Data" refers to the source or sources of the data and details included in the report. It is a thorough reference to the places or people from whom the necessary data for the research project or internship was obtained.

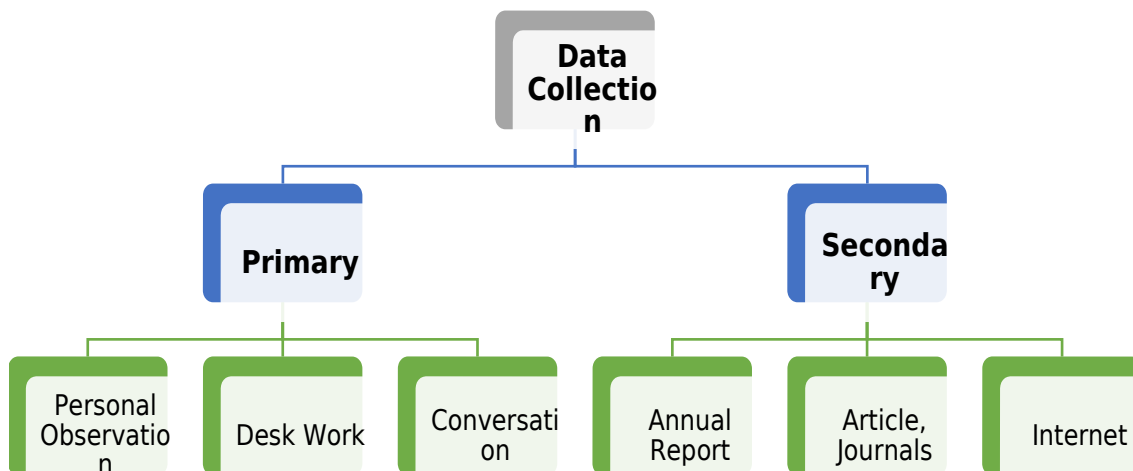
To write my internship report, I am choosing two different categories of data sources. These are:

- a) Procedure for collecting data and
- b) Processing and analysis of data.

Data Collection Procedure

As part of my internship, I'm working on a report for Janata Bank PLC. I'm depending on two different types of sources to collect data for my report:

There are two types of sources: Primary and Secondary.



Primary resources

Here are the first essential sources of knowledge. I am utilizing a variety of techniques in this category to get information:

- i. My first-hand experiences and observations while working at the bank comprise personal observation. What I've experienced while working there may be anything I've seen, heard, or felt.
- ii. Desk Work: This data-gathering phase requires me to work at a desk inside the bank. This could entail carrying out particular studies or analyzing papers and records.
- iii. Talks with Bank Workers: Talking and conversing with bank workers is a big part of my primary data collection process. Getting information, thoughts, and insights directly from the personnel involves casual conversations and observation.

Secondary Sources

They provide invaluable support for my report and are equally important. I use a range of techniques to collect data from the secondary sources:

- i. Janata Bank Limited's Annual Report. Its annual report may include extensive details on the bank's performance, financial situation, and strategy orientation. Anyone who wants to understand the bank's goals, successes, and inner workings should read it.
- ii. Range of Banking-Related Books, Articles, and Journals: I explore the abundance of academic journals, books, and articles pertinent to the banking industry. These resources support my personal experiences by providing insightful theories, viewpoints, and insights.
- iii. Internet-based information: The internet is a huge source of information. I look for information about market trends, best practices, and the banking sector from reliable online sources. Offering a more comprehensive framework for my observations enhances my report.

Information Processing and Interpretation

I utilized Microsoft Word to help me meticulously process and arrange the data I collected. Using the data we had gathered as a foundation, I created vital tables with the help of this program. My time has also been spent on comprehensive analyses and explanations, both of which have been expertly incorporated into the report.

1.5 Scope and Limitations of the Study

Scope of the Study

The particular business domain that has been examined is referred to as the study's scope. It addresses the extent of the data collection and study methodology. The report's thorough data was gathered from a variety of sources. The management and employees of JB provided invaluable assistance and collaboration, as well as specific data and information that significantly contributed to this study's successful completion. In addition, journals, JB's official website, and annual reports were crucial in gathering the information needed to prepare the report. These resources contributed significantly to the topic's comprehension and supplied useful information. In addition to spearheading the search, the staff members offered insightful commentary on the bank's workings by sharing their personal experiences.

Limitations of the Study

Writing a paper on this subject in a limited amount of time is undoubtedly difficult. I ran across some obstacles and constraints along the way, which affected my research. Below is a thorough analysis of the difficulties I encountered:

i. Inadequate Information: One of the primary obstacles was the lack of sufficient information needed for the investigation. Unfortunately, my access to important data was restricted since employees were unwilling to disclose this information because of confidentiality commitments for security and the company.

ii. Limited Access to Internal Data: One major obstacle the company faced was restricted access to internal data. This limited my capacity to delve deeper into several areas.

iii. Time Restraints: Due to time restraints, we had to give some things more importance than others. As a result, the current report is unable to address all pertinent points in detail.

iv. Packed Schedules: One major obstacle was the packed schedules of bank employees. Getting thorough information was difficult because of their limited availability.

v. Secondary Data Sources: To fill in the data gaps, I mostly turned to secondary data sources. But this has its own set of drawbacks as well.

vi. Disorganized Data: It was frequently difficult to extract and present all the necessary information from the bank's data since it was not arranged in a regular manner.

Chapter 2

Overview of the Banking Sector in Bangladesh

Definition of Bank

The name 'Bank' was identified as 'Banco'. Every economy can benefit from financial institutions like banks. It's viewed as an essential service business in the current economy. Working as a business, a bank's main mission is to make money, which aligns with other companies' goals. Noteworthy, banks do not deal in physical things, which sets them apart from traditional manufacturers. As an institution, banks function more like service providers, with their offerings serving as the main attraction. As a result, a lot of people claim that guaranteeing the virtual quality of a bank's services is essential to its income generation success. There is no denying that when a bank provides excellent services and society is more confident, the public becomes interested and wants to use it. Covering fund-related expenses with service charges is necessary for banks' successful profit generating [1]. Financial institutions serve two primary customer segments: individuals who deposit money and those who apply for loans and agree to repay them.

A bank is a type of financial institution that gathers excess cash from the public and lends it to investors so they can make money. Therefore, a bank is an organization that acts as a middleman in the interaction between the owner of excess savings and the investor in capital that is in deficit. In this method, banks make money by charging interest to borrowers seeking short- or long-term loans and by paying depositors comparatively less interest in exchange for their money. The following list of commonly accepted definitions of banks comes from the Dictionary of Banking & Finance:

- i. Accepts a current deposit and provides clients with check withdrawal options.
- ii. Administers interest on a term deposit that is received.

- iii. Buying government bonds and other credit instruments; discounting notes; collecting checks, drafts, and notes; and investing in these and other credit instruments.
- iv. Make cashier's checks and drafts.
- v. The depositors' check notification.
- vi. Preside over as a trustee with authorization from the government.

Structure and Composition

Central Banking

Bangladesh Bank: The primary regulatory body in charge of enforcing financial stability, overseeing the banking industry, and carrying out monetary policy.

Banks for Commercial Pursuits

Banks operating in the public sector: Sonali Bank, Janata Bank, Agrani Bank, and Rupali Bank. They play a big part in providing banking services to people who live in rural and semi-urban areas.

Private Commercial Banks (PCBs): A wide range of private banks, including BRAC Bank, Dutch-Bangla Bank, Islami Bank Bangladesh, and Eastern Bank, provide innovative products and services to fulfill the demands of a wide range of customers [2].

Foreign Banks: Foreign banks that operate in Bangladesh mostly serve corporate clients and expats, including HSBC, Citibank, and Standard Chartered.

Specialized Financial Institutions

Development banks include the Bangladesh Development Bank (BDBL) and others that concentrate on advancing particular industries and sectors, such as industry and agriculture.

Islamic Banks: Leading providers of banking services that adhere to Sharia law are Islami Bank Bangladesh and Al-Arafah Islami Bank.

Non- Banking Financial Institutions (NBFIs)

A variety of financial services, including leasing, investing, and housing finance, are offered by these organizations.

Principal Tasks

Mobilization of Deposits: Banks rely heavily on the funds that the public contributes through a variety of deposit programs.

Credit facilities and lending: lending money for small, personal, and business uses. Project financing, corporate loans, and consumer loans are all included here.

Export-import financing, letters of credit, and other associated services are examples of trade finance.

Internet banking and mobile banking are expanding quickly, improving financial inclusion, and offering services like mobile financial services (bKash, Rocket).

Remittances: Handling remittances from the sizable diaspora of Bangladeshis, a significant financial source.

Investment banking: Assisting with capital market operations, managing assets, and providing recommendations.

Chapter 3

Overview of Janata Bank PLC

Rebuilding the nation's already-shattered financial foundation was felt to be an urgent necessity against the collapsed economic reality of a newly formed state after Bangladesh emerged as an independent, sovereign state in 1971 following a devastating nine-month war against the West Pakistani occupation army. The war claimed the lives of millions of our loved ones. In this context, steps were taken to create new banks by merging many that had previously functioned in this area and to reconstruct the nation's economy. These steps resulted in the establishment of Janata Bank.

"People" is what "Janata" signifies. Hence, "People's Bank" is what Janata Bank stands for. Janata Bank PLC, formerly known as Janata Bank Limited, is a prominent commercial bank controlled by the Bangladeshi government. Following the Great Liberation War in 1971, United Bank Limited and Union Bank Limited amalgamated to establish a new bank known as Janata Bank in Bangladesh [3]. JB was founded in accordance with the President's Order No. 26 (Nationalization Order) of 1972, which formed the Bangladesh Bank. Janata Bank reorganized as a public limited company under the name "Janata Bank Limited" on November 15, 2007, and registered with the Joint Stock of Registrars (certificate of incorporation No. C66933(4425)07).

There is a bright future ahead of Janata Bank PLC and a prosperous past. After enduring a great deal of hardship and strain, JBPLC has grown throughout time to become the second-largest public sector bank. The board of directors member is a prominent industrialist and innovative businessman in the nation. As a financial institution, JBPLC automated all of its branches with computer networks in compliance with the competitive commercial demands of the day in order to stay up to date, in harmony with both national and international

economic activity, and to provide all modern services. Furthermore, the bank has been restructuring in light of its future plans. All-class businessmen, entrepreneurs, and the general public have higher expectations of JB PLC. JBPLC has taken steps to open more branches while keeping the goal in mind.

A significant development in Bangladesh's banking industry is the entry of JBPLC into the public sector. In the public sector, JBPLC was established as the first bank fully owned by Bangladeshis. Since its founding, JBPLC has been adamant about playing a significant part in the national economy. Their mission is to revive the flavours and services of banking that have been long lost. Serving everyone with promptness, commitment, and dignity is what they aim to do.

The state owns Janata Bank PLC, a commercial bank in Bangladesh, with a paid-up capital of BDT 23,140 million and an authorized capital of BDT 30,000 million. As of December 31, 2022, the bank has total assets of BDT 1,275,032 million, liabilities and capital of 1,275,032 million, shareholder equity of 45,802 million, and borrowings and other assets of 214,645 million [4]. Currently, JB PLC operates through an extensive network of 923 domestic and foreign branches, including four international branches in the United Arab Emirates. The bank employs over 12619 people who are committed to their work .

The board of directors, which consists of eight members and is chaired by one, oversees the bank's activities. These directors represent the public and private sectors, respectively. Situated in the capital city of Dhaka (Janata Bhaban 110, Motijheel C/A Dhaka-1000 Bangladesh), the corporate headquarters is organized into ten divisions, each with forty-four departments [5].

Overview of Shyamoli Corporate Branch

Regarding government banks, Janata Bank PLC is the second biggest. May 31, 1978, saw the establishment of the Janata Bank PLC Shyamoli Corporate Branch [6]. At this time, Shyamoli Branch may be found at 24 Shyamoli, Mirpur Road, Mohammadpur Housing, Mohammadpur, Dhaka 1207. 16 employees in all currently work in financial services at this branch. Based on my observations, males make up 6 of this branch's staff, while women make up 10 of them. This branch is run by Mst. Farida Eyasmin, an assistant general manager, and Senior Principal Officer Maliha Parvin. This branch processes more than 200 transactions a day, involving a variety of transaction types such as challans, special schemes, bill payment, deposit and withdrawal from customer bank accounts, and more.

Corporate Vision and Mission

Vision

Assisting the nation's socio-economic progress and emerging as a prominent South Asian bank, their goal is to become Bangladesh's largest commercial bank.

Mission

A stable expansion plan, the provision of superior financial products, the presence of an experienced management team, exceptional customer service, and the maintenance of sound corporate governance throughout the banking network are all necessary for Janata Bank PLC to be a successful commercial bank.

Core Values of JBPLC

- Commitment
- Quality
- Diversity
- Sustainability
- Professionalism
- Transparency
- Responsibility
- Accountability

Code of Conduct

- ❖ The code of conduct for JBPLC personnel is based on ethical principles and requires them to act with integrity, competence, and dignity.
- ❖ They also have a duty to be loyal to the bank and its interests.
- ❖ Preserve professionalism and moral principles.
- ❖ Provide expert assistance in compliance with applicable standards and JBPLC policies.
- ❖ Attempt to meet client needs as effectively as feasible while adhering to business ethics guidelines.
- ❖ Maintaining complete confidentiality; staying informed about and abiding by all relevant laws, rules, and regulations; and never offering or accepting illicit gifts or other favours in order to further one's own interests
- ❖ Refrained from engaging in any unprofessional behavior that involves dishonesty, fraud, or misrepresentation or taking any action that casts doubt on one's integrity, dependability, or professional competence.

Corporate Profile of Janata Bank PLC- At a Glance

Name of the Company	Janata Bank PLC
Registered Office	Janata Bhaban, 110, Motijheel C/A, Dhaka-1000, Bangladesh
Legal Status	Public Limited Company
Date of Incorporation	21th May, 2007
Date of Commencement of Business	31 st May, 2007
Authorized Capital	TK 30,000 Million
Paid up Capital	TK 23,140 Million
Face Value per Share	TK 100 per share
Tax Identification No.	001-200-2732
Vat Registration No.	9011050160
Chairman	Dr. S. M. Mahfuzur Rahman
CEO & MD	MD. Abdul Jabber
Domestic Network- No of Branch	921
Number of Divisional Office	12
Number of Area Office	50
Number of AD Branch	56

Overseas Network- No of Branch	4
Overseas Location of Branches	Abudhabi, Dubai, Al-Ain & Sarjah, UAE
Number of Correspondence	1242
Number of Employees	12,619 (As on 30.09.2023)
Number of Exchange House	72
Corporate Rating Status- Entity Rating	A1 in the Long Term ST-2 in the Short Term
As GOVT. owned Bank	AAA in the Long Term ST-1 in the Short Term
Telex	675840JBDBJ, 671288JBHOBJ
Phone PABX	+8802-223380029, +8802-223380042, +8802-223385042, +8802-223386142, +8802-223350193
Fax	88-02-9564644, 9560869
E-Mail	md@janatabank-bd.com
Website	www.janatabank-bd.com
Swift Code	JANBBDDH

In the last few years- the performance of JBPLC

Particular	2022	2021	2020	2019	2018
Authorized capital	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00
Paid Up Capital	23,140.00	23,140.00	23,140.00	23,140.00	23,140.00
Required Capital	80,211.94	71,023.75	59,862.09	57,930.51	53,823.05
Surplus/Deficit of Capital	-17,375.18	-7,230.43	307.04	145.3	499.75
Total Assets	1,275,032.27	1,249,540.23	1,043,311.18	895,387.08	866,046.48
Earning Assets	937,209.00	984,530.51	772,195.80	622,101.79	568,956.06
Non-Earning Assets	337,823.27	265,009.72	271,115.38	273,285.29	297,090.42
Return on Equity (ROE)	2.47%	6.33%	0.28%	0.49%	0.46%
Return on Asset (ROA)	0.09%	0.24%	0.01%	0.03%	0.03%
Earning Per Share (In BDT)	4.9	12.98	0.62	1.06	1.17
Net Assets Value per Share (In BDT)	197.93	204.96	222.57	217.23	235.77

Source: JBPLC Annual Report (Figure in Million)

Key Milestone of JBPLC

Achievement Comparison								
Year	Authorized Capital	Paid Up Capital	No of Branches	Deposit	Loans & Advances	Export	Foreign Remittance	Manpower
1972	5	1.5	261	157	113	70	0	3408
2022	3000	2314	921	10146	85209	21976	5931	12619

Awards received by J BPLC for excellence in Performance	
Awards	Year
Asian Banking Awards	2004, 2005
Quality Recognition Awards	2009
World Best Bank Awards	2006, 2009
ICMAB Best Corporate Awards	2011, 2012, 2016, 2017, 2018
Wholesale Banking Awards	2012, 2013, 2015
Retail Banking Awards	2012, 2013, 2015
Bank of the Year	2012, 2013
ICAB Corporate Governance Awards	2014
Asian Banking & Finance Awards	2014
Best Presented Annual Report & SAARC Anniversary Awards	2017
Bangladesh Bank Remittance Awards	2018
Top Ten Remittance Awards	2020
SAFA International Awards	2022, 2023

Organogram of JBPLC

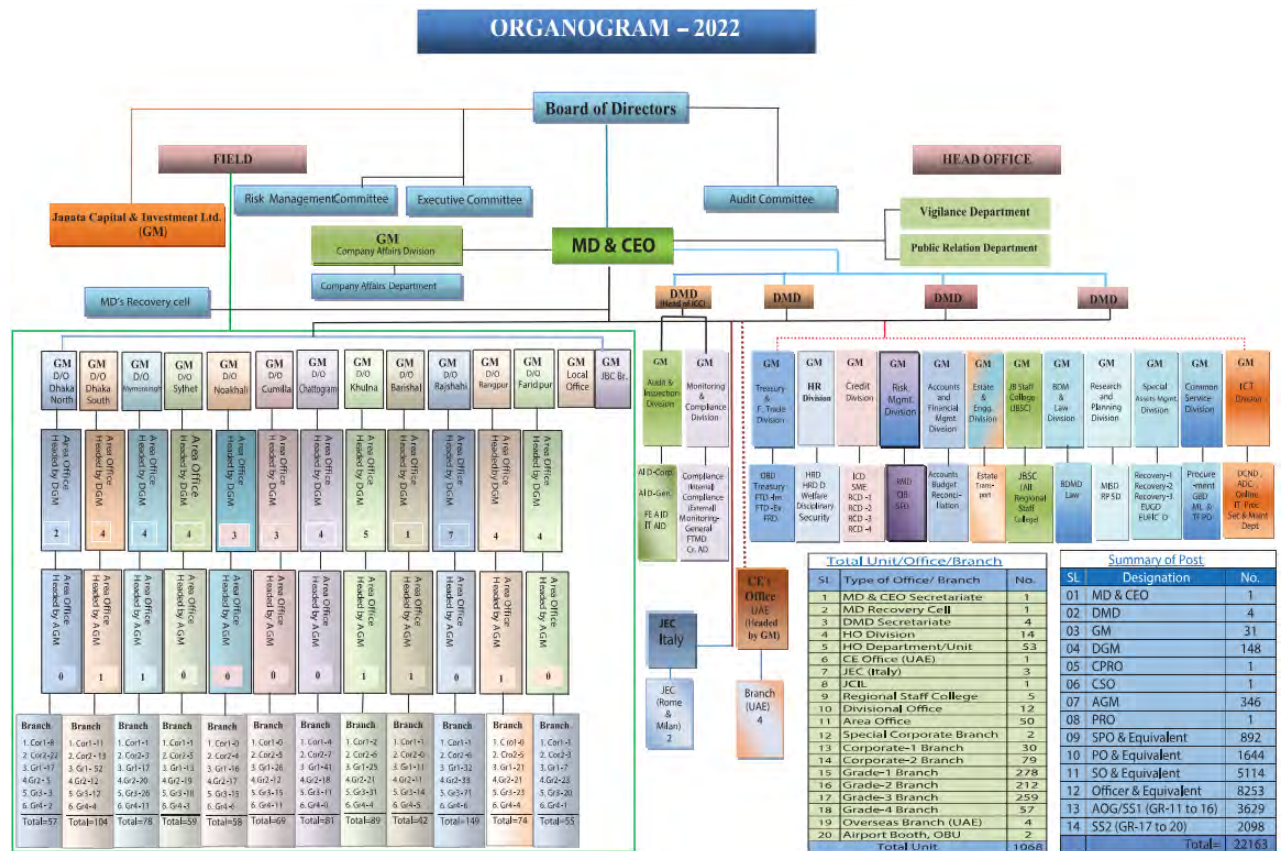


Figure 1: Organogram of JBPLC (Source: Janata Bank PLC Annual Report 2022)

Board of Directors

Name	Designation
S. M. Mahfuzur Rahman	Chairman
Ajit Kumar Paul	Director
K. M. Shamsul Alam	Director
Ziauddin Ahmed	Director
Md. Abdul Majid	Director
Rubina Amin	Director
Meshkat Ahmed Chowdhury	Director
Muhammed Asad Ullah	Director
Md. Abdul Jabber	CEO and Managing Director

Chapter 4

General Banking Activities

4.1 Bangladesh's Banking Environment and the Role of Janata Bank PLC

With a combination of state-owned and private commercial banks, Bangladesh has a diversified banking industry. As the second-biggest state-owned commercial bank in this hierarchy, Janata Bank PLC occupies a prominent place. With a focus on promoting the country's socio-economic growth, JB PLC is committed to providing various banking services [7].

The primary products and services provided by the bank are short-term working capital loans and, to a lesser degree, long-term credit solutions. Additionally, JB offers unique lending packages and supports microenterprises, concentrating on rural banking activities.

4.2 Definition of General Banking

The General Banking Department coordinates numerous banking procedures. It is a branch's busiest and most important department because it oversees several crucial operations. These include raising capital, carrying out monetary transactions, managing remittance and clearance processes, and managing different accounting duties, utility bills, and schemes. Bill processing, cash management, deposit administration, and clearinghouse operations are all in the broad general banking category [8]. It also includes duties such as opening accounts, maintaining security equipment, assisting customers, renting out lockers, and doing other services the bank offers. Remembering that these services complement the bank's Foreign Trade and Advance departments is vital. The General Banking Department of the Bank is its primary role. This department has managed the day-to-day banking operations through the accounting opening section, remittance, cash section, clearing, and accounts.

4.3 Account Opening Section

A financial account offered by a bank or other financial organization, a bank account can be customized for individuals or businesses. Paying and receiving money, as well as allowing a variety of other financial operations, are its main purposes. In order to facilitate activities such as collecting payments, conducting transactions, and putting money aside for future projects, bank accounts provide a safe and convenient way to manage finances. Savings accounts, current accounts, investment accounts, and many more types of bank accounts are available, each with special features and advantages.

Opening an account is the initial step in building a connection between a banker and a consumer. It creates a legal contract between the client and the bank. However, a bank's decision over which customer to open an account with is quite important. Considering that creating an account is the first step in all forms of fraud and forgery. Thus, when choosing a consumer, certain cautious steps must be taken. This section completes the following tasks:

1. Account opening
2. Verify the book issue
3. Taking the deposit.
4. Account closure

4.4 Procedure of Account Opening

Customers need to fulfill certain formalities in order to open a current or savings account.

These actions are:

1. An account holder's introduction
2. Filling out the application form
3. Two duplicate photos
4. The voter ID number
5. The nominee's voter ID card
6. Nominee's photo (1 copy)
7. Adding three sample signatures to the "Specimen Signature Card"

Once these procedures are finished, the branch gives the client a pay-in slip and chequebook for their next transaction. Customers must fill out a "Requisition Slip" to purchase a chequebook. The chequebook may have 10 pages, 20 pages, 50 pages, or 100 pages, depending on the kind of account the customer opened [9]. Each and every page of the chequebook will have the customer's account number and the branch name filled in. The customer's name and account number are added to the "Cheque Book Issue Register". The requisition slip is kept and documented as a voucher. To preserve records and thwart any effort at forgery, the serial number of the chequebook is also input into the computer.

Those who qualify can open a bank account upon meeting the necessary requirements. A person must speak with the appropriate officer when wishing to open an account with a bank. In order to initiate an account, an individual or organization must complete an application for a bank account and provide the required documentation:

Personal A/C

Customers wishing to open a personal account with Janata Bank PLC must fill out four forms. The consumer must complete these three forms, attaching them together. However, special arrangements are provided for form completion if a customer is unable to complete the forms for whatever reason (due to illiteracy or other legitimate grounds). Below are the three forms that need to be completed: Three forms need to be filled out: (1) Individual Account form, (2) KYC Profile Form (Annexure-KA), and (3) Possible Transaction Limits (Annexure-KHA).

Personal Account Template

Personal or confidential information must be filled out in this section of the form. The customer must supply all of this information when opening a bank account. The thorough details from this part of the form are listed below:

[Part 1: Information About the Account]

The customer is required to fill out this section with details about their name (in Bengali and English), the type of account (savings, current, FC, or other), the currency of the account (Taka, dollar, or other), how the account is operated (single, joint, or other), and the amount of the initial deposit (both text and numbers). 500/= Taka is the minimum required to open an account with Janata Bank PLC [10].

[Part 2: Personal Data]

The following sensitive data must be entered by the account holder in the part pertaining to personal information: name (in both Bengali and English), date of birth, names of the parents (in both Bengali and English), and, if relevant, the name of the spouse. The client must also supply a host of additional private details, like their occupation, income level and source, current and permanent address, and the number of identity documents (passport, NID, birth registration, and others). The consumer is also required to supply their TIN number if they own one.

[Part 3: Information Related to the Nominee]

The client's nominee may handle account operations if the customer cannot do so for any reason, such as death, incapacity, or other circumstances. On the other hand, until the nominee reaches the age of 18, if they are a minor, they cannot use the nominee's bank account. The customer must provide the nominee's name, date of birth, relationship to the account holder, and identity document (NID copy and number) to designate one at Janata Bank PLC. If no NID is present, the nominee must present a copy and the number of their birth certificate, passport, or other legitimate form of identification.

[Sign and Declaration]

The declaration and signature are two more important sections of the Individual Account Form. Since the customer's signature is needed to confirm any changes to the information, the

kind of service, cash withdrawal, or bank branch transfer, this part of the form is extremely sensitive. The consumer will not be allowed to use bank services if the bank staff is not happy with the signature during verification.

To finish this part, the customer must submit three (3) of the five signatures (for verification). It takes two signatures (with the name) for the upper part (name, signature, and date) and the section for the specimen signature card. The consumer also supplies their own image, account type, account operation method details, and cell phone number. To guarantee no alterations to the signature part, the bank employees carefully apply two or three seals or stamps in the Specimen Signature Card area.

General instructions for the KYC profile and account opening form are given on page 4, the last section of this form. It stresses the need to complete every area of the form (including a note if the information is unavailable), among other pertinent recommendations. It also specifies that the signature or countersignature of the appropriate officer should appear on each page of the form.

Annexure - KA: KYC Profile Form

The name of the account holder, the kind of account, the purpose of the account, the customer's occupation, their projected monthly income, and other important information are just a few of the many things that must be entered into the KYC Profile Form. It is also required to give details regarding the verification process used to confirm the account holders' identities.

Annexure – KHA: Form for Potential Transaction Limits

The maximum amount that a customer can transact and the bank account's risk are gathered in this portion of the form, taking into account the customer's occupation and transaction volume. Risk ratings are used to evaluate risk, with ratings below 15 being given more

weight for high-risk and lower-risk scenarios. The consumer must fill out pages 3 and 4 of this form with their name, country, account type, and profession. The final page requires the consumer to sign off, agreeing to abide by the bank's rules and regulations and certifying that all information provided is accurate and that any changes must be reported to the bank within 30 days.

The responsible bank officer carefully reviews the customer's sensitive information that they submit on the paperwork to open a bank account. In order to confirm, the officer retrieves data from a secure server and stores a duplicate. At the designated area, the responsible official signs with the bank seal (Assistant Senior official) when they are pleased with the verification.

Next, a senior officer of the bank signs the information with the bank seal and adds their own signature after safely storing it on the server assigned to Janata Bank PLC. When the data is submitted to the Senior Principal Officer for final verification, he or she authenticates the bank's designated server by signing it. Through this process, the consumer receives a unique identity and account number that the bank officer records at designated places on the customer's form.

The customer is given a deposit book once they have their bank account number. The initial deposit into the account must come from the customer, typically 500/= Taka in general and 100/= Taka in school banking situations. The account section records the customer's cell phone number on the other side of the deposit book slip. The responsible officer then deposits the initial amounts into the bank account in accordance with the bank's guidelines.

When money is deposited into the customer's bank account, the authorized officer gives them a slip, which is then safely kept at the bank in a certain spot on the deposit book. After that, the deposit book is returned to the customer. In this sense, a client opens an account and can handle it according to the bank's policies. Nevertheless, to make a cash withdrawal, one needs to wait until the designated day to present a chequebook or a bank debit card, which is sent via SMS.

4.5 Deposit Section

This idea of making a deposit represents the process of protecting one's money. After spending, people tend to put some of their earnings aside because they don't know what the future holds. People choose to leave their savings to banks for safety in order to adhere to this financial caution. On the other hand, banks, as businesses that prioritize providing services, aid in the procedure by offering people the ability to save their money for upcoming necessities. These banking establishments, or financial organizations, aim to efficiently pool these monies and convert them into assets that yield profits. Offering loans to qualified borrowers is one of their primary tactics. The borrowers employ this money for diverse investment pursuits, finally repaying a segment of the gains to the bank in the form of interest, so augmenting the bank's profitability. On the other hand, JB PLC offers four different kinds of deposit services: Current, Savings, FDR, and STD deposits.



Current Deposit

For banks, accounts are among the most important account types. The demands of business people who conduct regular financial transactions for their activities are principally served by this account category. This is the best option for people who need to transact with money frequently and securely throughout the day. Since this account type has no related returns or interest payments, its non-interest-bearing character sets it apart from other account types. Because the account is flexible and allows users to withdraw and deposit money whenever they want without any time constraints, there is no interest charged.

The Bangladesh Bank (BB), the nation's central bank, has established certain rules and regulations that must be followed in order to open a current deposit account [11]. To create and manage these types of accounts, Janata Bank carefully complies with certain regulatory requirements. The Current Deposit Accounts category includes subtypes designed to meet the different financial requirements of the account holders.



Personal Current Deposit

Individual account holders are the target market for this kind. It makes it possible for people to handle their own finances effectively and carry out regular financial transactions. It allows

account holders to conveniently manage their finances with flexibility and simplicity of access.

Sole Proprietorship Current Deposit

This sort of account, specifically designed for sole proprietors, is meant to satisfy the unique financial requirements of companies run and controlled by one person. It makes it easy to manage cash flow, accept payments, and take care of daily financial affairs by enabling smooth tracking of business activities.

Partnership Current Deposit

This subtype is advantageous for collaborations in business operations. It is made to support the financial activities of partnerships, which are composed of several people or organizations who work together to operate a firm. This account makes it easier to handle pooled funds and streamlines partnership financial management.

Limited Liability Company (LLC)

This account can be used by LLCs, which provide their members with personal liability protection, to manage their particular financial activities and maintain a discrete division between personal and company funds.

Association Current Deposit

This subtype suits non-profit organizations' and groups' unique financial requirements and is intended for associations, trusts, and societies. It offers the resources required to monitor spending, manage finances, and take care of financial tasks pertinent to the goals of these organizations.

Savings Deposit

A savings account differs from a current account in a number of important ways. As an incentive for keeping deposits in this type of account, the bank offers its customers an interest rate on savings accounts, which is presently fixed at 4% (per the most recent circular about

variable interest rates). However, there are particular rules for withdrawing funds from this financial arrangement. Savings accounts provide limitations on how frequently customers can withdraw money, in contrast to current accounts, which allow users to take money whenever they choose. These restrictions, which cap the number of withdrawals allowed in a particular week, must be followed by clients. This restriction guarantees that the savings account is essentially used by people to amass and safeguard their money for the sake of convenience and the possibility of earning interest.

STD And FDR

Funds are invested for a predetermined duration at a fixed interest rate in STD deposits, a sort of savings account. Monthly, quarterly, half-yearly, or annual interest payments are made upon maturity (for terms under 12 months) or at interest calculation (for terms over 12 months). On the other hand, a longer-term investment known as a long-term deposit (LDR) is called FDR. 7.5% interest is offered for FDR and STD by Janata Bank PLC.

Special Deposit

Janata Bank offers two exclusive schemes that give particular sorts of customers access to exclusive services in addition to ordinary deposits. The two types of savings deposits are a) SND and b) Scheme Deposit.

The table presents details regarding the unique schemes offered by Janata Bank:

Scheme Name	Account Tenure	Monthly Installment Amounts	Interest Rate
NRPS	5 years	3000, 5000, 10000, 15000, 20000	8.5% per annum
JHDS	1 to 20 years	The length of the tenure will decide the installment amount.	Completely Interest-Free
JDS	5 years	1000, 2000, 5000, 10000, 15000, 20000, 25000	Interest rate compounded annually at 6%

JBNKSP	5 and 10 years	1000, 1500, 2000, 2500, 3000, 5000, 10000, 15000, 20000, 25000	6%
JMDS	3, 4, 5, 6, 7, 8, 9, 10, 12, and 15 years	25370, 18470, 14350, 11610, 9660, 8200, 7070, 6180, 4840, 3530	6% (compounded)
JBASAM	3 and 5 years	01 (one) lakh Taka minimum once, plus its multiples	For 3 years- 8% Per Annum For 5 years- 8.25% Per Annum
JBSA	3, 5, 7, 10 years	Minimum 2000	On a 3-year fixed deposit, 0.50% more than the declared interest On a 5-year fixed deposit, 0.55% more than the declared interest On a 7-year fixed deposit, 0.60% more than the declared interest On a 10-year fixed deposit, 0.65% more than the declared interest

4.6 Remittance

Remittance is the process of moving money from one place to another via recognized banking channels. Regarding financial transactions, remittances are one of the most important financial services commercial banks offer. This vital financial operation uses a number of important tools to efficiently enable money transfers and guarantee the safe flow of wealth.

4.7 Foreign Exchange

Foreign trade is one of the most significant operations of the commercial bank. According to the general perspective, trading between other nations depends on strong relationships between the parties involved. Foreign operations experience is required for this case. The bank that offers these services is known as renting international banking operation. The foreign exchange department oversees export, import, and foreign remittance transactions with other nations. A movement of commodities from the seller to the buyer and of money from the buyer to the seller is necessary for international trade. The bank acts as a mediator between the buyer and seller in this transaction.

Categories	Products and Services
Import & Export Finance	Loan Against Imported Merchandise (LIM)
	Inland Bill Purchase (IBP)
	Loan Against Trust Receipt (LTR)
	Payment Against Document (PAD)
	Packing Credit (PC)
	Local/Foreign Bills Purchased (FBP)
	Loan Against Export Development Fund (EDF)
Letter of Credit	Advance Against Cash Incentive (Subsidy, Assistance)
	Letter of Credit - at Sight
	Letter of Credit – Usance
Letter of Guarantee	Back-to-Back L/C
	Advance Payment Guarantee
	Bid Bond
	Performance Guarantee
	Shipping Guarantee

4.8 Bills and Clearing

A designated collecting bank will systematically gather financial instruments from different banks, and the key process for this process is clearing. This process is carried out per specified criteria involving the Central Bank to ensure a smooth and secure transaction.

Cheques, Pay Orders (P.O), and Demand Drafts (DD) that are received from other banks on behalf of the clients of the collecting bank are the main operations of a clearing department [12]. Following are the protocols for clearing:

- i. Marking the Cheque with Crossing Details:** This initial step designates the check as non-negotiable.
- ii. Cheque Posting via Computer:** The check is digitally recorded for processing and tracking within the bank's computer system.
- iii. Proper Endorsement & Clearing Seal:** The check is duly endorsed and stamped with the clearing seal to verify the transaction.
- iv. Cheque and Deposit Slip Separation:** The cheque and the accompanying deposit slip are separated.
- v. Cheque Sorting:** To ensure efficient processing, checks are arranged both bank- and branch-wise.
- vi. Computer Printing:** For the purpose of maintaining records, printing is done according to branch and bank classifications.
- vii. Creation of Clearing House Validation Sheet:** To provide an overview of the transaction, a computer-generated validation sheet is created.
- viii. Examination:** The validation sheet and deposit slip are carefully reviewed to guarantee correct computer posting.
- ix. Digital Format Backup:** To preserve data, a copy of the computer posting is kept on a floppy disk.
- x. Dispatch:** The clearing procedure is finished when the processed transactions are forwarded to the local office.

4.9 One-Stop Service

One Stop Service was first offered by Bangladesh's first nationalized commercial bank, Janata Bank PLC. The system's key characteristics are: One counter allows a consumer to deposit and withdraw funds. Since the signature is recorded on the computer, verifying is simple. Every step of the account opening process can be finished by a consumer at one desk. Any of our branches allows customers to check the balance on their accounts. The Scroll and Token system is no longer in use. A single counter provides rapid, individualized service to customers. Branches of One-Stop Service Providers: 915 domestic branches in total and 4 international branches.

4.10 Online and ATM Service

To provide modern banking services, ATM facilities with debit and credit cards are offered to customers by Janata Bank PLC. ATM Card Features: Established a connection with National Payment Switch Bangladesh (NPSB). It is falling under Bangladesh's biggest network. All Bangladesh ATMs and Points of Sale (POS) are accessible to cardholders. The ability to pay taxes online and recharge mobile phones is offered. Minimal costs and fees. A service for SMS alerts is offered. No additional fees.

4.11 Other Services

Welfare Service	Payment of Non- Govt. Teachers' Salaries
	Payment of Army Pension/Civil Pension
	Payment of Widows, Divorcees, and Destitute Women Allowances
	Destitute Women Allowances
	Payment of Old Age/Disabled Allowances
	Food procurement bills
	Payment of Sanchayapatra
	Sale of Prize Bond, Wage Earner Bond (WEB), Sanchayapatra
	VAT collection & Deposited to Govt. Exchequer
	Tax collection & Deposited to Govt. Exchequer

Service to the Government	Excise duty collection & Deposited to Govt. Exchequer
Other Service	Locker Service
	SMS banking
	Foreign Currency Buying and Selling
	Bangladesh Electronic Fund Transfer Network (BEFTN)
	Bangladesh Automated Clearing House (BACH)
	Debit Card Service
Internet-Based Foreign Remittance Cash Payment Services	Speedy Remittance Cell
	Western Union, IME
	X-Press Money
	NBL Quick-Pay
	Trans Fast Remittance
	Ria Financial service
	Marche trade
	CBL Money Transfer

Chapter 5

Experience of Internship

5.1 Experience

Performing different everyday activities within the bank is the main responsibility of a new intern. Throughout my internship, I learned a lot about opening a bank account. I also learned how daily transfer vouchers are recorded by banks and entered into a ledger book. I assisted other bank workers by working as a helper. My placement supervisor at the bank was Senior Officer Moshfeka Begum. Every day, she assigns me multiple tasks that I have to complete.

5.2 Duration

I became an intern at Janata Bank PLC's Shyamoli Corporate Branch in order to fulfill an academic requirement. The internship program ran from March 12, 2024, to June 11, 2024.

5.3 Opinion

In the Shyamoli Corporate Branch's general banking section, I was in charge of a variety of duties. I had no prior experience and was unfamiliar with this kind of work environment. I was, therefore, a little bit concerned at first, but after a few days, I grew accustomed to my work and completed specialized tasks like opening accounts and entering transaction numbers from vouchers in the ledger book. Since my area was the busiest in the bank when I started working there, I had no idea how the days went by so quickly. I observed a few positive aspects, negative aspects, and difficulties as a new employee throughout my internship.

Here are a few of them that I have listed:

- i. The majority of the officers assist me well. They have excellent behavior and attitude that goes above and beyond my comprehension.
- ii. There isn't enough space for internship staff to sit in separate areas at the Shyamoli Corporate Branch of Janata Bank PLC. I'm not able to find the ideal desk or workspace where I can consistently sit and finish my work in comfort. I have additional issues because of this uncomfortable position. That being said, this branch is spotless, which is to be anticipated given that the majority of government banks lack adequate hygienic practices.
- iii. My internship only lasted three months, which is not enough time to learn everything professionally, thus I did not have much opportunity to learn.
- iv. Based on what I've seen, staff members behave and have a positive attitude toward customers.

Chapter 6

Findings, Conclusion, and Recommendations

6.1 Findings

Among Bangladesh's second-biggest government commercial banks, Janata Bank is unquestionably among the safest and most dependable. However, I saw certain problems that affected the work environment at the bank throughout my internship. The kinds of issues I've discovered throughout my internship are what I'd like to share:

Lack of Department Titles: Each department of Janata Bank is responsible for a certain set of duties. The location of the department they are looking for may not be obvious to a new client or information seeker. Therefore, they frequently encounter difficulties when they first approach the bank.

Desk Number Absence: Because of the connectivity of duties in banks, employees frequently have to switch across departments depending on the nature of their work. In the lack of department names and desk numbers, bank personnel require direction regarding which desk to visit inside each department. This information gap frequently occurs in banks, which causes workflow disruptions and decreased productivity for bank staff.

Conventional System: heavily relies on conventional systems, particularly in the sector of general banking.

Inadequate Use of Technology: We live in an information technology-rich age. Thanks to the current technological infrastructure, banking is being revolutionized because of the ease with which complex financial transactions may be handled by banks. But Janata Bank PLC still hasn't completely embraced contemporary banking methods. This could prevent the current banking infrastructure from reaching its full potential.

Time-consuming: At Janata Bank, most official tasks move slowly along. I discovered throughout my internship that each activity requires a number of procedures that must be followed in order to be completed, which takes time. Think of the drawn-out procedure involved in issuing pay orders and cheque-books.

Excessive Information: The recently recommended account opening form contains a lot of information. Just filling out the form correctly takes roughly fifteen minutes. It is quite difficult for the competent officer to offer the customer satisfactory service when a large number of people arrive simultaneously to create an account. I discovered during my internship that most clients are either illiterate or unwilling to complete the procedures on their own to obtain a bank account. The bank employee must complete the account opening form on the client's behalf.

Insufficient ATM Booth Facilities: Janata Bank has a relatively small number of ATMs, which makes it difficult for consumers to withdraw cash. While Janata Bank provides international banking ATM cards (VISA & Master), which allow users to make cash withdrawals from ATMs operated by other banks, certain banks charge extra for this service, which deters some clients from using it.

Website Outdated: Not all necessary information is available on Janata Bank PLC's website. The official Janata Bank website lacks good design. The official website makes it tough to get the information one needs.

6.2 Conclusion

In Bangladesh, Janata Bank ranks as the second-biggest government bank. Janata Bank confronts a number of difficulties because it is a government bank. It is progressing and has embraced modern banking services but still lags behind other contemporary banks, particularly private ones. But the faith and confidence of Bangladeshis is what distinguishes

Janata Bank. Being a government bank, Janata Bank PLC has been in operation since the nation's independence. As a result, the public views the bank as safer because there is less potential for client exploitation. Nevertheless, the bank has lost a lot of clients as a result of poor and delayed decisions, particularly those who were drawn to contemporary banking services.

6.3 Recommendations

I suggest addressing the following topics in order to resolve the challenges facing Janata Bank PLC:

Mention the Name of the Department: Customers can quickly identify the service they're looking for if the bank divisions' names are stated clearly in both Bengali and English. Customers no longer have to ask questions of the officers, which guarantees efficient workflow for bank staff and boosts productivity all around.

Mention the Desk Number and the Officer's Name: Walking across desks in the bank becomes necessary because various duties are interconnected. One doesn't need to give an officer a verbal cue or make gestures to approach a specific desk if the desk number and the names of the relevant officers are listed on the desk. This avoids conflicts among bank employees and clarifies to clients where to go for banking services. Better communication between bank employees and customers and enhanced productivity at work are the outcomes.

Outmode the Traditional Banking System and Make Use of Modern Banking Technology: Janata Bank has tried to provide modern banking services but is not fully using them. In this way, current technology can be used effectively if the required staff members receive specialized training to guarantee the certainty of modern financial services.

Assure Appropriate ATM Booth: A suitable number of ATM booths should be positioned strategically to allow consumers to conveniently withdraw cash whenever needed without

interference. As a result, the bank's cash counters will experience less strain. However, Janata Bank must also make sure that the infrastructure required to run ATMs is in place.

Giving customers their checks as soon as possible: From the day the customer puts the order until the check is issued close to the customer, it takes about one month to three months to issue a MICR check. Customer happiness and service quality will increase with the speed at which this process can be finished.

Maintaining and Making Use of the Bank's Website: Janata Bank's website caters to both internal and external users. The public data of the bank is accessible to other users. However, internal users who work for banks carry out vital tasks like information verification, fund transfers, balance queries, customer data collecting, and updates. The information is presented in an attractive manner and is unique for users outside the organization. On the other hand, internal users experience difficulties because of slow processing speeds, which delay outputs relative to inputs. Banking services will operate more efficiently if the bank's website can be properly updated and utilized.

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Appendix

Sector-wise Financing

JBL is financing almost all potential sectors of the economy. The table below shows the comparative distribution of sector-wise financing:

(BDT in Million)

Sectors	2022	2021	Change (%)
Agriculture	24,378.40	23,453.80	3.94%
Industry (Manufacturing)	467,781.60	347,743.10	34.52%
Industry (Service)	93,275.70	86,102.40	8.33%
Consumer Credit	2,186.70	2,022.10	8.14%
Trade & Commerce	107,709.20	105,689.50	1.91%
Loans to Capital Market	400.00	400.00	0.00%
Staff Loan	54,180.97	53,167.88	1.91%
Others	102,174.20	81,077.98	26.02%
Total	852,086.77	699,656.76	21.79%

In 2022, JBL strategically distributed its loans across multiple sectors. The Manufacturing sector received the largest share at 34.52%, followed by Agriculture at 3.94%. The Service Sector experienced an 8.33% increase, while Consumer Credit saw an 8.14% growth. Trade & Commerce received 1.91% of the loans, while Loans to the Capital Market and Staff Loans remained stable. Other sectors accounted for 26.02% of the loans, showcasing JBL's diverse lending approach. This highlights JBL's commitment to supporting various sectors and driving economic growth in Bangladesh.

Credit Rating

According to Bangladesh Bank notification, credit rating is mandatory for commercial banks and should be calculated by recognized credit rating agencies. Accordingly, Credit Rating Agency of Bangladesh Limited (CRAB) has assessed Janata Bank's rating for the year 2022. The status is as follows:

Year	Entity Rating		As Govt. Owned Bank	
	Long Term	Short Term	Long Term	Short Term
2022	A1	ST-2	AAA	ST-1
2021	A+	ST-2	AAA	ST-1
2020	A+	ST-2	AAA	ST-1
2019	A	ST-2	AAA	ST-1
2018	A	ST-2	AAA	ST-1

Comparative Financial Highlights of JBL

(BDT in million unless stated otherwise)

Particulars	2022	2021	Increase/ (Decrease)	Change %
Income Statement				
Total revenue	68,162.73	65,496.68	2,666.05	4.07%
Total expenses	58,881.46	55,472.68	3,408.78	6.14%
Operating profit	9,281.27	10,024.00	(742.73)	(7.41%)
Profit before tax	2,067.72	5,088.74	(3,021.02)	(59.37%)
Profit after tax	1,133.43	3,003.19	(1,869.76)	(62.26%)
Earnings per share	4.90	12.98	(8.08)	(62.25%)
Net Interest Margin (NIM)	315.84	(820.51)	1,136.35	138.49%
Assets & Liabilities				
Total assets	1,275,032.27	1,249,540.23	25,492.04	2.04%
Total loans and advances	852,086.77	699,656.76	152,430.01	21.79%
Property, plant and equipment	8,797.53	9,222.74	(425.21)	(4.61%)
Total deposit	1,014,584.97	1,016,208.50	(1,623.53)	(0.16%)
Shareholders' equity	45,801.83	47,428.45	(1,626.62)	(3.43%)
Capital				
Paid up capital	23,140.00	23,140.00	-	-
Capital maintained	62,836.76	63,793.32	(956.56)	(1.50%)
Risk weighted assets (RWA)	802,119.41	710,237.51	91,881.90	12.94%
Minimum capital requirement	80,211.94	71,023.75	9,188.19	12.94%
Capital to risk weighted asset ratio (CRAR)	7.83%	8.98%	(1.15%)	-
Share Information				
Earnings per share (EPS)	4.90	12.98	(8.08)	(62.25%)
Net assets value per share (NAVPS)	197.93	204.96	(7.03)	(3.43%)
Net operating cash flow per share (NOCFPS)	(598.61)	425.69	(1,024.30)	(240.62%)
Number of Share	231.40	231.40	-	-
Regulatory Ratio				
Cash reserve requirement (CRR)	4.33%	3.97%	0.36%	-
Statutory liquidity ratio (SLR)	15.93%	31.96%	(16.03%)	-
Capital to risk weighted asset ratio (CRAR)	7.83%	8.98%	(1.15%)	-
Credit deposit ratio	82.93%	67.70%	15.23%	-
Asset Quality				
Earning assets	937,209.00	984,530.51	(47,321.51)	(4.81%)
Amount of classified loans and advances	151,975.17	123,199.92	28,775.25	23.36%
% of classified loans and advances	17.84%	17.61%	0.23%	-
Required provision for loans and advances	53,514.10	51,139.90	2,374.20	4.64%
Provision maintained for loans and advances	53,514.11	51,139.93	2,374.18	4.64%
Classified other assets	2,961.11	3,379.44	(418.33)	(12.38%)
Classified investment	651.91	53.41	598.50	1,120.58%
Total classified assets	157,984.09	128,954.08	29,030.01	22.51%

(BDT in Million)

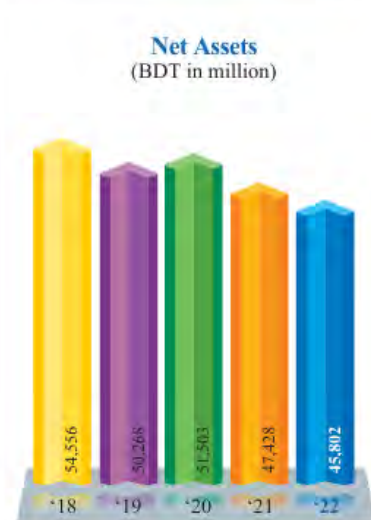
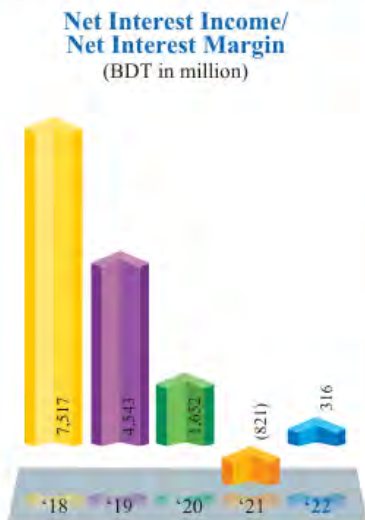
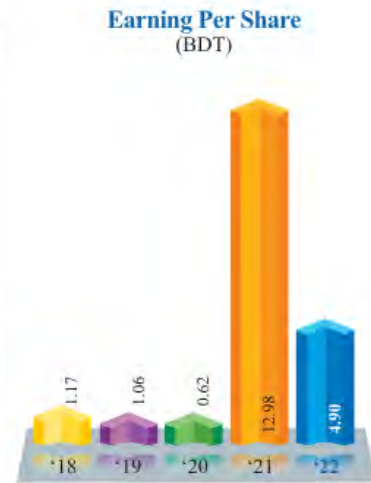
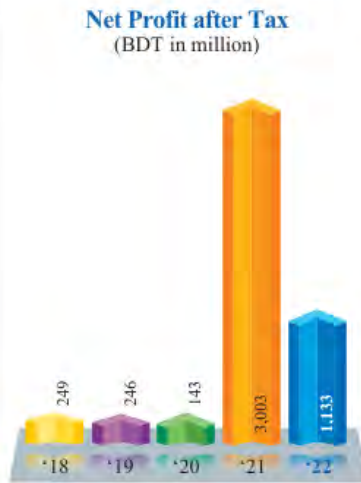
Income/ Expenditure	Amount		Change (%)
	2022	2021	
Interest income	42,974.01	39,177.32	9.69
Interest expenses	42,658.18	39,997.83	6.65
Net interest margin	315.84	(820.51)	(138.49)
Investment income	17,343.97	20,370.05	(14.86)
Non-interest income	7,844.76	5,949.31	31.86
Total operating income	25,504.56	25,498.85	0.02
Total operating expenses	16,223.39	15,474.85	4.84
Profit before provision	9,281.27	10,024.00	(7.41)
Provision for loans and advances	1,606.47	2,103.76	(23.64)
Other provisions	5,607.07	2,831.50	98.02
Profit before taxes	2,067.72	5,088.74	(59.37)
Provision for taxation (current & deferred)	934.28	20,085.56	(95.35)
Net profit after tax	1,133.43	3,003.18	(62.26)

Operating Performance

(BDT in million unless stated otherwise)

Particular	2022	2021	2020	2019	2018
Total revenue	68,162.73	65,496.68	54,923.63	49,958.85	50,704.84
Interest expenses	42,658.17	39,997.83	30,653.43	28,826.54	26,972.08
Administrative & other expenses	16,223.29	15,474.85	14,460.45	14,038.65	13,943.80
Operating profit	9,281.27	10,024.00	9,809.76	7,093.66	9,788.96
Provisions excluding tax	7,213.55	4,935.26	8,143.21	6,229.35	8,866.15
Profit before tax	2,067.72	5,088.74	1,666.55	864.31	922.81
Provision for tax	934.29	2,085.55	1,523.37	617.88	673.84
Profit after tax	1,133.43	3,003.19	143.18	246.43	248.97
Reserve fund	460.84	1,067.73	364.08	200.04	193.48
Retained profit	672.59	1,935.46	(220.89)	46.39	55.49
EPS	4.90	12.98	0.62	1.06	1.17

Graphical Presentation



Organizational Level

1. How would you rate the leadership at Janata Bank PLC in terms of providing direction and inspiring the team?
 - a) Excellent
 - b) Good
 - c) Average
 - d) Poor
 - e) Very Poor
2. How well do you feel the vision and mission of Janata Bank PLC are communicated throughout the organization?
 - a) Very Well
 - b) Well
 - c) Neutral
 - d) Poorly
 - e) Very Poorly
3. How satisfied are you with the support you receive from your supervisors and managers?
 - a) Very Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied
 - e) Very Dissatisfied
4. Do you believe Janata Bank PLC fosters a culture of collaboration and teamwork?
 - a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly Disagree
5. How effective are the communication channels within Janata Bank PLC (e.g., between departments, with leadership)?
 - a) Very Effective
 - b) Effective
 - c) Neutral

- d) Ineffective
 - e) Very Ineffective
6. How would you rate the training and professional development opportunities offered by Janata Bank PLC?
- a) Excellent
 - b) Good
 - c) Average
 - d) Poor
 - e) Very Poor
7. Do you feel your contributions are valued and recognized by the organization?
- a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly Disagree
8. How well does Janata Bank PLC manage work-life balance for its employees?
- a) Very Well
 - b) Well
 - c) Neutral
 - d) Poorly
 - e) Very Poorly
9. How satisfied are you with the benefits and compensation provided by Janata Bank PLC?
- a) Very Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied
 - e) Very Dissatisfied
10. What improvements or changes would you like to see in Janata Bank PLC's organizational policies, culture, or practices? (Open-ended)

Customer Level

1. After segmentation of customer types like Supreme or Excel, how better is the service?
 - a) More convenient
 - b) The previous type was better
 - c) Downsizing
2. Which change of this segmentation do you like most?
 - a) Internet Banking Facility
 - b) Deposit Based Facility
3. How would you rate the customer support at Janata Bank PLC regarding responsiveness and helpfulness?
 - a) Excellent
 - b) Good
 - c) Average
 - d) Poor
 - e) Very Poor
4. Why do you want to keep a relationship with Janata Bank PLC?
 - a) Customer service
 - b) Alternate banking
 - c) Privilege facility for different customers
 - d) Better package of interest rate
5. How much are you satisfied with Janata Bank PLC?
 - a) Very Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied
 - e) Very dissatisfied
6. How easy is it to access banking services (e.g., ATM, mobile app, online banking) through Janata Bank PLC?
 - a) Very Easy
 - b) Easy
 - c) Neutral

- d) Difficult
 - e) Very Difficult
7. Do you find Janata Bank PLC's fees and charges reasonable compared to other banks?
- a) Yes, very reasonable
 - b) Somewhat reasonable
 - c) Neutral
 - d) Somewhat unreasonable
 - e) Not reasonable at all
8. How satisfied are you with the speed and efficiency of transactions at Janata Bank PLC's branches?
- a) Very Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied
 - e) Very Dissatisfied
9. Would you recommend Janata Bank PLC to friends or family members?
- a) Definitely
 - b) Probably
 - c) Not Sure
 - d) Probably Not
 - e) Definitely Not
10. What additional services or improvements would you like to see Janata Bank PLC offer? (Open-ended)