

Report On
Research on general banking and the functions of Janata Bank Limited

By

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**An internship report submitted to the BBS department in partial fulfillment of the
requirements for the degree of
Human Resource Management**

BRAC Business School

BRAC University

February 2022

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Declaration

It is hereby declared that

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

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Sadia Shafique Oishi

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17104102

Supervisor's Full Name & Signature:

Jubairul Islam Shaown
Lecturer.
BRAC Business School,
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Letter of Transmittal

Jubairul Islam Shaown

Lecturer.

BRAC Business School,

BRAC University.

66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on, ' Research on general banking and the functions of Janata Bank Limited'.

Dear Sir,

With due respect and great pleasure, I am submitting my internship report, ' Research on general banking and the functions of Janata Bank Limited'. As an important part of my BBA curriculum, I have given my best output for making this report.

The internship program has given me the chance for experiencing real life job and working experiencing in Janata Bank Limited. I have found this experience quite interesting, challenging and beneficial for me.

Lastly, it was a great honor and best experience to work under your supervision and guidelines.

I hope this internship report will fulfill and all the purpose of the internship program.

Sincerely yours,

____Sadia Shafique Oishi_____

Sadia Shafique Oishi

BRAC Business School

BRAC University

Date: February 2022

Non-Disclosure Agreement

This agreement is between Janata Bank Limited and an undergraduate student of BRAC University, Sadia Shafique Oishi.

I am Sadia Shafique Oishi, declare that this report will not contain any confidential, harmful, and other important facts that will be harmful to Janata Bank Limited. This report has been made by the help of the office supervisor and also based on my day-to-day practices. Therefore, this report will not be published in internet, this report will be recorded in BRAC University as a competition of my internship program.

Finally, I declare this report will not harmful for company and the information sources are clearly mention in citation.

Acknowledgement

First of all, I am thankful to almighty that he has given me the opportunity to experience such a wonderful job experience in a renowned bank. As a mandatory and important part of my BBA curriculum I have done this report with my best effort.

I am very much thankful to my internship program supervisor Jubairul Islam Shaown Lecturer, BRAC Business School, BRAC University. Under his supervision I learned a lot. His every suggestion from the very first day to last day of my internship program and his every instruction made this report more valuable.

Then I would like to thankful to Tania Parvin, senior principal officer, BRAC University. She is the first tutor of my corporate experiences. She has taught me some real-life experiences that I can apply in my job. She has given me the opportunity to do something new, something to show and this gives me more confidence to do better in the future. And also, some other people who helps me to learn a lot. i would like to thank, Dilshad apu and Hemika Apu for their valuable advice.

Lastly, I am very proud and happy to do my internship in a renowned bank. I will be always thankful to those people, without them making this report will not easier for me. Also would like to thank BRAC University and Janata Bank Limited to connect me to the journey of the corporate world.

Executive Summary

Janata Bank Ltd is a Commercial bank that is one of the most popular banks in Bangladesh. The Bank started its operation in 1972, during this time it has improved its image in society as a commercial Bank. Now it has 917 branches in Bangladesh. All branches are situated in the highly demanded areas and rural areas. This report does not only explore Janata Bank's activities as one of the leading government companies but also highlights the performance of this bank. This report consists of 3 chapters. In this three-part, I have discussed the general banking activities of this bank. General banking-related services like account opening, remittance, etc. are thoroughly discussed in this report.

In the first part, I give the information about this internship program and the bank. After that in the second part, I have discussed the background information, the financial performance, management of this bank. I also discuss the services offered by Janata bank limited in the third part. I have found out some lacking's in the management of this bank. Like the documents are carried by the peons or the bankers by themselves and which is very hard and risky for Janata bank limited. I also mark that the clients are facing some kind of problem filling up the forms. There are space problems in the Mohammadpur Branch. But by following some procedures Janata bank could overcome these problems. Such as, Janata bank can arrange a document transport service and can assign a person to help the clients in form fill-up.

Janata bank limited is one of the best bank in Bangladesh and by upgrading its services, it can be the best bank in Bangladesh.

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List of Acronyms

MSS	Monthly savings scheme
OMIS	Operations Management and Information System
FDR	Fixed deposit receipt
DD	Demand deposit
TT	Telegraphic Transfer
PO	Payment order
MT	Mail Transfer
IT	Information technology

Chapter 1

Internship Overview

1.1 Student Information

Name: Sadia Shafique Oishi

ID: 17104102

Major: Human Resource Management

Minor: Marketing

1.2 Internship Information

1.2.1 Company Information

Period: 3months (3rd October 2021 to 2nd January 2022)

Company Name: Janata Bank Limited

Department: HRM

Address: Mohammadpur Corporate Branch, Janata Bank LTD

77/C, Asad Avenue, Mohammadpur, Dhaka-1207

Phone: 02 9115258, 9113509

1.2.2 Internship Company Supervisor's Information:

Name: Tania Parvin

Position: Senior Principal Officer, Mohammadpur Corporate Branch, Janata Bank.

1.2.3 Job Scope

I have joined as a Human Resource Management intern at Janata Bank. So, I have to do the works which are related to HRM. In these three months, I have learned so many things like general banking activities, services, and procedures. My supervisor and my office seniors gave me a good experience of the job environment and help me to make understood the corporate etiquette and office culture. The works which are done by me is given on the next page:

- Check requisition
- Maintaining registers
- Account opening
- Stamping on the checkbook
- Bank statement printing

1.3 Internship outcome

1.3.1 Students contribution to the company

In my internship period, I was assigned to the customer service department. The customer service department is mainly known as the general banking department. Through this department, I got a chance to communicate directly to the clients which help me to apply my theoretical knowledge in a practical situation.

Though I got to do all that works, I had to communicate with clients like helping them to fill up the forms and writing check. Whenever a customer comes to open an account, I had to communicate with them and had to explain to them about our accounts like a joint account, savings account, etc. for opening the account the clients have to have some criteria and I had to make sure that the criteria's are matching with the customer's profile. Then I have to give them the suitable form and make them understand how to fill up that and the essential things like 2 copy passport size picture and the photocopy of national Id card should be submitted with the form. When the customer submitted all the essential information and papers, I inform my assigned senior, and then she opens the account on the website. I have to maintain the requisition register of checks and when the checks arrived, give them to the customers and get their signature in the register. So that, we can have the proof that they got their check from us.

1.3.2 Benefits to the student

By doing this internship, I gain so much experience and knowledge about the banking sector of Bangladesh. They are given below:

- **Real-life job experience:**

From my academic life, I get theoretical knowledge about any subject. Though sometimes our faculties try to give us some experiences through tasks, that isn't as same as in the real environment. In this internship, I got the experiences and practical knowledge of a corporate office which could be very beneficial for me in the future in the job field.

- **Interact with customers:**

I try to learn about customer satisfaction and how to deal with them. In this bank, there always came so many types of people. My seniors are quite well at handling them. Sometimes they need to be very strict as some clients are very rude. I observe my senior's behaviors and how to interact with customers.

- **Clients handling:**

I observe how my seniors behave with their clients. As banking is for all kinds of people, our customers are from different backgrounds. So we have to deal with them in different ways. Some customer does not want to understand situations and scold us. That time we have to become very calm and try to make them understand. But sometimes we have to speak in such a tone that the clients can understand that they are not doing well behave.

- **Other benefits:**

Janata bank is a renowned bank, so doing an internship from this bank could help get a good job. Moreover, knowing essential banking rules and terms could help me in my personal life also. Now, I know what account is needed by me and also what is the procedures.

1.3.3 Problems/Difficulties (Faced during the internship period)

- Janata bank does not provide any fixed tasks for the interns. They do not permit the interns to use the banking software. Interns are not allowed to use the computers and the websites, so interns have to do just stamping and helping clients with the account opening form or maintaining the register. The interns do not get any specific desk, they have to set it on the customer's site and whenever there is a bit gathering, the interns get a day off. So, in this situation, the interns could not learn much about banking activities.
- Due to being very busy, the seniors could not give much time, I have to sit in front of them and observe their work.
- Because of the Covid situation, there are some accommodation crises for the interns.

1.3.4 Recommendation (to the company for future interns)

- The interns should have gotten permission to use the online account opening form. So that they could open accounts by themselves and know the online procedures.
- That can be a paid internship, just a little bit of amount can make the interns happy.
- The protection for Covid should be enhanced.

Chapter 2

Organizational Overview

2.1 Janata Bank

Among the commercial banks of Bangladesh, Janata bank is the 2nd largest bank. It is known as a progressive bank because of its success. By nationalizing two banks named Union Bank Limited and the erstwhile United Bank Limited, a new bank was formed in 1971, immediately after the emergence of Bangladesh. This new bank was named Janata Bank Limited. Since 1972, Janata bank has been operating its branches in Bangladesh as well as overseas. In the economic development of Bangladesh, a significant role has been played by Janata Bank. The bank is channelizing funds and mobilizing savings into several productive sectors.

Under the Companies Act, 1994 Janata bank limited was incorporated on 21st May 2007 as a public limited company. It is also governed by the Act of Bank Companies, 1990. It took over the assets, businesses, liabilities, power, obligations, privilege, and right of Janata bank limited through a vendor agreement that was signed between Janata /bank limited and the people's republic of Bangladesh on 15th November 2007.

According to Janata bank's website, it has four overseas branches located in the United Arab Emirates. In Bangladesh, there are 917th branches of Janata bank. Currently, 12367 employees are working in these branches. The head office of Janata bank is situated at Motijheel, Dhaka.

2.1.1 Corporate Information

Name of the organization	: Janata Bank Limited
Address of the head office	: Janata Bhaban, 110, Motijheel, Dhaka-1000
Head office divisions	: 14
Head office departments	: 51
Area office	: 50
Divisional offices	: 12
Legal Status	: Public Limited Company
Branches	: 917
Corporate-1 branches	: 32

Corporate-2 branches	: 79
Grade-1 branches	:278
Grade-2 branches	:212
Grade-3 branches	:259
Grade-4 branches	:52
AD branches	:55
Employs	: 12367
Overseas Branches	: 04
Per share	: BDT 100
Capital	: BDT 23140 Million

2.1.2 Mission

Janata Bank Limited has a mission to be an effective bank. For achieving this, JBL is maintaining a stable growth strategy and providing good customer service. Moreover, they are trying to deliver high-quality products of finance. The management team of JBL is very much experienced in this sector. They are working on ensuring corporate governance which is very well in the banking network.

2.1.3 Vision

Janata Bank Limited's vision is to gain the largest and most effective position as a bank in Bangladesh. It wants to become a leading bank not only in Bangladesh but also in South Asia.

2.2 Management of Janata Bank Limited

Janata Bank Limited's management hierarchy is given below:



2.2.1 Management Practices

The HR department is located in the head office of Janata bank which is in Matijhil. They supervise all the branches of this office. The managers from all branches have to give them reports and updates about their branches. Hiring a new candidate for any empty post is done by the HR department. Promotions, leave, giving remuneration, etc. are done by the HR team. Every branch does not need HR because all the works of the HR department are done centrally by this department.

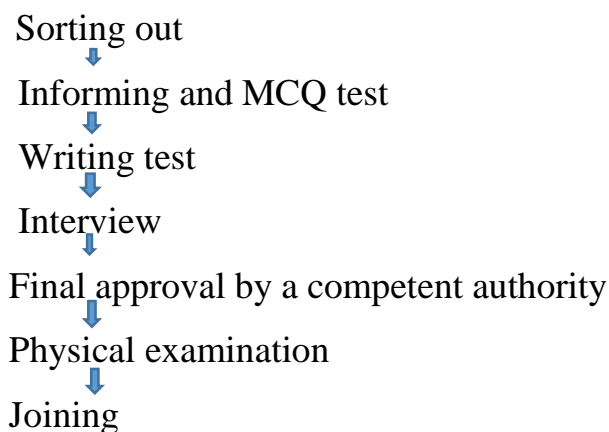
2.2.2 Recruitment and selection process

Recruitment and selection process help to find a suitable candidate for the vacant post. This policy is very critical as the authority has to consider the reformation of the existing officer, executive's determination, enlistment, direction, advancement, preparing, remuneration, and also assessment. Enrolment for the necessary post in Janata bank must be endorsed toward starting of a new year by the board individuals through taking applications from applicants. They find out their suitable candidates by chasing out the abilities of the candidates. Janata bank hires people in three categories. They are given below:

- Senior officer
- Junior officer &
- Assistant executive

At the start of a new year, the HR department collects data from all the branches to make a list of the empty posts. Then some routine work is done by HR for selecting the best candidate. Description of each of the processes is given below:

The model of the selection process



- **Applications receipt:**

For joining Janata bank, this is the first step. Applicants who want to job here send their application along with a cv for the particular job. Moreover, in front of the HR desk, there is a box where applicants can drop their cv not for any specific job position but for getting a suitable job.

- **Sorting out applicants:**

From all the applications, the HR team tries to find out suitable candidates for sorting out the list. They try to compare between them. The skills and the other activities written in the candidate's cv helped the HR team to make the shortlist.

- **Informing candidates:**

After sorting out the applicants, the HR department starts calling them over the telephone and telling them about their selection and how to give the MCQ test. The MCQ test is also known as the Entry-level test. They give the Candidates six to seven days for giving the written test.

- **Written test:**

This test finds out the capacities like thinking capacity, the mathematical capacity of the candidates. This exam is mainly conducted by the HR team for a position like Assistant Executive. This test is commonly known as a fitness test.

- **Interview:**

For taking interviews, HR makes a meeting board with qualified HR and some high-level people from the administration. By making this kind of mix board, it helps Janata bank limited to have a smooth meeting. This board can select the new employee directly for the empty post. They have to conduct some meetings regarding this after taking all the interviews.

- **Joining:**

After selecting the workers, they are given the joining letter by HR. This letter contains their position, amount of the salary and the other information regarding their jobs. Then, in between a week, the worker has to join the selected branch.

2.3. Marketing strategies

Janata Bank Limited is following some advertising techniques such as market segmentation, targeting customers, and promotional product launching. Janata bank limited does not give effort to promotional activities. They have brochures about their product and services. And in

their branches, there are advertisements for their new products and schemes. The printed copy of the schemes is hung on the walls. So that the customers who come to their bank for any work could know about all the schemes. They are doing some CSR activities for their promotion. Janata bank has developed a promotional strategy that helps this bank to promote its products. These are given below:

2.3.1. CSR

CSR is a fund that has to use for the countries improvement by Janata bank limited. Janata bank use this fund for the wellbeing of Bangladesh. But it also helps them to promote their activities. The CSR activities of Janata bank limited are all over Bangladesh. Janata bank limited issues nearly 2 percent of their overall annual profit for this sector. They give the brilliant but poor students a scholarship which helps them to bear their educational expenses. They give poor people health loans that do not have an interest rate. They help the victims of natural disasters like hurricanes, landslides, etc. They also help the people from slums. Sometimes, Janata bank gives funds to the schools for setting up a computer lab.

Scholarship program

Janata bank has some scholarship programs as their social responsibility. They donate forty-two thousand takas to the SSC passed students. Janata bank always tries to influence children to read more. The students who got GPAs of 5 at SSC and HSC both are given a monthly scholarship. By doing this kind of work, the poor people's got to know Janata bank's name. and whenever they need to use the services from any bank, they choose Janata bank. They also give this scholarship to the Janata bank employees' children.

Blood donation

Janata bank arranged a blood donation camp for emergency needs. They deposit blood from donors and employees so that every people can get blood when they need it. For taking blood from Janata bank, patients don't have to spend any kind of money.

Training program

Physically challenged or autistic people are helpless. And when they are under privilege, their family could not give them proper things, proper training as they can't afford that. So, Janata bank arranged this kind of training program for the special needs people. Janata bank, Sunamganj branch arranged a training session for the speech-impaired people. That was computer training.

2.3.2 Schemes and loans

They launched some schemes targeting some niche customers. These schemes are designed in such a way that every age and group of people will not be interested in the products. But the targeted aged and genders people will take this opportunity. As schemes, they have some loan offers which are very attractive for their customers. Below, some of the schemes and loans will be described with their targeted group of people.

- **MSS, Monthly savings scheme**

A small amount of savings regularly can help a person in their emergencies. Because after a fixed time, one will get all the money at a time. Moreover, they will get a percentage of the deposited money. By getting a handsome amount, people can fulfill their dreams of having a flat, studying abroad, or anything they want. But every month customer has to deposit the fixed amount.

For this monthly scheme, Janata bank limited the targeted group of people whose incomes are lower or housewives. Ten percent of the payable interest is charged by the government.

- **MSD, Marriage Deposit Scheme**

Wedding ceremonies are quite expensive, in Bangladesh. This tradition becomes a burden for the girl's parents. After giving birth to a girl child, parents start thinking about the cost of their daughter's wedding. Janata bank limited has a deposit scheme specially for this matter. This is like the other deposits. The parents have to deposit a small amount of money monthly in the bank. They can deposit it as per their financial ability. Whenever a person is asked about the scheme in the bank, the employees of the bank tries to help them with every data about the scheme.

The targeted people for this scheme are the parents who have a daughter or want to give their son a beautiful wedding ceremony. Sometimes, young boys and girls who are serious about their future, open this deposit scheme. So that, by the time of their marriage they can get a good amount of money and can spend it on their wedding or can make their future secure.

- **ESS, Education Savings Scheme**

Now a day, educational institutes are charging high amounts of money as fees. Though the governmental schools do not charge much and generally they give free education, they are just the primaries, the high schools are remaining costly. For studying abroad or being a medical student, students need to spend a lot of money. Sometimes parents cannot afford the tuition fees. Janata banks Educational savings give an opportunity to the parents to secure their child's future by saving money for higher education. This scheme has many options for the scheme holder. They can choose their scheme as per their future plan.

Janata bank limited target the good students and their parents for this scheme. They have some programs in the college and universities to inform the students about this scheme. In this program, Janata bank limited motives the students to open an educational deposit to secure their future studying. This scheme can help the young generation to have a healthy life. Depositing money every month makes them more aware of their expenses. So depositing money can help them from spending money on any bad habits.

- **LDS, Lakhpati deposit scheme**

Lakhpati, sound like having so much money. Most of the middle-class families wanted to be lakhpati. So when they hear about a scheme named lakhpati, they feel interested in that. This scheme offered by Janata bank limited is flexible in terms of maturity. The depositing amount of money for this scheme is only two thousand four hundred and thirty-five takas. Giving installment for three years can give the account holder one lakh taka after three years. If someone cannot afford this amount every month they can have this scheme for five years. That time, the installment amount will be one thousand three hundred and fifteen takas. After five years, they can have one lakh taka at a time.

- **MDS, Millionaire Deposit Scheme**

The millionaire scheme gives the scheme holder to get 10 lakh taka or one million takas at a time. And the installment or the time limit for this scheme is flexible. The depositor can have

fixed their amount for the monthly deposits. It may take time but by this scheme, people can easily deposit money without having problems in their daily life. This scheme does not advertise via posters, billboards, or television. People who are interested to have this scheme can get all the information on the website of Janata Bank Limited.

- **KDS, Kotipati Deposit Scheme**

Some people want to become rich by their hard work. For this, they need to have a well-maintained plan as well as strong determination. A person can earn a lot of money, but if they do not have a habit of saving some, they do not end up being a billionaire. Janata bank limited also has a scheme for this kind of ambiguous customer. This scheme helps them to deposit 1 crore taka which they can save in some years. Though the officers from the bank try to convince people to have this scheme, they do not rely on this scheme much. The main reason behind this unwillingness is this scheme needs more time than any other. And the amount for depositing money is pretty high.

- **DGDS or Double growth**

This scheme is for doubling the money. One can have a scheme for six years or nine and a half years. This scheme gives a high interest to the depositor. This scheme is mainly sold by personal selling which is done by the junior officers from Janata bank limited.

- **SME credit scheme**

This scheme is a loan for machinery items. As every business needs machinery in any situation, Janata bank is ready to give a loan for this purpose. This loan does not require many conditions. The main condition for this loan is to have two years of experience in the business. And the age of the receiver of the loan should be in between twenty to sixty years.

- **special loan for women**

The women who are poor or need support for their safety, Janata bank always help them by giving them the loan. The housewives can get the loan and buy domestic animals or can renovate their house. Not only the poor women, whose husbands are earning well but they need money for any work or starting any business, they can get this loan easily. For advertising this loan, salespersons visit the villages and talk to the women by themselves.

- **Loan for car, house building**

Car loans or house-building loans are nowadays very much famous. Interested persons gather knowledge about this loan by own self. The interest rate for a car loan is sixteen percent and for a house is thirteen percent. Though the car loan is available in Janata bank limited the house loan is not very frequent.

- **Loan for agriculture**

Farmers can have this loan for their work. The rate of interest for this loan is around twelve to thirteen percent. This loan is available outside Dhaka city as it is a branch-wise loan. The branches try to motivate farmers for taking this loan by giving them a piece of good knowledge about this and the pros and cons of this loan

2.4 Financial Performance and Accounting Practices

serial	particular	2020	2019	2018	2017	2016
1	Authorized capital	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00
2	Paid up capital	23,140.00	23,140.00	23,140.00	19,140.00	19,140.00
3	Total capital (Tier-I+Tier-II)	60,169.13	58,075.81	54,322.81	44,596.31	43,189.82
4	Required capital	59,862.09	57,930.50	53,823.05	44,341.90	40,408.89
5	Surplus/(shortage) of capital	307.04	145.30	499.75	254.41	2,780.93
6	Capital to Risk Weighted Asset Ratio (CRAR)	10.05%	10.03%	10.09%	10.06%	10.69%
7	Total assets	1,043,311.18	895,387.08	866,046.48	805,988.41	778,603.91
8	Total deposits	824,007.96	691,409.37	675,548.46	649,440.78	641,819.15
9	Total loans and advances	605,351.70	548,473.94	533,707.17	459,580.05	403,037.41
10	Total contingent liabilities and commitments	113,491.58	85,918.92	94,744.23	120,881.92	105,174.55

11	Credit deposit ratio	73.46%	79.33%	79.00%	70.77%	62.80%
12	Total classified loans	137,362.19	146,033.38	179,984.47	75,995.50	59,359.80
13	Percentage of classified loans against total loans	22.69%	26.63%	33.72%	16.54%	14.73%
14	Import	186,289.00	210,957.20	220,413.70	143,582.20	126,650.00
15	Export	93,005.70	97,398.20	114,681.00	139,920.90	154,454.20
16	Foreign remittance	78,144.30	75,532.10	76,078.10	72,022.00	90,081.80
17	Income from investment	18,560.29	11,664.06	11,350.63	14,414.82	16,597.90
18	Operating profit	9,809.76	7,093.66	9,788.97	11,369.48	10,038.29
19	Profit after tax and provision	143.18	246.44	248.98	2,686.50	2,605.48
20	Provision kept against loans and advances (G+S) including OBS exposures	44,736.83	39,296.98	33,920.65	29,614.04	24,869.90
21	Provision kept against classified loans and advances	31,637.03	31,309.38	30,804.01	23,910.51	19,914.24

22	Provision surplus/(deficit) against loans and advances	88.59	62.33	0.90	59.39	251.56
23	Cost of fund	6.37	6.63%	7.10%	7.28%	8.05%
24	Cost of deposit (%)	4.14%	4.26%	4.34%	4.47%	5.49%
25	Average return on loans and advances	5.76%	6.40%	7.15%	8.04%	8.54%
26	Interest spread	1.61%	2.14%	2.81%	3.58%	3.05%
27	Net spread	0.88%	0.69%	0.91%	1.02%	1.48%
28	Earning assets	772,195.80	622,101.79	568,956.07	610,004.45	605,444.04
29	Non-earning assets	271,115..37	273,285.29	297,090.42	195,983.96	173,159.87
30	Return on investment (ROI)	9.08%	6.89%	8.37%	6.90%	7.19%
31	Return on assets (ROA) after tax	0.01%	0.03%	0.03%	0.33%	0.33%
32	Return on equity (ROE)	0.28%	0.49%	0.46%	5.23%	5.22%

33	Earnings per share (EPS) (in BDT)	0.62	1.06	1.17	14.04	13.61
34	Net operating income per share	42.39	30.66	46.20	59.40	52.45
35	Net assets value per share (NAVPS) (in BDT)	222.57	217.23	235.77	268.36	260.66
36	Net operating cash flow per share (NOCFPS)	320.00	63.46	(151.15)	(167.99)	103.13

In an overview Janata Bank Limited is doing well. As a government bank they are doing well because of the pandemic and some others issues people are less motivated to deposit money in the bank. But at the same time from past 3 years surplus of capital and the weighted average ratio is quite high, but at the same time, total deposits and loans are maintaining their balance here.

In this Pandemic Janata Bank is doing great in managing incoming remittance income. By doing this service Janata Bank is providing a great example of contribution to Bangladesh's economy. And also, as I said due corona has a driven a big impact, as a result, it hampers of export and import of financial issues. One of the big reasons for the corona pandemic and also the number of banks are providing the same facility so this is also an issue of decreasing the amount of this service money.

Janata Bank has been making some profits from investment and from operations as well but at the same time, the profit after tax pay is quite decreasing day by day. So, Janata bank has to increase its service credibility and profit as well.

And if we look at Janata Banks Return on investment (ROI), Return on assets (ROA) after-tax, return on equity (ROE), Earning per share (EPS) (in BDT), Net operating income per share is

quite satisfactory. But not up to the mark. These ratios are being fluctuated every year. Janata Banks management and financial operation should be more effective than they could margin this ratio positive growth.

2.5. Operations Management and Information System Practices

Janata bank use OMIS, a software application. It is a web based application. It works as auto as the daily prepared report and every update is shared with the other branches and head office at a time. It does not require any other works. Every branches provides their updates in this software and other can check in terms of their need.

2.6 Industry and competitive analysis

2.6.1. SWOT Analysis of Janata Bank

SWOT is the abbreviated form of Strength, Weakness, Opportunity, and Threats. It gives an overview of the overall company's situation. It can identify the external and internal factors that whether it's good or bad for the company. The internal environment analysis can tell about the weakness and strengths and the external environment analysis can find out the threats and opportunities.

Strength

- The customer base is large as it's a reputed bank
- It has a satisfactory asset
- There is no crisis about the fund
- Overall regular performance of the employees is positive and strong
- Staffs have a good co-operation and co-ordination among them
- Also, the location of the branches of this bank is very attractive
- It has always the support of the government because it is a national bank

Weakness

- Technological resources are not enough
- The salary structure of the employees is very low

- The customer service can be good cause it has less focus from the management
- It has a lacking in the training of human resource employees
- The credit and marketing policies are not structured
- The head office and the branches are facing problem in co-ordination

Opportunities

- The intentional areas are expending
- It has a quiet opportunity for expanding all over Bangladesh
- It gets government support if any kind of fund crisis happens

Threats

- Foreign banks
- A weak system of loan recovery
- Not properly practiced policies
- Cannot adapt to changes because of flexibility lacking
- The other banks are adopting the technological innovations

2.7 Conclusion

In the banking sector, the most potential bank is the Janata bank. This bank has so many products and customer services which are helping the customer always. The management comity is well trained and consists expert managers. This bank offers quality full services to its clients. It also gives social services to fulfill the social responsibility.

2.8 Recommendation

As Janata bank has some lacking in some sectors, it can be solved by well maintaining.

- **Conducting training:**

As Janata bank has elderly people as their senior officers, they do not know how to operate computers or digital software. Sometimes the employees from the IT sector cannot find out the problems of the software and hardware faced by the

officers. So, conducting training for all, about computers and other equipment can be beneficial for Janata bank limited. Thus, their expertise will be increased.

- **Update equipment:**

Some branches of Janata bank are very old. The equipment like computer, the printer does not work well. Updating all these parts or changing the computer will increase the work efficiency.

- **Increasing promotional activities:**

Janata bank should have a new market policy to be more faithful to their customer. The management committee of Janata bank has to give more importance to the advertisement. They should increase television advertisements, billboard advertisements, newspaper advertisements, and so on. The seller who works in the rural area by doing person-to-person advertisement should be more trained about the schemes.

Chapter 3

Project part

3.1. Introduction

Education is helpful for us to know about the real world. Though we learn about the real world from our school, college, or other educational institutes, generally it is just theoretical knowledge. As theoretical knowledge cannot teach us about every little thing about this real-world, practical knowledge plays a significant role to minimize this problem. No alternative has been found for practical knowledge. This practical knowledge can be gathered by practical classes, field trips, and also by internships. In our four years of university life, we learned about so many business strategies, models, and the works of different positions in the workplaces.

BRAC university offers us to join an internship program at the end of our BBA courses. This contains 4 points and counts as a course named BUS400. We have to join as interns in different organizations or banks. I got a chance in the Mohammadpur corporate branch of Janata Bank as an HRM intern. My internship was for three months. The experiences I got from this internship program, are written by me as a report named "Research on general banking and the functions of Janata bank".

3.1.1. Background

I worked in the general banking section of Janata Bank Limited. So, I got the chance to see the services of this bank. In this chapter, I am going to discuss the services offered by Janata bank Limited and also some of the processes regarding this service. Also, the data collection method, findings from my experiences, and some recommendations for Janata Bank Limited are going to be discussed by me.

3.1.2. Topic

“Research on general banking and the functions of Janata bank.”

Objective

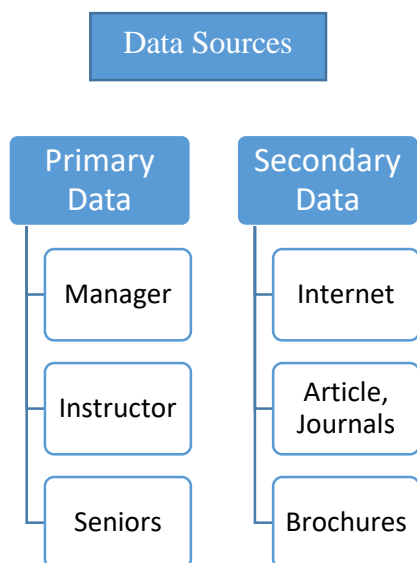
- To present the overview of the general banking of Janata Bank Limited.
- To find out the challenges of Janata Bank Limited.
- To find out the scope of improvement in the functions of general banking of Janata Bank Limited.
- To gather experiences about client handling in Janata Bank Limited.

3.1.3. Significance

After reading this report, a reader can have a basic idea of general banking and the functions which are served by Janata Bank. People, who want to know about the product and services of Janata bank can be helped by this report. And in this report, there are some findings of the bank and some recommendations which can be effective for the bank.

3.2. Methodology

This report is representing some information which is collected by me. I collected that information from internal and external sources. The time I worked as an intern was for three months. And in between these three months, I tried to gather information regarding this report from my seniors and the manager. We can divide the source of data into two different sections:



3.2.1. Primary sources

Taking interviews and observation from my work experience help me to gather information's and I try to take suggestions from the officers and employees also. My manager Tania apu was very humble and told everyone to help me by showing me all the work. As I was working in the account opening section, she told me to sit beside the other sections like the loan section or account section to know how they work.

3.2.2. Secondary data

For secondary or external data, I try to use the brochures which I collected from Janata bank and Wikipedia. Also, I try to find information from Janata bank's website. But as being confidential, I cannot find suitable information's for my report from the internet.

3.3 Services offered by Janata Bank Limited

As my topic is general banking, I will talk about the services offered by the general banking department of Janata Bank Limited. There is a proverb that goes that the heart of all kinds of banking activities is general banking. It is the important and busiest department. This department makes cash transactions, mobilizes funds, clears a check, and also the accounting activities are done by this department. We can tell this section is retail banking. Because it provides services every day, except the holidays. Janata Bank Limited's general banking section has some co departments; they are given below:

- Account opening section
- Cash section
- Deposit section
- Clearing section
- Remittance section
- Account section

3.3.1 Account opening section

Though this section is known as the account opening section, it has to do some other works also. Like closing account, transferring account, etc. and any kind of problems related to accounts, the officer from this section try to solve the problem. Sometimes the customer claims

that they are not getting the messages related to their account in their number. Then the officer finds out the problems, generally, the numbers are not updated or the space of the customer's phone is not empty.

Opening of accounts

Janata bank requires an opening account for starting a transaction. As the bank wants to be sure about the customers that they will continue using their account for money transfers and will not close their account soon. So, the bank needs some information about the customer and eligibility to open an account. For opening an account, the customer has to be the local people. For proving that he is from that area, the customer needs to show his electric bill's photocopy. And need to be above 18 years old. If these conditions are okay, then the customer has to fill up a form with true information like;

- Account holder's name, mother's name, father's name, citizenship, date of birth, religion, permanent address and present address, signature, etc. have to fill up with real information.
- The nominee's information is very important for a personal account.
- An account holders' introduction.

After submitting the form, some papers need to attach to it. They are given below:

- 2 copy passport size photographs of the account holder
- 1 photocopy of voter ID card
- 1 copy passport size photograph of the nominee

Then the officer who works on this account opening section inputs the data into the software. After opening the account, the officer will give a deposit book and a checkbook. These are the steps to open a bank account.

Account transfer

Sometimes due to personal problems or changing addresses, customers wanted to transfer their accounts. For this, they have to show eligible reasons to the bank. After approval, the account opening form and all the paper along with the attachments are sent to the desired branch of Janata Bank. This action does not need any charge.

Account closing

Just like opening an account, there are some procedures and rules for closing an account. The bank and the customer both can close an account. The circumstances are given below:

- The customer has to give notice to the bank
- If the customer is dead
- The insanity of the customer
- Order from the court of law
- If the account does not have any transaction in six years
- If the minimum balance is not present in the account

3.3.2 Cash section

Exchanging cash with the customer, such as receiving cash or making the payment is considered an important function to a bank. The officers doing this cash-related job are called cashiers. He has to be helpful to the customers. Because the impression they give to them is very important for the reputation of the bank.

Cash receiving

When the customer deposits their money to the bank, this is received by the cash section. The cashier credited the amount in the ledger book of the customers. There are some formalities which are followed by the bank due to this work. They are given below:

- At the counter, the customer gives the deposit slip and the cash
- The cashier receives the deposit slip and cash, then makes an entry into the register book.
- After that, the cashier counts the money and makes an entry in the cash book.
- When the banking hour ends, in the cash receipt register, a trial balance is made on the customer name.

Cash payment

In this section, the check is received and the amount is given to the customer. This is called the honoring check. This also has some formalities which are given below:

- After taking the check, the cashier took in the register and issued the check.
- After that, he verifies the customer's account as if he has the amount in his account.

- Then he checks the customers signature
- After all that procedures, the cashier gives the money to the customer and enters it into the cash register.
- At the end of the day, they make a trial balance to make the accounts up to date.

3.3.3. Deposit section

Banks are mainly dependent on the deposit sector. These are important for the commercial business. There are mainly two types of deposits such as demand deposit and time deposit.

Demand deposit

Janata bank accepts demand draft by opening an account of current account, savings account, or special notice deposit account.

➤ **Current account**

The account holder can deposit or withdraw their money from their current account whenever they want. But this account does not provide any interest to the account holder. Nearly 10,000 taka has to be a deposit for opening this account and have to maintain a least this kind of amount.

➤ **Savings account**

An account holder can withdraw 10,000 money or 25% of the amount remaining in his account, in a week. If the account holder needs more than that he has to give early notice to the manager. Without giving notice or taking money two times in a week may lead him to not getting any interest at that month. The initial amount of this account is 100 takas. In June and December, the bank gives interest to the savings account yearly on the average amount of the account.

➤ **Special notice deposit account**

This account is also known as an SND account which is like a current account. The main difference is these accounts are owned by companies, firms, or government bodies like DC, TNO, etc. moreover this account gives interest on the deposited money. 4% interest is given on less than 1 crore taka. 4.25% interest is given on more than 1 crore but less than 25 crore taka. 4.50% interest is given on more than 25 crores but less than 50 crores. 4.75% interest is given on more than 50 crores but less than 100 crores taka. Last but not the least, 5% interest is given on more than 100 crores taka.

Time deposit

Time-related deposits are called time deposits. Such as Fixed deposit receipt, Deposit pension scheme, Sundry deposit, and also the Janata bank limited saving pension scheme. These deposits are famous among the clients. Because they can save their money by depositing them for a fixed time period and after the time, they can get their deposited money along with the percentage given by Janata Bank Limited.

➤ **Fixed deposit receipt**

The short form of this account is FDR. People have known this account as FDR but they did not know the full form of this account. These accounts are mostly used for depositing their money for a long period of time and getting a good amount of interest. As the deposits are time-related, when the timeline is over people can get their money with all the interest. The customer is not allowed to take out the money before the fixed time period. As Janata bank allowed their customer to withdraw their money after giving notice within 7 days, people are more interested in opening FDR in Janata bank instead of other banks. For opening an FDR account one needs to do some work like filling up the FDR form, getting the FDR card, and submitting one attached photo of the nominee. And the form needs to fill up with some information such as the amount in word and also in figures, the timeline or period, name and address of the beneficiary, the interest rate, nominee's information, applicants address, the signature of the specimen, and in case of joint account some special instruction. FDR is considered as a non-Negotiable instrument and a banker is bound to give the money back with the interest after fulfilling the period. FDR does not require any checks. Janata banks interest rate for FDR is given below:

7% for one month, 7.5% for 3 months, 8.5% for 3 months to 6 months, 9% for 6 months to 1 year, 9.5% for 1 year to 2 years, and last but not the list 10% interest rate for 2 years to 5 years.

➤ **Deposit pension scheme**

The short form of this deposit pension scheme is DPS. For opening the account, the minimum charge is 100 takas. When the period ended, the depositor can take out the money which is known as withdrawal of money by monthly or all at a time. They have to deposit an exact amount every month. And it has to be within the first week. In this account, the number of

nominees could be more than one. The interest will give in the monthly rate. This deposit is helpful for elderly people. Like they could deposit the money at their young age and then can take the interest to make their livelihood when they could not do works for their age issue. Moreover, when a depositor deposits a certain amount of money in the bank account, the money will utilize properly. After getting a big amount of money, one could bear the expenses of their children's marriage ceremony, buying a car or flat or can be used for higher studies.

➤ **Sundry deposit**

This is for bank employees. General people are not allowed to open this deposit account. CBA is the popular scheme from the sundry deposit which has an 8% interest rate and it is one kind of fixed deposit. It also has EDS or educational deposit scheme which contains an 8.5% interest rate and it can be continued for 4,6,8 or 10 years. There is another scheme named MDS, it is a five years-long scheme and the interest rate for this account is 8%.

➤ **Janata Bank Limited Saving Pension Scheme**

This scheme is Janata Banks' special scheme and is known as JSPS. It is more likely as a depositing scheme. For 5 years of depositing money, the bank provides 9% interest and for 10 years, the bank provides 9.5% interest. In June, the interests are given to the accounts.

3.3.4. Clearing section

An important department is the clearing section. The bank needs this department more than the others to run the bank smoothly. Customers who get a check, demand draft, or pay order, etc. from other banks can get their money from Janata bank through this section. For doing this job, Janata bank does not take any fees from the customers. For this clearance, it takes a minimum of one day because the check is sent to head office to know if it can be passed or cannot be. After that, this amount of money is credited into the account holder's account. There are two types of the clearing. One is the outward clearing. When a branch is inside of the clearing zone but has to do that collection through the house of clearing is called outward clearing. Another one is the inward clearing, when another bank's instrument is given on Janata bank is called this clearing.

3.3.5. Remittance Section

This word means sending money through post or telegram from one place to another. But now, banks are extending this by receiving money from other branches or making payments from any branches within the country. Remittances are mainly two kinds like inward and outward remittance. With these facilities, customers can make money all over the world without any fear of losing it. It is a safe way to transfer money and for taking this risk instead of the person, the bank charge commissions and also ensure the payments for their customer. JBL has its branches all over Bangladesh and it has also some overseas branches. The modes of remittance can be categorized in some categories which are given below:

- Demand draft
- Telegraphic Transfer
- Payment order
- Mail transfer

Demand Draft

Janata Bank has this facility for transferring their customer's money to another place. This can be an issue for the customer who wanted to pay a fixed amount to anyone by buying this product from a particular bank. The payee will withdraw the money from the branch. Such as for remitting funds from Dhaka to Chittagong, DD is the best option for anyone.

Demand draft cancellation

For canceling an issued demand draft, one has to make an application, and then the branch issues a request letter. It will mark as DD lost/cancel in the register. The commission account will be credited from the commission account.

Duplicate demand draft issuing

In case of losing a Demand Draft, a duplicate demand draft can be issued by the issuing branch. For issuing this, some area needs to be considered by the following branch, which is given below:

- The signature of the client must be verified
- The client must give an identity bond

- A clearance paper from the paying branch to be confirmed that the demand draft is paid
- The paying branch should receive demand draft cancellation draft
- In red ink, the duplicate word is stamped in the duplicate demand draft

Mail Transfer

If a customer has a previous account in Janata bank, he can use a mail transfer facility for sending money. The remitting branch gets the deposits with a small commission. This instrument is non-negotiable and generally, the customer does not get that in hand. Instead of handing it over, it sends to the concerned branch through the post office. It is safe and cheaper than the other equivalent system. Moreover, it is effective for international or foreign remittance. The procedures for payment is given below:

- The issuing branch directly gets the mail transfer by post without the presence of the payee.
- The paying branch ensures the account numbers of the mail transfer with the maintained account from the issuing branch.
- The signature verifying by the paying branch
- The mail transfer is entered in the register of DD, MT, TT.
- In this case, no commission is being charged
- After clearing everything, the voucher is being credited

Telegraphic or telephone transfer

Telegraphic/ telephone transfers short form is TT. It is the fastest system for remitting funds from one branch to another from the same bank. Though it can be remitted from one branch to another it cannot be done from one bank to another. The procedures for telephone transfer need to maintain some formalities. The formalities are the same as mail transfer and demand draft. 20 taka is charged as commission for the telegraphic transfer. Telegraphic transfer does not need any paper to send to the paying branch, instead of this, they just use the telephone to make the surety for the transfer. Telex or fax can be used for the same work and it is quite useful for this kind of money transfer. The issuing branch and the paying branch make communication between them via the head office. When the issuing branch gives the paper about the telephone transfer the paying branch started decoding the code and after obeying everything, the paying branch gives the payment to the payee.

Issuing of pay order

Pay order should be paid by the issued branch of the bank. For issuing pay orders, the clients have to submit the application form and deposit money. After that, the register book should be maintained by the bank office where the name of the payee, date, and pay order does not have to be mentioned. Then the instrument is prepared by the officer. When the register book is ready, the customer has to do a signature on it.

3.3.6. Account section

The account section of Janata bank has to work so hard that their work started with the first transaction of money and ends with summing up all the work. When the transactions are made, they are updated in the software, but not in the ledger to be fast. So that the customer in the query does not need to wait for so long. And at the end of the banking hour, the cashiers started to make the ledger carefully. This department's activities are huge. The statements for a week, months are prepared by this department. For any query from the management, this department has to always be ready to deliver the answers. Furthermore, the transactions from every department are recorded from this department. The accounting department makes the salary statement and pays the employees. Also, the budget is prepared from this department for the branch.

3.4. Findings and Analysis

Janata Bank's Mohammadpur branch is a corporate branch. So, it remains very busy most of the time. Though the employees are very friendly I found some certain problems regarding their products and services. They are given below:

- **Non-understandable forms:**

Sometimes customers could not understand the account opening form. The elderly customers got confused about the form as they have a lot of options to fill up. Though the officers who have the responsibility to open accounts, try to help the clients by giving marks on the suitable options for the clients.

- **No central file transfer service:**

The peons and sometimes the officers have to transfer the data and the forms along with the issue books from branches to the head office and vice versa. In this case, sometimes the papers get lost. Due to heavy rain, natural disasters, important files may get ruined.

➤ **Lackings in loan section:**

The loan section of Janata Bank Limited is facing some problems regarding its loan services. Usually, they do not want to provide loans because they do not have the ability to pressurize the loan holder to give back the amount. As they do not verify the information given by the loan person who wanted to take loans, they do not have the correct address to find out the person. Janata Bank Limited has many payments in due because of the loan service.

➤ **No proper promotional activities:**

Though Janata bank has some promotional activities like having schemes, the clients do not know about those schemes much. Person-to-person advertisement is not enough to make a new client. So, the new generation is not aware of the services of Janata Bank Limited.

3.5. Summary and Conclusion

Janata bank is one of the largest banks in Bangladesh. It has a good amount of products and the services it provides can satisfy the customers. The internship that Janata Bank is offering to the interns, is full of theoretical knowledge as well as practical knowledge. In this three months of internship, I got brief about every department of the bank. Though because of some rules and regulations, I could not get the whole experience about banking. As my objective was to know about handling clients, I used to observe how my seniors behave with their clients. As working regularly, I find out some problems and also some ideas to deal with the problems. Clients are the main focus of Janata bank limited. As Janata bank does not do much marketing for itself, person-to-person marketing is the best way for this bank. It mainly depends on the reputation and the services. If a customer has to wait in the waiting line for so long, they will lose interest in taking service from this bank again. Janata bank limited Mohammadpur branch have to face working pressure in the salary days of the city corporation. I used to write slips for them because many of them are illiterate. So they need help writing up their check.

In the banking industry, Janata bank is the name of the trust. And it tries to give all the services that a client needs. House loans, car loans, and even loans for agriculture are issued by Janata bank limited. Janata bank also provides schemes for industrial activities. It works for the development and wellbeing of this country by doing CSR projects. Janata bank helps people to make their savings. It helps people to start their own business. By launching new branches, Janata bank creates employment opportunities for many people. It helps to gear up the economy of Bangladesh. Janata bank limited will be the leading commercial bank of Bangladesh and also in South Asia, soon.

3.6 Recommendation:

After three months working at Janata bank limited, I find out some recommendations for this bank. By following this recommendation, the bank can be more efficient for the customer and the employees.

- **Rearranging customer service:**

The employees and officers should get training regarding customer service. They should have trained up with the new findings. They should adopt a good operating system that can fastest their working speed.

- **Upgrade form:**

The forms for opening an account have two sections. One for the clients and one for the bank officers. These two sections should be separated into two colors. The client sections could have black lettering and the banks section could have red lettering. So that the bankers can tell the clients to fill up only the black section.

- **Improve loan system:**

The loan system of Janata Bank Limited should be improved. The proper information of the clients should be documented properly. They should charge less for issuing the loan. The website of Janata Bank Limited should have all the information about loans. So that the clients could have knowledge about each and every detail about the loan and can take a loan from Janata bank limited.

- **Arranging a document transfer service:**

As the branches are having difficulties exchanging the files and other documents with the headquarter, Janata bank limited should have arranged a transfer service with proper security like a money transfer service.

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