



Internship Report

on

***Foreign Exchange Department, Mohakhali
Branch***

Submitted To

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Executive Summary

Jamuna Bank Limited is bank of new generation. It is committed to providing high quality financial services/products to contribute to the growth of GDP of the country through stimulating trade and commerce, accelerating the pace of industrialization,boosting up export,creating employment opportunity for the educated youth, poverty alleviation, raising standard of living of limited income group and overall sustainable socio-economic development of the country.

Jamuna Bank Limited is a highly capitalized bank with an Authorized Capital and Paid-up Capital of Tk.1600.00 million and Tk.390.00 million respectively. The Paid-up Capital has been raised to 429.00 million and the total equity of the bank stands at 725.00 million as on June 30, 2005. Currently the Bank has 35 (Thirty Five) branches 14 in Dhaka, 6 in Chittagong, 2 in Gazipur, 3 in Sylhet, 1 in Bogra, 2 in Naogaon, 1 in Munshiganj, 1 in Shirajganj, 1 in Rajshahi and 1 in Narayanganj (including Nine Rural Branches).

The objective of this study is to have a clearer picture of how Jamuna Bank LTD, (JBL) manages its Foreign Exchange operation. An introduction of Jamuna Bank Limited is given in the first part, which comprises objectives, scope, methodology, limitations, and the literature review of foreign exchange performance and bank's profitability. Later, different department of Jamuna Bank Limited has been briefly discussed. There are basically three departments in Mohakhali Branch namely, General Banking, Credit and Foreign Exchange Division.

1.0 Introduction

1.1 Background of the Organization

Jamuna Bank Ltd is one of the most well known private in our country. It undertakes all type of banking transactions to support the development of trade and commerce in the country. Above all of their service they go through their objectives such as earning and maintaining CAMEL rating strong, establishing relationship banking, introducing fully automated systems, ensuring an adequate rate of return on investment, maintaining adequate liquidity to meet maturity obligations, pursuing an effective system of Management by transparency and accountability at all levels.

Jamuna Bank Limited (JBL) is a Banking Company registered under the Companies Act, 1994 of Bangladesh with its Head Office currently at Chini Shilpa Bhaban, 3, Dilkusha C/A, Dhaka-1000, Bangladesh. The Bank started its operation from 3rd June 2001. Being a 3rd generation Bank of Bangladesh, it focuses on

- Remaining with time
- Managing change
- Developing human capital
- Creating true customer's value

Jamuna Bank Ltd has been launched by a group of successful entrepreneurs with recognized standing in the society. The management of the Bank consists of a team led by senior bankers with decades of experience in national and international markets. The senior management team is ably supported by a group of professionals many of whom have exposure in the international market.

As a part of fulfilling their objectives through their customer JBL offers the following accounts: Current Deposits, Savings Bank Deposits, Fixed Deposits, Short Term Deposits, Monthly Term Deposits, Any other deposits as may be approved/ advised by Head Office.

In General Banking, Clearing department receives cheques, DD, P.O. etc from depositors attached with a deposit slip.

The branches of the bank operate as independent accounting unit. They submit statement of affairs and other prescribed returns direct to Head Office where these are consolidated in the form of a statement showing assets and liabilities of whole Bank as at the close of business on Thursday and at the last working day of each month.

The system of transactions of the bank is essentially double entry system of book keeping. But for quick and accurate recording as well as for arriving at daily financial position specialized form of double entry system book keeping, named slip system under self balancing method is followed by the bank. The golden principle of debiting or crediting is the same as those of 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.

Foreign exchange is an important department of Jamuna Bank Limited, which deals with import, export and foreign remittances. It bridges between importers and exporters. This department is playing an important role in enhancing export earnings, which aids economic growth and in turn it helps for the economic development. On the other hand, it also helps to meet those goods and service, which are most demandable and not adequate in our 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 team 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 device strategies and introduce new products to cope with the change. Jamuna Bank Ltd. has already achieved tremendous progress within its past 10 years of operation. The bank has already built up reputation as one of quality service providers of the country.

At present the Bank has real-time Online banking branches (of both Urban and Rural areas) network throughout the country having smart IT-backbone. Besides traditional delivery

points, the bank has ATMs of its own, sharing with other partner banks and consortium throughout the country. It has 70 branches all over the country.

1.2. Company Vision and Mission

Vision:

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

Mission:

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

Goal of the Bank:

To exceed customer expectations through innovative financial products & services and establish a strong presence to recognize shareholders expectations and optimize their rewards through dedicated workforce.

Corporate Slogan :

Your Partner for Growth.

Sponsors :

The sponsors of Jamuna Bank Limited are successful leading entrepreneurs of the country having stakes in different segments of the national economy. They are eminent industrialist and businessman having wide business reputation both at home and abroad.

Strategies :

- To manage and operate the bank in the most efficient manner to enhance financial performance and to control cost of fund.
- 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 towards 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 customer's 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 in order to cultivate a closer relationship between the bank and its customers.

Schemes offered by Jamuna Bank Limited

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

Monthly Savings Scheme (MSS)

Savings is the best friend in bad days. Small savings can build up a prosperous future. Savings can meet up any emergencies. JBL has introduced Monthly Savings Scheme (MSS) that allows saving on a monthly basis and getting a handsome return upon maturity. If anyone

wants to build up a significant savings to carry out you're cherished Dream, JBL MSS is the right solution.

Monthly Benefit Scheme (MBS)

Jamuna Bank Limited has introduced Monthly Benefit Scheme (MBS) for the prudent persons having ready cash and desiring to have fixed income on monthly basis out of it without taking risk of loss and without encashing the principal amount. This scheme offers highest return with zero risk. Everyone can plan your monthly expenditure with the certain monthly income under the scheme.

Education Savings Scheme

Education is a basic need of every citizen. Every parent wants to impart proper education to their children. Education is the prerequisite for socio- economic development of the country. As yet, there is no arrangement of free education to the citizens from the government level. As such, there should be prearrangement of fund to ensure higher educations the children. Otherwise higher education may be hindered due to change of economic condition, income of the parents at the future time when higher education shall be required. Today's higher education is becoming expired day by day. Parents can get relief and can have peace of mind if they can arrange the necessary fund for higher education of their children. As such, JBI, has introduced 'Education Savings Scheme' which offers you an opportunity to build up your cherished fund' by monthly deposit of small amount it at your affordable capacity or initial lump sum deposit to yield handsome amount on a future date to meet the educational expenses. Under this Scheme you have the different attractive options to avail the future benefit i.e. withdrawal of the total amount accumulated in lump sum or withdrawing monthly benefit to meet educational expense keeping die principal amount intact or to withdraw both principal and accumulated profit monthly for a certain period.

Double/Triple Growth Deposit Scheme

For people who have cash flow at this moment and want to get it doubled/tripled quickly JBL has introduced Double/Triple Growth Deposit Scheme that offers to make double/triple money within 6(six) years and 9.5 (nine and a half) years respectively resulting a high rate of

interest.

Marriage Deposit Scheme

Marriage of children, especially daughter is a matter of great concern to the parents. Marriage of children involves expense of considerable amount. Prudent parents make effort for gradual building of fund as per their capacity to meet the matrimonial expense of their children specially daughters. Parents get relief and can have peace of mind if they can arrange the necessary fund for marriage of their children, no matter whether they survive or not till the marriage occasion. It can be a great help to the parents if there is any scope of deposit of a modest mount as per their financial capacity, which grows very fast at high rate of interest yielding a sizeable amount on maturity.

With this end in view JBL has introduced Marriage Deposit Scheme, which offers you an opportunity to build up your cherished fund by monthly deposit of serial, amount at your affordable capacity.

Lakhpati Deposit Scheme

To become a lakhpati is a dream to most of the people of Bangladesh especially to the lower and lower middle class income group. They experience their expectations and wants are enormous in nature in our small span of life. To meet our deposit and wants we need right plan. Keeping the above in mind JBL has introduced "Lakhopati Scheme" which has flexibility report of maturity and monthly installment as per affordable capacity.

1.3 Organizational structure

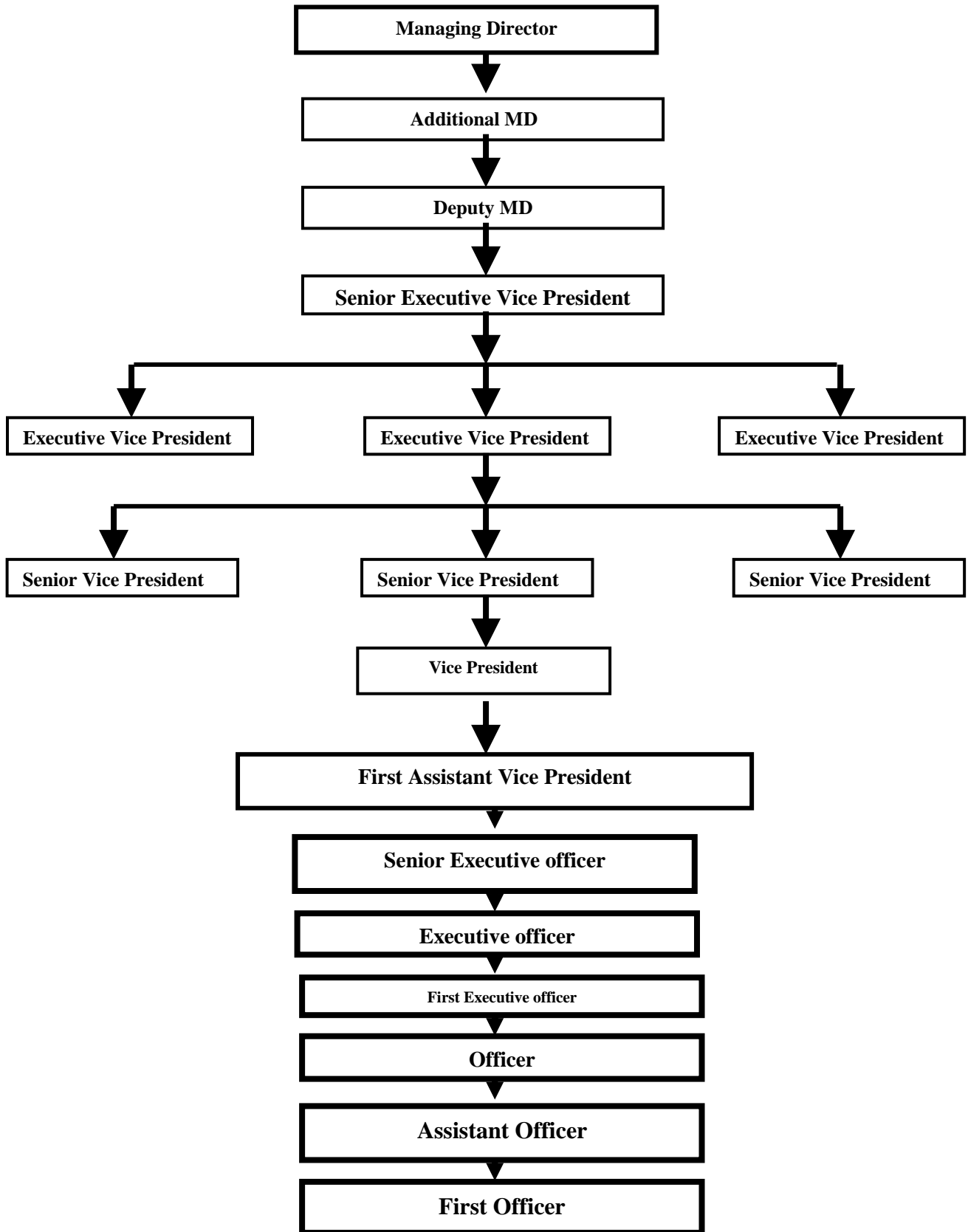


Figure: Organizational Structure of Jamuna Bank Limited

1.4. Products & Services of Jamuna Bank Limited

In order to provide their customers the best satisfaction possible, Jamuna Bank Limited has innovated different innovative financial products & services. They have categorized their service in different divisions. These are described below:

1.4.1. Business Banking:

1. Deposit
 - a. Current Deposits
 - b. Savings Bank Deposits
 - c. Fixed Deposits (Term Deposit)
 - d. Short Term Deposits
 - e. Monthly Term Deposits
 - f. Any other deposits as may be approved/ advised by Head Office
 - i. Double Growth Deposit Schemes (DGDS)
 - ii. Triple Growth Deposit Schemes (TGDS)
 - iii. Monthly Benefit Scheme (MBS)
 - iv. Pension Deposit Scheme 2nd Choice
 - v. Education Savings Scheme 2nd Choice
2. Overdraft
3. Demand Loan
4. Time Loan
5. Packing Credit
6. Letter of Credit
7. Loan Against Trust Receipt
8. Loan Syndication & Structured Finance
9. Trade finance
10. Working capital finance
11. Bill discounting
12. Letter of guarantee

1.4.2. Islami Banking

1. AL-Wadeeah Principle.

2. Mudaraba Principle.

i) Mudaraba Savings Deposits (MSD)

ii) Mudaraba Short Notice Deposits (MSND)

iii) Mudaraba Term Deposits (MTD).

1.4.3. Credit Card

Visa Local Currency

1. Visa Dual Currency
2. Visa International
3. Master Card

1.4.4. Deposit Schemes for NRBs and their Beneficiaries

1. NRB monthly savings scheme.
2. NRB monthly Benefit scheme
3. NRB Double Growth Benefit Scheme(DBS).
4. NRB Triple Growth Benefit Scheme (TBS)
5. NRB Kotipoti Deposit Scheme
6. NRB Millionaire Deposit Scheme
7. NRB Monthly pension Deposit Scheme
8. NRB Pension Term Deposit Scheme
9. NRB Home travel Deposit Scheme
10. NRB Property Deposit Scheme(Land/Apartment)

1.4.5. Service Products

1. ATM Services
2. Remittance Service
3. Locker Service

4. Online Banking
5. Internet Banking
6. Phone Banking
7. Mobile Banking
8. SWIFT

1.4.6. Capital market division

1. Brokerage operation

1.4.7. Retail Banking:

Unsecured Loans:

- a. Personal Loan
- b. SME
 - a. Jamuna Bonik
 - b. Jamuna Chalantika
 - c. Jamuna Green
 - d. Jamuna Jantrik
 - e. Jamuna Nari Uddogh
 - f. Jamuna NGO Sohojogi
 - g. Jamuna Shachchondo
 - h. Jamuna Sommridhi
 - i. Jamuna Swabilombi

➤ Secured Loans:

- a. Personal Loan
- b. Personal Overdraft

1.4.8. Corporate Banking:

Following are some of the products and financial tools of Corporate Banking:

- Project Finance
- Working Capital Finance
- Trade Finance
- Cash Management

- Syndicated Finance, both onshore & off-shore
- Equity Finance, both onshore & off-shore
- Corporate Advisory Services

2.0 Different Departments of JBL

The Bank is being managed and operated by a group of highly educated and professional team with diversified experience in finance and banking. The Management of the bank constantly focuses on understanding and anticipating customers' needs. The scenario of banking business is changing day by day, so the bank's responsibility is to device strategy and new products to cope with the changing environment. Jamuna Bank Ltd. has already achieved tremendous progress within only two years. The bank has already ranked as one of the quality service providers & is known for its reputation. JBL in Mohakhali Branch composed of three departments, namely, General Banking, Credit and Foreign Exchange Division.

2.1 General banking Division

A commercial bank consists of a few departments, which perform diverse operations, General Banking Division, Foreign Exchange and Credit Division. General Banking is important one. General Banking is the heart of total banking system. Through this section bank has to receive and disburse money, to develop banker customer relationship by opening different types of account and providing promote services to the customers. This department collects money from the depositor and uses these deposits to earn profit. Last but not least, General Banking department is considered to be the core function of bank which operates the day to day transactions.

Sections of General Banking

During my practical orientation in Jamuna Bank Limited, it came to the observation that general banking section is divided with three areas. These are:

- Remittance (Pay Order, TT, DD).
- Clearing Section (Inward Clearing. & Outward Clearing).

- Customer Service (Account opening, closing, Receive/Payment Cash/Cheque, OBC/IBC, etc).

2.2 Credit Division

Bank's basic work is to create a channel through depositing money from the surplus unit and provide funding to borrowers. Thus the necessity of credit department in bank occurs. The credit department is a very important department of a bank. The money mobilized from ultimate surplus units are allocated through this department to the ultimate deficit unit (borrower). The success of this department keeps a great influence over the profit of a bank. Failure of this department may lead the bank to huge losses or even to bankruptcy. Jamuna bank's credit department also tries to do their job perfectly.

Credit Policy of JBL

Lending is one of the most important function of commercial bank, every bank should have own credit policy. The credit policy of JBL has been formulated on the basis of the following objectives:

- Outlines the steps to take to collect from past-due or late-paying customers and how to eliminate bad debt.
- Provides guidelines to legally collect money that is due to your company from slow or nonpaying customers and from bad checks
- To ensure that all customers are treated fairly when making credit decisions

In JBL most of the credit officers are familiar with their written credit policy or lending guidelines but few of them not know about credit policy. So they have got only some oral instruction from the senior management or in charge of credit. If all the Credit officers of JBL thoroughly know and understand their credit policy it will be very helpful for them to do their job more efficiently.

Credit Facilities of Jamuna Bank Limited

The main focus of Jamuna Bank Limited is financing business, trade and industrial activities through an effective delivery system.

- Jamuna Bank Ltd. offers credit to almost all sectors of commercial activities having productive purpose.
- The loan portfolio of the Bank encompasses a wide range of credit programs.
- Credit facilities are offered to individuals including housewives, businessmen, small and big business houses, traders, manufactures, corporate bodies, etc.
- Loan is provided to the rural people for agricultural production and other off-farm activities.
- Loan pricing system is customer friendly.
- Prime customers enjoy prime rate in lending and other services.
- Quick appreciation, appraisal, decision and disbursement are ensured.
- Credit facilities are extended as per guidelines of Bangladesh (Central Bank of Bangladesh) and operational procedures of the Bank.

3.0 Foreign Exchange Department of JBL

Foreign exchange is the means and methods by which rights to wealth in a country's currency are converted into rights to wealth in another country's currency. In banks when we talk of foreign exchange, we refer to the general mechanism by which a bank converts currency of one country into that of another. Foreign Exchange Department is the international department of the bank which deals globally. It facilitates international trade through its various modes of services.

The term foreign exchange has different connotations in different contexts. In terms of section 2 (d) of the Foreign Exchange Regulation Act 1947, as adapted in Bangladesh, Foreign exchange means foreign currency and includes any instruments drawn, accepted, made or issued under clause 13 of article 16 of Bangladesh Bank Order, 1972, all deposits, credits and balance payable in foreign currency as well as foreign currency instruments such as Draft, TC, Bill of Exchange, promissory note, and Letter of Credit payable in any foreign currency.

Bangladesh Bank issues license to scheduled banks to deal with foreign exchange. These Banks are known as Authorized Dealers. If the branch is authorized dealer in foreign exchange market, it can remit foreign exchange from local country to foreign countries. JBL Mohakhali Branch is an Authorized dealer's of Bangladesh Bank.

3.1 Foreign Exchange Regulations followed by JBL Mohakhali Branch

Local Regulations

Foreign exchange transactions are controlled by the following rules and regulation:

- Foreign Exchange Regulation Act 1947
- Bangladesh Bank issue foreign exchange circular time to time to control the import and remittance business.
- Ministry of commerce issues exports-Import Policy guidelines.
- Bangladesh Bank published two volumes in 1996.

International Regulation

There are also some international regulations, influencing foreign exchange transactions. Few of them are discussed below:

- International Chamber of Commerce is a world-wide non-governmental origination of thousands of companies. It was founded in 1919; ICC has issued publications like UCPDC that is being followed by all the member countries.
- There is also an international court of arbitration to solve the international business disputes.
- World Trade Organization is another international trade organization established in 1995.
- General Agreement on Tariff & Trade was established in 1948 after completion of its 8th round; the origination has been abolished & replaced by W.T.O. This origination has vital role in international trade through its 124 member countries.

3.2 Foreign Exchange Department at JBL Mohakhali Branch

The Foreign Exchange Department at JBL Mohakhali Branch is divided into two sections:

1. Foreign Trade (L/C Operation): It includes Import and Export.

2. Foreign Remittance

3.3 Import

Import means purchase of goods and services from the foreign countries. Normally consumers, firms, industries and Government of Bangladesh import goods to meet their various necessities. So, in brief we can say that import is the flow of goods and services purchased by economic agent staying in the country from economic agent staying abroad.

3.4 Import Regulations of the Bank

As per Import & Export control Act 1950 no person can indent, import or export any goods in Bangladesh except in case of exemption issued by the government of the peoples of Bangladesh. According to Import and Export Control Act, 1950, to be an importer the person should obtain the Import Registration Certificate (IRC) from the Office of Chief Controller of Import and Export.

Goods from South Africa and Israel or goods originated from these countries are not importable. Import of goods into Bangladesh is not permissible on the flag vessel of Taiwan, South Africa and Israel.

3.5 Procedure of Import Registration Certificate (IRC):

To carry on the business of import the first thing one needs is registration with the licensing authority of the area. To get this registration the interested person/institutions submits the application along with the following papers/documents directly to the chief controller of imports and Exports or respective zonal offices of CCI&E. Following papers/documents are usually required to obtain IRC.

1. Income tax registration certificate
2. Nationality certificate
3. Certificate from Chamber of Commerce and Industry or Registered Trade Association
4. Bank solvency certificate
5. Copy of trade license
6. A forwarding letter to the CCI&E

On receiving application the respective CCI&E offices will scrutinize the documents and conduct physical verification (if necessary) and issue demand notice to the prospective Importers to furnish the following papers/documents through their nominated Bank:

1. Original copy of Treasury Challan deposited as IRC fees
2. Assets certificate
3. Two copies of passport size photographs of the Importer
4. In case of partnership registered partnership deed

The nominated bank of the applicant will scrutinize the papers/documents and verify the signature of the applicant. After scrutinizing and verification the nominated bank will forward the same to the respective CCI&E office with forwarding schedule in duplicate through bank's representative. The CCI&E office will acknowledge on duplicate copy of the forwarding schedule and return back the same to the bank representative

On being satisfied after scrutinizing of the documents the respective zonal offices of CCI&E will issue Import Registration Certificate (IRC) to the applicants.

3.6 Methods of Importing

There exist a number of procedures of importing goods from the foreign country. Goods may be directly imported from the foreign manufactures or they may be imported through the selling agents of the foreign producers. Whoever does the function there are some stages of importing, which are as follows:



3.7 Export

Export means to transfer goods from one place to another. The exporter must pay duty on goods exported. The exporter should obtain registration from the office the chief controller of import & export, trade license ERC, LCA to open export L/C.

3.8 Methods of Export



3.9 Things Done in Export

In broader aspect the major responsibility that re performed here are —

- L/C Advising
- Documents Collection
- Documents negotiation
- Export financing

Parties of the Export

- L/C issuing bank
- Importer
- L/C advising bank
- Exporter
- Confirming bank
- Negotiation bank
- The paying / Reimbursing Bank

3.10 Export Formalities

The export trade of the country is regulated by the Imports and Exports (control) Act, 1950. There are a number of formalities, which an exporter has to fulfil before and after shipment of goods. These forma or procedures are enumerated as follows:

- A) Registration of the Exporter
- B) Export Registration Certificate (ERC)
- c) Export permit Form (EXP)

4.0 Foreign Exchange Department Remittance

Foreign Remittance refers to the transfer of fund from one country to another either through the office channel i.e. banking channel, post office or the informal channel. In Bangladesh still informal market is playing a significant role. However, we shall limit our discussion within the official channel.

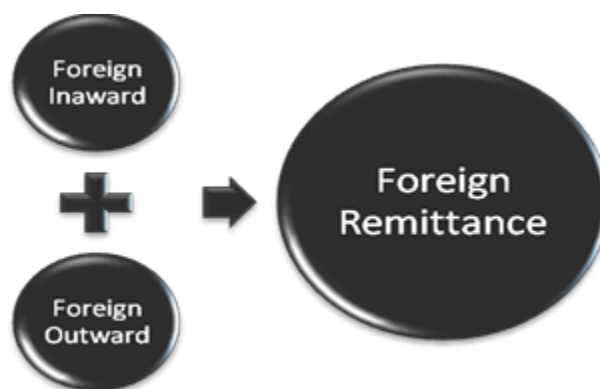
Foreign Exchange earnings are very important for the country as valuable foreign exchange is involved in the transfer mechanism. From the year 1990, financial liberalization has been started which is still going on. Due to liberalization, restrictions on foreign remittance become ease Bangladeshi Taka, is convertible for current amount transactions on March 24,

1994 with the view to achieve better exchange rate management system. And from April 1994 Bangladesh Government has accepted the status of Article VIII of International Monetary Fund.

JBL places an important role to transfer money from other countries to Bangladesh and Bangladesh to other countries. Inward and outward T.T, M.T and draft are the main components of foreign exchange remittance. The Foreign Remittance incoming and outgoing through this branch are handled by Head Office.

4.1 Types of foreign exchange

JBL Mohakhali Branch is an authorized dealer of foreign exchange. Their dealing in foreign exchange involves buying and selling of foreign exchange covering inward remittances received from abroad and outward remittances sent abroad. Foreign Remittance has two wings i.e. Inward and Outward Remittance.



4.2 Inward Foreign Remittance

Inward remittance covers purchase of foreign currency in the form of foreign T.T., DD, and bills etc. sent from abroad favoring a beneficiary in Bangladesh. Purchase of foreign exchange is to be reported to Exchange control Department of Bangladesh Bank on Form- C.

Followings are the Inward foreign Remittance of JBL:

- ✓ Foreign Telegraphic Transfer Payable

- ✓ Foreign Demand Draft Payable
- ✓ Traveler's Cheque Payable
- ✓ Encashment of foreign currencies endorsed in the passport.
- ✓ Purchase of Foreign Currencies.

4.3 Outward Foreign Remittance:

Outward remittance covers sales of foreign currency through issuing foreign T.T. Drafts etc. as well as sell of foreign exchange. Sale of foreign exchange is reported to Excel control Department of Bangladesh flank on form T/M.

Remittances issued by JBL to foreign corresponds to fulfill its customer's need are the Outward Foreign Remittance of JBL. It comprises the following:

- ✓ Foreign Demand Draft Issued
- ✓ Traveler's Cheque Issued
- ✓ Foreign Telegraphic Transfer
- ✓ Endorsement of Foreign Currencies in passport
- ✓ Sale of Foreign Currencies

Foreign Trade Business

	BranchForeignTradeBusiness							
	2008		2009		2010		2011	
	No.of L/C	Amount	No.of L/C	Amount	No.of L/C	Amount	No.of L/C	Amount
Import	208	4094.08	237	4743.72	295	5809.43	320	6510.23
Export	92	2479.82	104	3267.69	160	3476.59	190	4418.05
Total	300	6573.91	341	8011.41	455	9286.05	510	10928.28

Earnings through Import

Year	WholeBankImport	BranchImport
2008	30311.71	4094.08
2009	46685.00	4743.72
2010	61034.50	5809.43
2011	65189.97	6510.23

Earnings through Export

Year	WholeBankExport	BranchExport
2008	18617	2479.82
2009	21407	3267.69
2010	41860	3476.59
2011	45237	4418.05

Foreign Remittance of JBL

Year	2006	2007	2008	2009	2010
Remittance	2262.00	2506.00	3165.00	2657.64	1594.11

5.0 My Job Responsibilities-Foreign Exchange Department

At Foreign Exchange division, I was posted in the foreign trade department. I did not have to deal with the customers that much but there were a lot of responsibilities that I had. Such as:

- ✓ Processing a new LC (Letter of Credit)
- ✓ Doing the similar things for BTB (Back-to-Back) LCs and Local LCs
- ✓ Filling up the IMP forms
- ✓ Putting the LC and IMP into their following registers
- ✓ Picking up the phone, calling up customers for missing information
- ✓ Taking necessary papers from customers such as taking photocopy of National ID card, Passport, Trade License etc
- ✓ Learned how to receive mail and send out mail via courier

5.1 Observation

Working at JBL, Mohakhali Branch was a great experience for me. I have learnt many things from them. From my little knowledge what I have observed and some recommendations are as follows: It was very interesting working at Jamuna Bank. The people there are really nice and talented. The things that I have noticed and observed are:

- ✓ Work environment is very friendly and employees are co-operative
- ✓ Employees are active and sincere to their assigned job responsibilities
- ✓ Work is never left pending for the next day unless it is absolutely necessary
- ✓ The work process could be made faster with better computers and operating systems.
- ✓ There is always a rush of customers so there is no standard on what the employees do throughout the day. The work activities of an employee is set, but what to do when varies along the day
- ✓ The work activities are always set and divided for each of the employees. This is the way it should be, but when I saw it first hand it was remarkable. Each and every employee has a certain set of responsibilities. He/she carries out those responsibilities

throughout the day. It is also easy to assign duties that way. Even though this is the case, I often saw other staff members helping each other out.

6.0 Findings and Recommendation

It is not so easy to find out and analyze the Foreign Exchange performance regarding this mechanism within short time span. Despite of this, an inclusive approach has been taken to find out of foreign exchange activities of Jamuna Bank Ltd in this paper.

SWOT analysis is a simple framework for generating strategic alternatives from a situation analysis. The complete elaboration of SWOT analysis is following-

S= Strength. W= Weakness. T= Threat.

O= Opportunities.

SWOT analysis is very helpful to measure and evaluate a stated objective within a very short time. Hence this approach has been adopted in this paper. After monitoring closely and working proactively in the Foreign Exchange Department of Jamuna Bank Ltd. Motizhil Branch, Dhaka the following Strength, Weakness, Threat, and Weakness has been found-

Strength

According to the CAMEL rating Jamuna Bank Ltd. is the top most bank of Bangladesh. This rating is based on Capital Adequacy, Asset Quality, Management, Earnings, and Liquidity of the bank. Bangladesh Bank monitors these parameters and publishes the ranking. This top most position of Jamuna Bank is the most important strength of the Bank. This is the reason why every household clients and corporate clients relies on this bank. Other strengths are-

- The Bank has well reputation in the market.
- Has good relation with Importers and Exporters.
- Sound Import and Export operation.
- Executives working in the Foreign Exchange Division are highly qualified and experienced. They are quite capable of handling large scale of export and import transactions and making a profitable customer relationship with the clients.

- The Branch follows the Foreign Exchange rules and regulation very strictly
- In export and import activities there are lots of provisions of making unethical and unlawful transactions. But Jamuna Bank Ltd. gives it utmost attention so that such unethical and unlawful does not takes place. This image of Jamuna Bank Ltd. is also a vast strength of the Bank.
- Recently Jamuna Bank Ltd. has gone through an agreement with different exchange house to provide quick and more authentic remittance service to its clients.

Weakness

There is no unmixed blessing in the earth. Every object in the world has some lacking. So it is quite natural to have some perforates in the performance of the Jamuna Bank Ltd.

- In Foreign Exchange Division Jamuna Bank still uses lots of register for maintaining its foreign exchange transactions. It is time consuming and there are lots of chances for making mistakes. Computer software should be used to maintain these transactions to ensure timeliness and error free recording.
- There is no customer complain desk in the Bank's branches. It is not only important part of the foreign exchange activities but also for other two department of the Bank- General Banking and Credit Department.
- Being a well reputed Bank, JBL no longer wants to conduct smaller L/C request coming from small parties and as a result they are neglecting a huge number of potential customers.
- While dealing LDBP (Local Documentary Bills Purchased) with government bank, the bank faces a problem because the government bank doesn't have online system. Hence it delays the process.

Opportunities

- As stated earlier that Jamuna bank ltd. One of popular bank in Bangladesh. Both exporters and importers have their faith on this Bank.
- The percentage of classified loans is below 2% which is far better than international standard.

- Jamuna Bank Ltd. has already 74 branches all over the country and recently they have planned to set up branches in some other places of the country.

Threat

- Economic stagflation and economic break down of the country especially after 9/11.
- As country's export is RMG sector depended, reduce in RMG export has affected foreign exchange department of the Bank.
- The margin for opening L/C is different for different customers. The margin is more for new customers while the margin is less for corporate and reputed customers.
- Government continuous pressure to reduce interest rate.
- Frequent fluctuation of domestic currency worth against US Dollar.
- Political crisis and decaying country image as exporter.
- Rapid increase of private sector Bank in number and size.

7.0 CONCLUSION

Bank is a very important and vital for economic development in mobilizing capital and other resources. JBL is also contributing to the advancement of the socioeconomic condition of the country. To keep pace with the current market and demand, JBL is following several strategies and taking new initiatives, offering new products and services to the customers. The bank should maintain well-structured communication from upper level to lower level. JBL have a strong position in the competitive market. It is among one of the fastest growing Bank.

As the economy of Bangladesh is increasing so is the foreign trade and JBL Bank like always have played its role in making sure that things go smoothly. The bank is doing its best to provide better Import, Export and Remittance services to the customers.

Export, Import and Remittance are all showing positive trends even after the global challenges that we are facing today. But the foreign trade handled by bank decreased in recent year, this may be because of opening of new branches in different business centres and the instability in the economy of the world.

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