



Daffodil
International
University

Foreign Exchange Operations of Janata Bank PLC.

SUBMITTED TO

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Letter of Transmittal

Date: November, 2024

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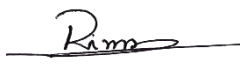
Subject: Submission of Internship Report on Foreign Exchange Operations of Janata Bank PLC

Sir,

I am glad to have finished my internship report and hereby ready to hand my report on **“Foreign Exchange Operations of Janata Bank PLC**. I Visit to Mirpur 10 corporate Branch I have been able to enjoy working environment in the Janata Bank PLC., Mirpur 10 corporate Branch. In the process of writing my report, I have made an attempt to provide all those things which I have seen there.

I have greatly enjoyed the general work throughout my internship days that are imbued with loads of description of practical knowledge. It is on this basis that this report and all the forms of important information that may be required of the internship is being sent to you in order to have it evaluated. I hope that you will not regret my work.

Sincerely yours,



Naimur Rahman Rimon

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Student Declaration

This declaration confirms that my supervisor was in charge of the preparation of the internship report on the "Foreign Exchange Operations of Janata bank PLC.: A Study on Mirpur 10 corporate Branch" which was submitted to get a Bachelor of Business Administration (BBA) degree.

Submitted to **Dr.Nurul Mohammad Zayed**, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. This paper is completed due to my academic requirements. I have done all within my capability to make this report accurate and educative. I was able to complete this report due to the knowledge and experience I acquired during my internship at PBPLC.

Yours Sincerely,



Naimur Rahman Rimon

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Approval Certificate

It is confirmed that Naimur Rahman Rimon, ID 221-11-1646, BBA (Major in Finance, is a normal student at Daffodil International university in the Department of Business Administration, Faculty of Business and Entrepreneurship. He went through my close supervision after finishing his internship in Janata Bank PLC in order to prepare him to take this internship.

"Foreign Exchange Operations of Janata Bank PLC.: A Study on Mirpur 10 corporate Branch" is the topic of her internship report.

After reading the report, I believed it was well-written. He finished the report all by himself. I hope the best for his.



Dr.Nurul Mohammad Zayed

Associate Proffesor

Department of Business Administration,

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Acknowledgement

To begin with, I would like to thank the Almighty because I found it successful to complete this report in due time and all the incidences I had to experience, in preparing this report. Another significant feature of BBA Program is the Internship program since one is able to acquire the real Knowledge within the span of three months by observing and working in the organization of his/her choice (In this case my internship was planned in Janata bank plc. Foreign Exchange Corporate Branch, Dhaka). I am very glad to be able to show my profound feeling of gratitude to the honorable intern supervisor **Dr.Nurul Mohammad Zayed**, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University to provide me with the chance to have the practical experience with theoretical background. I would like to warmly thank Mr. Mohammad Mostafizur Rahman, the Executive Officer, Janata bank, Foreign Exchange, Mirpur-10 Corporate Branch, Dhaka who took his time to assist us in providing information and time.

Finally, I would like to pay my gratitude to my respected teachers, Department of Business Administration, Daffodil International University (DIU), Dhaka, friends and associates for their help and cooperation during my Internship program.

Executive Summary

In Daffodil international university (DIU) students are expected to undergo an internship at the end of BBA program, so as to gain some practical experience in the real business world. This internship is a bridge between whatever one may have learned in theory and what he or she has in real life.

This report presents a report on my internship experience at Janata Bank PLC (JBPLC), that is one of the largest commercial banks owned by the state in Bangladesh. The commercial banks form a fundamental part of the economic growth of the nation and with the Janata Bank, the country stands to gain a lot since it gives many banking services, a contributor in social and development programs, and supports government programs.

Janata bank PLC is highly involved in foreign exchange activities whereby it maintains huge volumes of export, import and remittance transactions. In that case, one should be aware of its General Banking and Foreign Exchange business.

This internship report is intended to provide a clear overview of foreign exchange performance of Janata Bank PLC, review its operations and also the analysis of the areas which can be enhanced. It is based on primary and secondary data, and the report states the role played by the bank to the foreign exchange earnings due to export, import and remittance services.

The report has been presented as in the following sections: Introduction, Organizational Profile, Foreign Exchange Operations, Import, Export and Remittance Activities, Findings and Analysis, Recommendations and Conclusion.

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Chapter 1: Introduction

1.1 Background of the Study:

Every student enrolled to the Bachelor of Business Administration in Daffodil International University (DIU) is required to complete a three month internship program as a mandatory requirement of the BBA Program with the aim of attaining hands-on experiences regarding the current business world. At the end of this internship program every single student will be required to produce internship report that states what he or she had done in the internship program. As much as total BBA program has an outstanding combination of theoretical and classroom-based learning, only this internship program enables a student to shed light on their theoretical learning in order to implement it in the real world. The report is grounded on an internship program at Janata Bank PLC. in order to acquire some practical information on the banking activities. This is preceded by practicals in the Foreign Exchange Corporate branch, Dhaka of Janata bank PLC. Every intern would be expected to complete a particular project, to report about certain activity of the organization. I will use the Foreign Exchange Operations of Janata Bank PLC as the subject of this internship report. Janata bank PLC. is involved with nearly all the activities of the Banking. One of the major activities of Janata Bank PLC is Foreign Exchange activity. It is therefore the reason why this topic was selected,(Ahmed & Alam,2022,Bangladesh Bank 2024).

1.2 Rational of the Study:

My supervisor Dr.Nurul Mohammad Zayed, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University is the assign of the report. The report is on the performance of Janata Bank PLC in terms of foreign exchange. Through such a study we are in a position to improve our knowledge and ability to utilize different methods of research in our professional life or in higher educational life. Through this we will be able to increase our acceptability in the job market as well as build our real life knowledge,(Alam & Rahman,2023).

1.3 Objectives of the Report:

Broad Objective:

- 1.The broad objective of this report is to describe foreign exchange operations of JBPLC.

Specific Objectives:

1. To study how remittances are handled.
2. To be aware of the different documents and procedures that are involved in banking services of International trade.
3. To see how Janata Bank follows Bangladesh Bank rules in foreign exchange.
4. To show the financial performance of JBPLC regarding import, export and remittances during 2020-2024.

1.4 Methodology:

Preparation of the report has been made basically through the practical work experience at the branch. Variables: I took, import, export, remittance and profit data of Janata Bank PLC for analytical use, (Janata Bank PLC, 2024).

Data Analysis: I have done an analysis of the Data to determine the required information. To determine how foreign exchange affects the profitability of Janata bank, I used trend analysis, Correlation and Regression analysis. To present the report, I have used requisite number of table, chart, and graph. Computer program such as Ms-Word, excel or any needed computer program to process the data. Statistical Tools I applied least square method of Trend analysis and Karl Pearson method of coefficient of correlation. Statistical information and using this analysis of data the final report is drawn.

Sources of Data I have used information that was gathered from only secondary sources to complete my report.

Secondary Sources:

The the information was gathered under the secondary sources:

1. Annual Reports of Janata Bank PLC. 2020-2024.

2. Balance sheet and other records of Janata Bank PLC. Periodicals Published by Bangladesh bank.
3. Various books. Articles, in relation to Foreign Exchange operations.
4. Articles written on Banking. Websites on Banking and international trade.
5. Janata Bank Website.
6. Relevant paperwork concerning the study availed by the officials.

1.5 Limitations:

The study has certain limitations. These constraints are listed below: Bank is an advanced business industry. Bank would not be interested to sell me confidential information. Time is one of the noteworthy constraints of such a report.

- At times data gathering is not convenient or time-consuming to collect primary data. Another limitation of this report is that the policy of Bank does not reveal certain data and information due to apparent reasons, which might have been of great benefit.

Other officials are not quite cordial enough in amassing practical knowledge.

Chapter-2: Overview of JBPLC

2.1 On the background of Janata Bank PLC

Janata Bank PLC. is suggesting you visit the world of dynamic management of an account in Bangladesh. It may be a so-called commercial bank of a state and is catering to the requirements of the mass trade persons. It was corporatized in 2007. The modernized concept of deliberate putting money second or increasing and expanding money needs on planned and intended financial progress of the nation were born by Janata bank. The trust and their devotion to us has given us that advantage over others to win this trust in keeping their cash in the right kind of keeping money channel that is safe. One of the commercial banks that were state owned in Bangladesh was Janata Bank PLC.

It also has its trade with 4 branches abroad with a total of 912 branches in the country with its large family of 11,849 (As on 01.02.2019)workers where its trade is based at the main hub of capital city Dhaka, Janata Bhaban at Motijheel C/A. The Bank has Store BDT

675,548.46million.4725749.17million and Authorized capital BDT 30,000 million and Paid-up Capital BDT 23,140 million by the end of 2018. The 2 nd biggest (in terms of Deposits/Assets) commercial bank in Bangladesh, Janata Bank PLC., is a corporate organization, which has a long history of creditworthy administration to the community since her bank immediately after the appearance of this fertile rich alluvial land as free, independent state.

The commitment of the Bank to the national economy and social change has set the yardstick so high that no other individual in the same business can but be tempted to attempt to heights of success that JBPLC has reached. A higher value of high honor is that the input, dedication, and achievement of the Bank has been mentioned by multiple reputable honors of national and other global bodies,(Janata Bank PLC,2024).

2.2 Mission of Janata Bank

Through a stable growth process, communicating superior quality budgetary facets, offering exceptional customer value by a proficient management group, and delivering enormous corporate management in all phases of sustaining money web, Janata Bank PLC. will be an effective business bank. The mission will include some particulars as follows: To be in position to participate adequately in the socio-financial growth of the country by Conducting any commercially viable banking organization. Issuing credits on viable borrowers. Delivering an acceptable payback to equity to the owners.

2.3 Vision of Janata Bank

To become the successful largest commercial bank in Bangladesh to play the part in socioeconomic development of a nation and to become a top bank in South Asia.

2.4 Values of Janata Bank Janata bank plc.

Holds the following values and will be affected by them in the implementation of their job. □

Conducive and enabling working environment that is honest.

- Be very customer centred and customer relationship based on integrity, high quality service and mutual benefit.
- Ambition to achieve profit and sound growth. Serve the best interest of their owners Slaughter and five in the effort to meet business innovation and betterment Value and respect people and make decisions based on merit. Performance-based and base recognition rewards.

Trustworthy, dependable and can be relied upon to do all that is legal.’

2.5 Corporate and Social Responsibility.

Corporate Social Responsibility (CSR) has emerged as a significant model of the manner in which firms relate to the society. Businesses are no longer interested in making profits alone and are now concerned with the impact of their behavior on the customers, employees, shareholders, communities and the environment. CSR is not only a duty but a desire to make organizations offer a better way of life not only to their employees but also to the general population.

CSR is one of the elements of responsible and sustainable operations that Janata Bank PLC acknowledges. It is one of the biggest state-owned commercial banks and provides a contribution to the social development promoting education, infrastructure, and environmental programs, as well as any other community requirements. The bank has also established the provision of interest free loans to poor and the marginal farmers which shows its commitment to better the lives of the disadvantaged groups.

Field of CSR

To the policy, the CSR activities are conducted in the following areas:

□ Education and Research □ Health and Treatment.

- Poverty Reduction and Rehabilitation.
- To pay interest on loans of the poor and marginal farmers and in the leather sector business.
- History, Culture, and sports.
- Information Technology.
- Natural Calamity.
- Protection of Environment.
- Miscellaneous.

2.6 Janata Bank PLC corporate culture.

The bank has emerged with a powerful corporate culture that determines how the employees think, behave and react to various circumstances. This culture has been developed organically as time went on due to the common behavior and experience as opposed to being imposed. It helps the employees to focus their actions to meet the objectives of the bank and those of the clients.

The positive corporate culture is helpful in the long-term growth strategy of the bank and impacts the decisions made in every direction. It interferes with the hiring, compensating and managing the employees and how the organization recognizes risks and opportunities. The powerful culture will also assist in attracting individuals with common values and working styles. With time, it has the potential to make an employee positive and minimize the necessity to implement strict rewards to make the employee behave responsibly.

2.7 Operational Network Organ Gram.

Similar to any other organization of commerce, the making of all the major decisions of Janata Bank is the foremost responsibility of the beat administration. The management includes the chairman, eleven chiefs, one CEO and MD and one company secretary. The Board of Executives nearly meets the middle and lower-level representatives with the heading and direction that they had to achieve. The chief official does not only provide the rule to the supervisors and representatives but also has the responsibility of determining.

2.8 Reward and Recognition

In 2003 and 2005, the bank has been awarded —The Banker Award, 2003 and 2005, and 2003 Asian Banking Award. 2004 and 2005, —The Best Bank Award-2006, 2007, 2008, 2009 and in 2010, —Productive Location Champion Award-2010 by Western Union due to the remarkable growth, extraordinary performance and international standard of quality of services.

8

Other than these exceptions, the bank has in recent days also been rewarding national and universal grants. These are expressed below.

- Awarded —ICAB Best Presented Annual Report Award in the year 2021 to bank. (1 st position) through The Institute of Chartered Accountants of Bangladesh. (ICAB) (ICMAB) and also got —ICMAB Best Corporate Award Best presented by Institute of Cost and Management Accountants of Bangladesh (ICMAB). The South Asian annual Report and SAARC anniversary award. Federation of Accountants (SAFA), —Citizen Service Innovation Award out of. Ministry of Finance.
- Institute of Cost and Management Accountants of Bangladesh (ICMAB) 2020 Received Best Corporate Award.
- Wholesale Banking Awards 2019, 2019;
- Retail Banking. JBPLC. won —ICAB Corporate Governance Award of The Institute of Chartered Accountants of Bangladesh (ICAB), —Asian Banking and Finance Awards 2018 (The Asian Banking and Finance Magazine, ABF).
- 2012- 2024 JBPLC. Rewarded —Wholesale Banking Awards & —Retail. Banking Awards -& -Bank of the Year Award by Asian Banking and Finance (CMG) Singapore.
- 2011-2024 JBPLC. had the largest operating profit of the SCBs.
- 2011, 2012 Winner -ICMAB Best Corporate Award 2011, 2012 - Institute of Cost and Management Accountants of Bangladesh (ICMAB),(Janata Bank PLC,2024).

Chapter-3:

Analysis of Foreign Exchange of JBPLC

3.1 Foreign Exchange:

Forex exchange or foreign exchange is the conversion or changing of currency of one country to another. It is also related to the international buying and selling of the currencies, which is almost 24 hours a day. Foreign exchange as defined under Foreign Exchange Regulation Act of 1947 consists of foreign currency, foreign deposits, credits and balances, and drafts, travelers cheques, letters of credit, as also bills of exchange which are drawn in local currency and are payable in foreign currency. The primary causes of foreign exchange are international trading, and banks can promote international trade by offering currency conversion and related services, (Ahmed & Alam, 2022, Bangladesh Bank, 2024).

3.2 Foreign exchange division

Foreign trading is one of the largest businesses that the commercial bank conducts. Close linkage between the parties involved in the trade brings down the trade between different countries. The case demands proficiency in the area of foreign operations. Such operation is done in a bank that is known as rendering international banking operation. The respects of import are mainly those transactions with foreign countries; export and foreign remittance are the subjects of foreign exchange transactions. International trade requires a movement of commodities between the cause and the effect as well as payment between the purchaser and the vendor. The bank in this instance is critical to mediate between the buyer and the seller. In the JBPLC. Mirpur-10 Corporate Branch there are five people are working there round the clock with tireless effort and teamwork the above jobs are performed in this department quite efficient skill and talented. They are controlled by the Bangladesh Bank and the respected VP of this section. It has over 70 clients and 25 countries they are dealing with. (Bangladesh Bank, 2024).

3.3 Letter of Credit

International trade involves the use of a letter of credit to guarantee the delivery of goods to the buyer at the appropriate time and quantity. In case the buyer is not able to pay the bank is liable to pay the whole amount or the balance to the seller. Since global transactions are distant, various legal regimes and lack of information between parties, the letters of credit are significant in the reduction of risk.

Documentary credit is a type of arrangement in which the issuing bank undertakes to pay the seller in case the demanded documents are provided. The bank is either responding to the request of the buyer or is doing it unilaterally. It can make direct payments to the beneficiary or receive and make

payments as drafts by the beneficiary or instruct another bank to authorize the negotiations of the documents. Documentary credits in practice resemble bank guarantees and are generally referred to as Letters of Credit (L/Cs), (Islam, 2022, Bangladesh Bank, 2024).

3.3 Types of Letter of Credit

There are Janata ally two types of documentary credit:

Revocable:

This is a kind of credit which can be revoked or caned at any moment so long as me consent of, or notice of the beneficiary. here there is a seller revocable credit and risk is involved, then the credit could be amended or cancelled and yet the goods were still going through transits.

Irrevocable:

The irrevocable credit is one of the widely used variety of documentary credit. The credit which is not revocable, irrevocable credit, varied or change/ amended credit offers more assurance to the seller of payments, but he is still subject to an undertaking of a foreign bank. Irrevocable credit can be either guaranteed or not.

3.4 Payment Modes Cash in advance:

Importer pays by full, partial or gradual payment by a foreign DD, MT or TT. Exporter will then dispatch the goods and transport receipt to the importer after the payment is received. Goods will be delivered to importer by the transport company.

Open Account:

The Exporter ships the goods and the importer is issued with transport receipt. The goods will be delivered to importer who will pay using foreign DD, MT, or TT at any given date. □

Collection Method:

These are clean collection and documentary collection. Once again, Documentary Collection can be Document against Payments (D/P) or Document against Acceptances (D/A). The procedure involved in the collection is that the exporter transports the goods and issues a draft/ bill on the purchaser. The exporter gives the draft/bill (alone or together with documents) to the remitting bank to be collected and the bank accepts this. Then the bank that remits the money transmits the

draft/bill (with, or without, documents) and a letter of instruction to the bank that collects. In its capacity as an agent of the remitting bank, the collecting bank informs the importer when it receives the draft. When the draft/bill is fully paid or accepted the title of goods is discharged to the importer. Letter of credit: Letter of credit is the most used and accepted mode of payment. It is a payment project by the issuing bank to the beneficiary, on presentation of some stipulated documents and on the meeting of terms and conditions stated in the letter of credit.

3.5 Import Business

Imports denote goods or services imported in a country. They form an important component of international trade and usually involve goods that are not produced effectively or at low costs in a country. Raw materials that are not produced in the country are also imported in many countries including oil. In the event that imports in a country surpass its exports, a country experiences trade deficit, (Janata Bank PLC, 2024, World Bank, 2023).

Janata Bank assists in the imports activities by facilitating the customers to go through the banking process and therefore running their businesses at ease.

The facilities are:

1. Import Letter of Credit
2. Post Import Financing (LIM, LTR etc)
3. Collection of imports services and Shipping Guarantees.

3.5.1 Import Procedure

Authorized Dealer, banks will always be interested in promoting the importation of various goods into Bangladesh by the foreign nations. This job is allocated to Import Section, which is under Foreign Exchange Department of a bank. And demand to import goods to serve its parties always has such requisite formalities, which are together called —Import.

Procedure.

1. Initially, the importer should seek Import Registration Certificate (IRC) of the CCI&E whereby he should present the following papers:

- Up to date Trade License.
- Nationality and Asset Certificate. □
- Company, Memorandum & Articles of Association and Certificate of Incorporation.
- Income Tax Certificate.
- Bank Solvency Certificate etc.
- Registration fee amount required.

2. The importer must then make contact with the seller outside the country in order to receive the Preform Invoice. This communication is normally done by an indenter, local agent of the seller or foreign agent of the buyer.

In addition to these other sources are:

- Trade fair.
- Chamber of Commerce.
- Evangelical Foreign Missions in Bangladesh.
- Journals etc.

3. The importer accepting the Preform Invoice takes a purchase contract with the exporter specifying terms and conditions of the import.

4. Means of payment is settled between the seller and importer after the purchase contract has been made. An import process varies depending on the modes of payment. The available ones are Cash in Advance, Open Account, Collection Method and Documentary Letter of Credit. In the majority of the cases, import payment in our country is performed by the Documentary Letter of Credit. Purchase Contract has what payment procedure must be used.

3.5.2 Comparative Analysis of Total Import of JBPLC.

Year	2020	2021	2022	2023	2024
Total Import	176,671	144,556.80	147,181.80	126,650	143,582.20

Table 2: **Comparative** Analysis of Total Import (2020-2024) (In million)

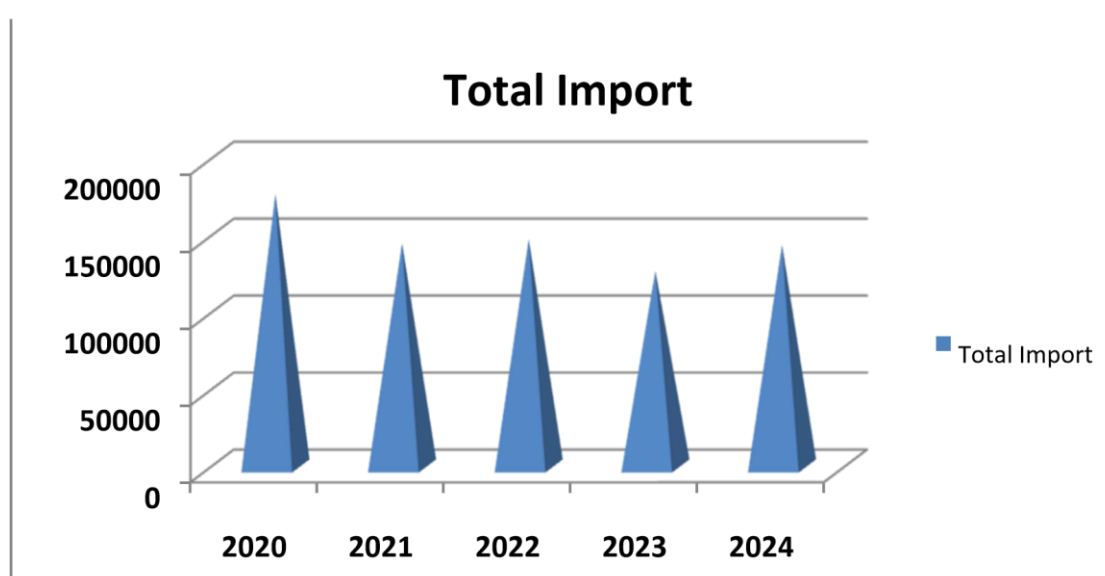


Fig 03: Comparative Analysis of Total Import (2020-2024)

Interpretation – Overall import in FY 2024 stood at USD 43491 million which is record high because of higher amount of wheat import along with increase in other food grain as a result of flood in 2024 but JBPLC. failed to catch the market here. We see that amount of import was high in 2020 but from then it has been gradually decreasing though it took a rise in 2024.

3.5.3 Comparative Performance of JBPLC. among Nationalized Commercial Bank in Terms of Import in 2024

Nationalized Commercial Bank	Taka(In millions)
Rupali Bank PLC.	80650
Agroni Bank PLC.	110250
Sonali Bank PLC.	130740
Janata Bank PLC.	143582

Table: 3 Comparative Performance of JBPLC. among NCB in Import

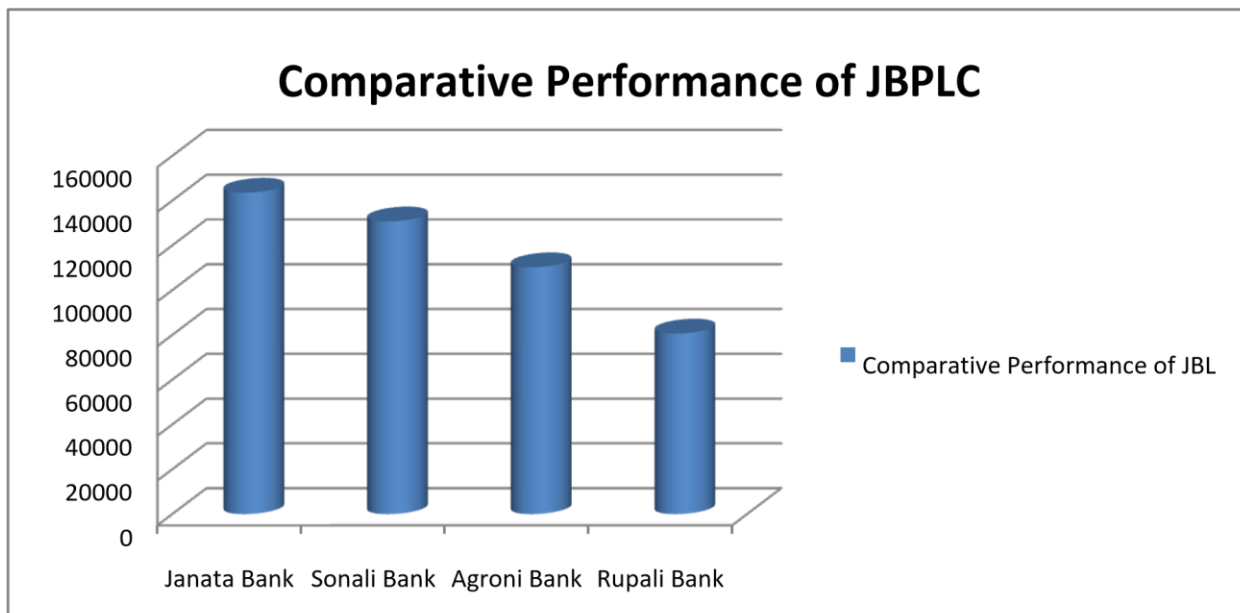


Fig: 4 Comparative Performance of JBPLC. among NCB in Import

Explanation In this graph, one can observe that the Import performance of JBPLC. helped in achieving maximum volume of export as compared to the other category of Commercial bank.

So out of we can say that JBPLC. is performing better in their profile field.

3.6 Export Business

An export is an operation of international trade whereby goods manufactured in a one country are sold to the country where they will be sold in future. When such goods are sold, it contributes to the gross output of producing nation. Exports can be regarded as one of the most ancient types of economic transfers and it operates in great volumes between countries that have less barriers on trade i.e. tariffs or subsidies. The export of goods to other countries brings a significant part of the annual revenues of most of the largest companies that work in developed economies,(Rahman & Karim,2021,Janata Bank PLC,2024).

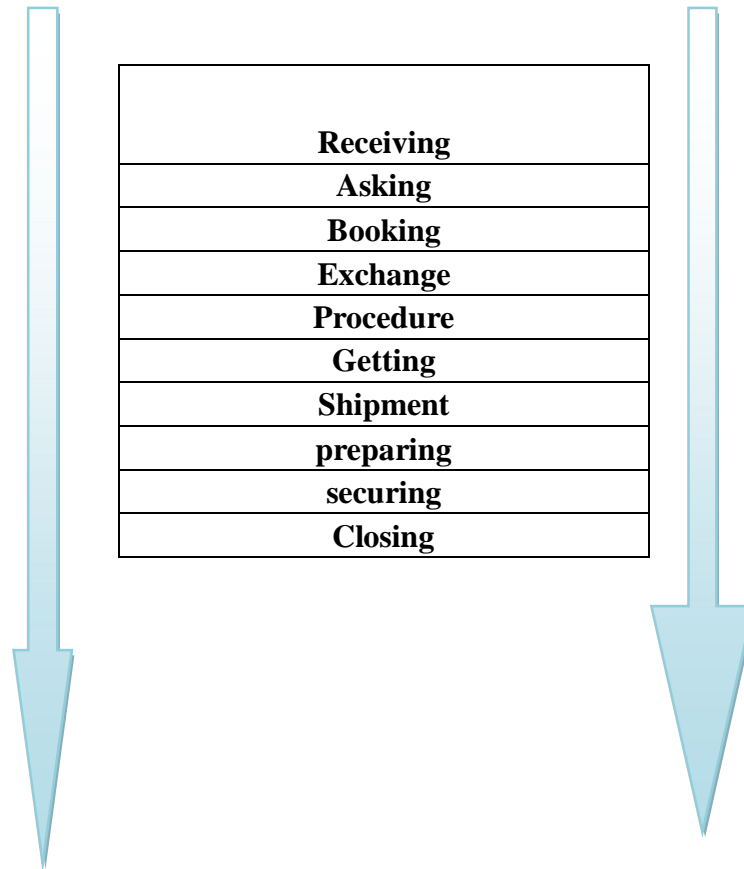
The facilities are:

- Export Letters of Credit in advice.
- Pre-shipment Export financing.
- The negotiation of export documents.
- Letters of Credit confirmation:

3.6.1 Export Policy

The Ministry of Commerce, GOB, has developed export policies which give the general direction and policy incentive towards the promotion of exports in Bangladesh. The export policies also determine commodity-based annual target, ft. has been resolved to develop such policies over five years to be in tandem with the five years plans and to offer the policy regime. Their representative bodies and chambers are consulted during the development of the export policies and are represented in the export promotion bodies established by the government (Chen, 2009) through its export oriented private sector.

3.6.2 Methods of Export



3.6.3 Export Procedure Formalities.

A lot of formalities, an exporter must meet before and after goods shipment. The following are the brief enumerations of these formalities or procedures:

Acquiring Export Registration Certificate ERC:

No person can export any commodity on export out of Bangladesh unless he has been registered by Chief Controller of Imports and Exports (CCI & E) and possesses valid Export Registration

Certificate (ERC). ERC is issued by concerned offices of the Chief Controller of Imports and Exports after submitting to the CCI&E the required form in addition to the requisite documents.

Exporters are to renew ERC on an annual basis once they are registered.

Getting the order: Once an exporter has ERC, he or she can go ahead to get the export order. He is able to accomplish this by direct correspondence to contract the buyers.

Getting EXP:

Once the registration is obtained the exporter applies to Janata Bank PLC. with the trade license, ERC and the Certificate of the respective Government Organization so as to obtain EXP. In case of the bank satisfaction, an EXP is issued to the exporter.

Signing of the contract:

The exporter must after the communication with the buyer contract to export the exportable items in Bangladesh and the contract must include details about commodity, quantity, price, shipment, insurance and mark, inspection, arbitration etc.

Receiving the Letter of Credit:

Exporter who has been given the contract of sale is supposed to request the buyer to provide Letter of credit with definite terms and conditions of export and payment.

Procuring the materials:

Once the deal has been sealing and the L/C opened in his favor, the next thing that the exporter must do is to go about the process of procuring or producing the contracted goods.

Certification on EXP:

They must ensure that all copies of the export forms are certified by Janata Bank PLC before the exporter with the customs or postal authorities submits the forms. Prior to the delivery, exporter presents EXP. form along with commercial invoice.

3.6.4 Disposal of Export Procedure

Original: A copy of the initial customs authority reports on export to Bangladesh Bank in the shipment of the goods.

Duplicate: Negotiating: Duplicate is submitted to the Bangladesh Bank in or after the negotiation date but not later than 14 days after shipment date.

Triplicate: Triplicate is reported on the same bank to the same authority on realization of export proceeds.

Quadruplicate: The negotiating bank as its office duplicate has Quadruplicate as its final copy.

1. Shipment of goods: Exporter ships in response to the terms and condition of L/C.
2. Export documentation presentation: Following shipment export is negotiated with the following documents presented to Janata bank PLC.
 - Bill of Exchange or Draft
 - Bill of Lading
 - Invoice
 - Insurance Policy/Certificate
 - Certificate of origin
 - Inspection Certificate
 - Consular Invoice
 - Packing List Quality Control Certificate.
 - G.S.P. certificate
 - Photo
3. **Examination of Document:** Banks deal with documents (only) not with commodity. Since the negotiating bank is offering the value before repatriation of the export proceeds, it is good to question and check every and every document keenly whether any discrepancy(s) is identified in the documents. The bankers will be required to ensure that the papers are as per the terms of L/C Before negotiation of the export bill. The bank officers tasked to review the exporting documents can have a checklist at their disposal.

4. **Export documents negotiation:** Negotiation is the payment of value to the exporter in terms of the documents in the L/C. In the case of ordered documents, Janata Bank PLC. buys (negotiates) the same on the ground of banker- customer relationship. This is referred to as Foreign Documentary Bill Purchase (FDBP). In case the bank is not satisfied with the documents presented to Janata Bank PLC. and provides the exporter with reasonable period to eliminate the discrepancies or forwards the documents to L/C opening bank to collect. This is referred to as Foreign Documentary Bill of collection (FDBC).
5. **Settlement of Local Bills:** Local bills are settled in the following ways, The customer forwards the L/C to Janata Bank PLC. and the documents to be negotiated.
1. The officials of Janata bank PLC.
 2. examine the documents to confirm the compliance with the terms and conditions. The papers are then submitted to the opening bank L/C.
 3. The L/C issuing banks provides the acceptance and sends acceptance letter. The customer is paid on either the collection basis or selling the document.

3.6.5 Comparative Analysis of Total Export in JBPLC.

Year	2020	2021	2022	2023	2024
Total Export	153,252.00	154,079.70	154,079.70	154,454.20	139,920.90

Table 4: Comparative Analysis of Total Export (2020-2024) (In Million BDT)

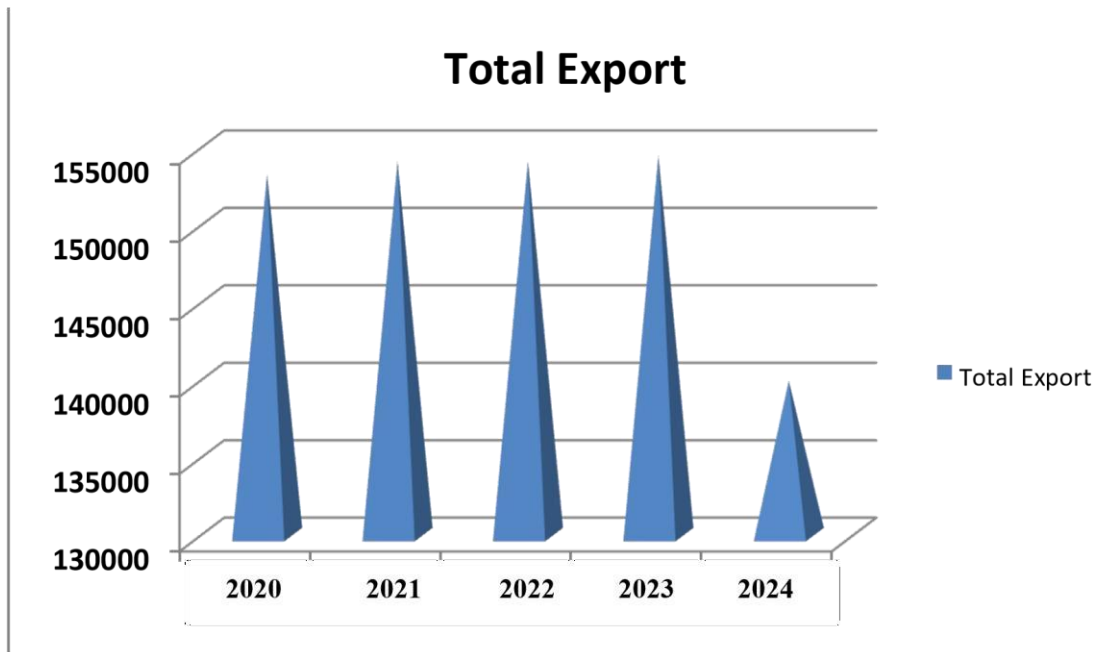


Fig 04: Comparative Analysis of Total Export (2020-2024)

Interpretation - Export of Bangladesh has now geographically diversified in more than 200 countries around the world. In FY 17, 55.50 percent of exports were destined for the EU bloc while 20.30 percent entered into the NAFTA bloc. Export also destined to OIC, SAARC, ASEAN and other countries. Total export of Bangladesh increased by slightly 1.70% but again JBPLC. failed here to perform with market competitor.

3.6.6 Comparative Performance of JBPLC. among Nationalized Commercial Bank in Terms of Export in 2024

Nationalized Commercial Bank	Taka (In million)
Rupali Bank PLC.	70525
Agroni Bank PLC.	90250
Sonali Bank PLC.	110344
Janata Bank PLC.	139920.90

Table: 5 Comparative Performance of JBPLC. among NCB in Export

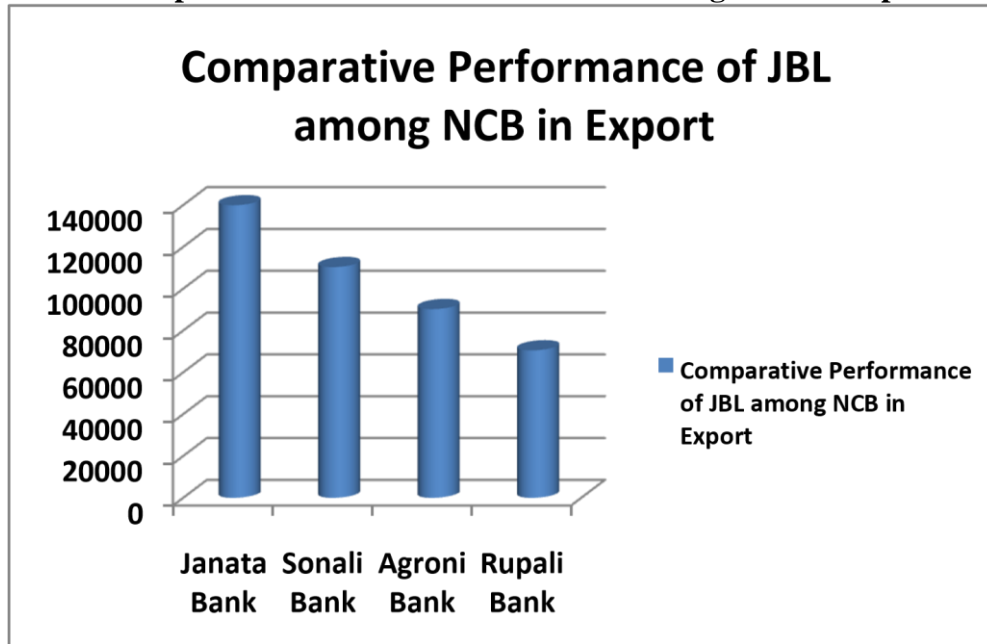


Fig: 7 Comparative Performance of JBPLC. among NCB in Export

Explanation: In this graph, we can see that the export performance of JBPLC. facilitated the highest volume of 3export compare to the other type of commercial bank. Therefore, from we can say that the JBPLC. is doing

3.7 Remittance

A remittance is the funds an expatriate sends to his or her country of origin via wire, mail, or online transfer. These peer-to-peer transfers of funds across borders are economically significant for many of the countries that receive them. Remittances have played an increasingly large role in the economies of small and developing countries. Janata Bank provides to its customers the following services:

- Inward/ Outward Remittance Services.
- TT/DD Issue.
- DD/ Cheque collection.
- Endorsements.
- Travelers Cheque Issuance,(Siddiqui & Hossain,2020,World Bank,2024).

3.7.1 Remittance Services

Janata Bank maintains a strong network with the Exchange House worldwide for ensuring better remittance services for its customers. The Bank having a network of 30 branches have established remittance arrangements with a number of exchange houses to facilitate wage earners to remit their money to Bangladesh. The following is the list of exchange houses having arrangement with al Janata Bank PLC.

Exchange House Name	Service Available	Present
UAE Exchange Center	1.TakeDraft Arrangement	Global
Web:http://www.useexchange.com	2.EFT Using XPIN TT Arrangement	
Wall Street Exchange Center	TT Arrangement	
Web:http://www.wallstreet.com		UAE
Instant Cash worldwide ltd	Take Draft Arrangement	Global
Al ahalia Money Exchange	TT Arrangement	Location list
Taka draft Arrangement		UAE
Route of Asia Money Exchange	TT Arrangement	UK
Bangladesh Money Transfer	TT Arrangement	UK
Instant Exchange	TT Arrangement	UK
Money Link	TT Arrangement	UK
Trust Exchange co. ltd		Qatar

Table: 7 Remittance Services of JBPLC.

3.8 Trend Analysis

Method of time series data (information in sequence over time) analysis involving comparison of the same item (such as monthly sales revenue figures) over a significantly long period to

- (1) Detect general pattern of a relationship between associated factors or variables,
- (2) project The future direction of this pattern,(Alam & Rahman,2023,JBPLC,2024).

3.8.1 Trend Analysis of Total Import

Year	2020	2021	2022	2023	2024
Trend Analysis of Total Import	6.28%	4.58%	5.13%	4.63%	4.27%

Table 17: Trend Analysis of Total Import

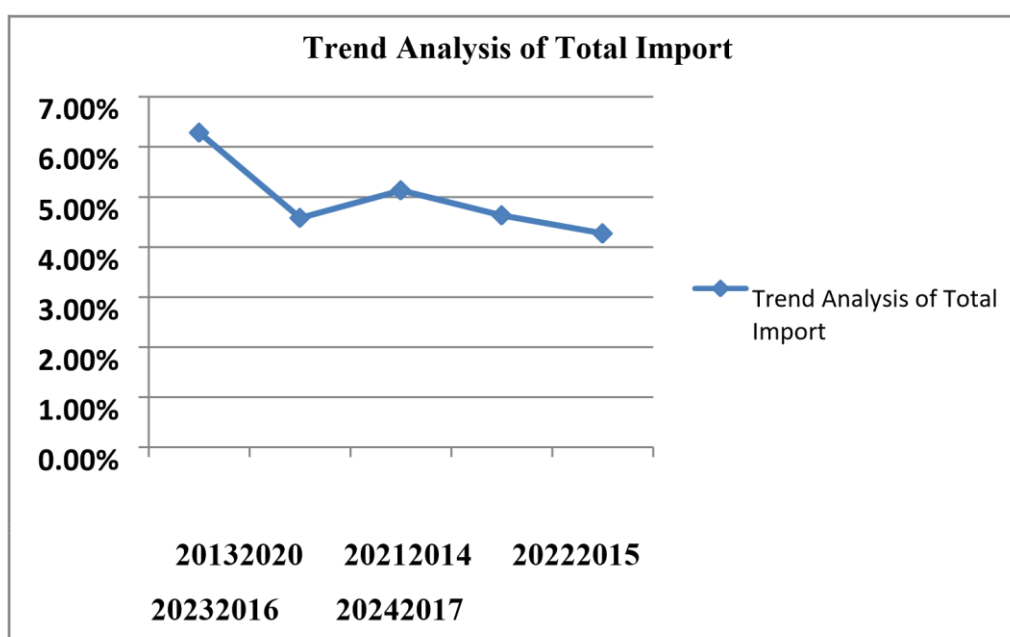


Fig 18: Trend Analysis of Total Import

Interpretation: The contribution of JBPLC. in the import and export sectors are only 5.13% and 4.63% respectively in 2023 and 2023 and in 2024 it went more lower at 4.27%, the rates are decreasing continuously in each year considering the contribution rates of 2010 when they were 10.36%

3.8.2 Trend Analysis of Total Export in the Country

Year	2020	2021	2022	2023	2024
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Trend Analysis of Total Export	7.59%	7.62%	7.43%	5.30%	4.69%
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Table 18: Trend Analysis of Total Export

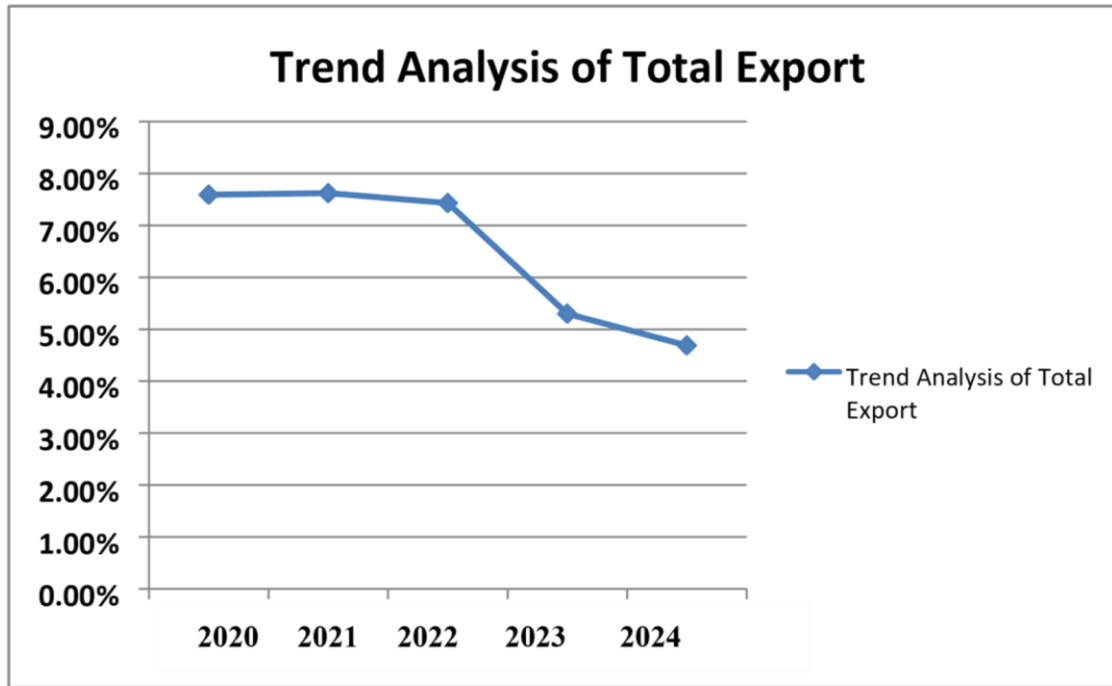


Fig 19: Trend Analysis Total Export

Interpretation: The contribution of JBPLC. in export was better in 2012 but with time it has been gradually falling to only 5.3% in 2023 and in 2024 it was only 4.69% which is the lowest ever.

They failed to grab the increasing market here.

3.8.3 Trend Analysis of Total Foreign Remittance

year	2020	2021	2022	2023	2024
Trend Analysis of Total Foreign Remittance	9.61%	9.21%	9.17%	9.48%	8.61%

Table 19: Trend Analysis of Total Foreign Remittance

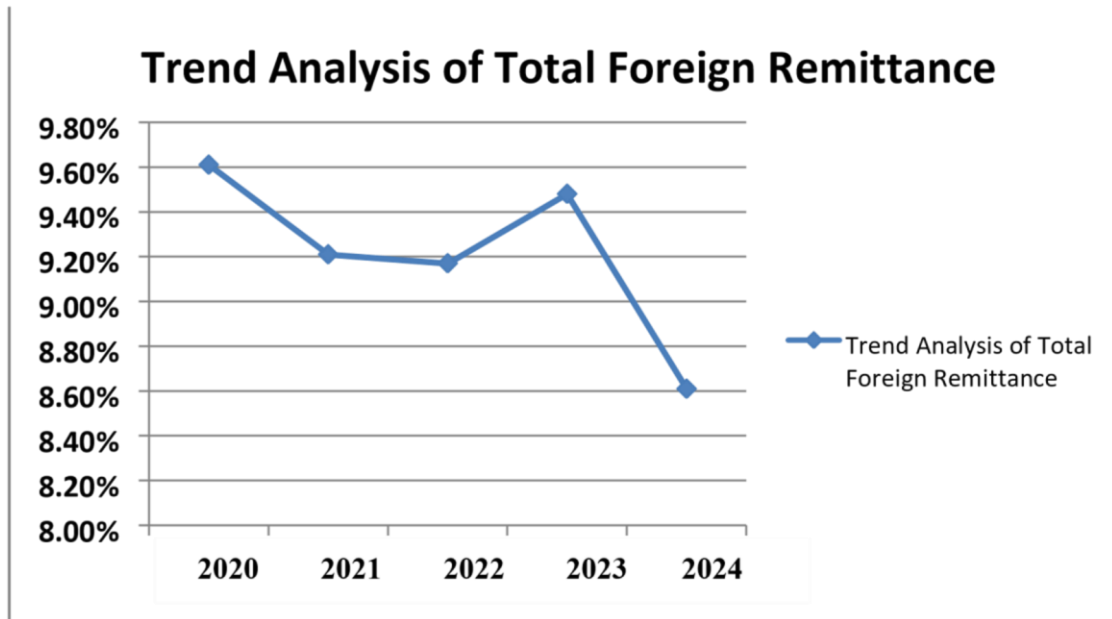


Fig 20: Trend Analysis of Foreign Remittance

Interpretation: The remittance of JBPLC. had been contributing to almost 9% of the whole remittance of the banking industry with an increasing trend but last year it decreased because of the increasing competitiveness of the industry and the emergence of the private commercial bank.

Chapter Four:

Internship Role and Responsibilities

4.1 Role and Responsibilities:

I had my internship in the Foreign Exchange Department of Janata Bank PLC, Mirpur-10 Corporate Branch. My main role was to monitor and support the day-to-day operations that were involved in the international trade transactions, remittance management, and compliance with regulatory requirements. My duties were meant to expose me to the entire foreign exchange operations- import, export and remittances under the guidance of the senior officers.

Major Roles and Responsibilities:

- Took necessary trade documents of the clients, verified information authenticity and complied with the guidelines of the Bangladesh bank before sending them to get approval.
- authenticate and examine export bills, shipping documents and invoices with the help of officers to ensure their authenticity and completeness as per the UCP-600 rules.
- Inputted LC issue, amendment and settlement information in the trade finance system at the branch and kept manual registers.
- Helped clients complete import/export forms, clarified documentation needs and helped resolve minor discrepancies.
- Got to know how we receive inward remittance messages using SWIFT and credit the message to the account of the clients and how we can execute outward remittance.
- Assisted in the preparation of periodic reports on foreign exchange transaction to be submitted to Head Office and Bangladesh Bank.
- Systematized LC files, stored old cases and provided easy access to audit or review.
- Noted documentation requirements and assisted in the preparation of forms to be approved.

4.2 Rationale of the Roles and Responsibilities:

The roles and responsibilities allocated were aimed at meeting not only the learning objectives of my internship program but also the operations requirements of the Foreign Exchange Department.

The reason supporting each of the responsibilities is as follows:

- Through the work with import and export LC files, I managed to have the practical experience with the main elements of international trade finance which is imperative to comprehend.
- International trade mechanism in Bangladesh.
- The practice with trade documents like invoices, bill of lading, and certificates of origin helped to improve my skills in verifying and analyzing financial and legal documents in a more appropriate way.
- The viewing of compliance procedures allowed me to learn about the foreign exchange control policies, AML/CFT policies of the Bangladesh Bank, and the essence of reporting accuracy.
- The activities associated with recording of transactions, file management and customer interaction gave me practical exposure on how the theoretical knowledge of banking is incorporated into the real operations.
- Helping clients and managing officers enhanced my communication, problem-solving and service delivery abilities- important attributes in any professional banker.
- My knowledge about the operational risk management was enhanced by understanding the way that discrepancies are addressed and how documentary compliance reduces the foreign exchange risks.

4.3 Examples of Tasks Completed:

During the internship period, I was able to accomplish several tasks and activities that led to the smooth operation of the Foreign Exchange Department.

There are certain examples such as:

- Confirmed clients applications to import LCs and verified pro forma invoices.

- Attached all necessary papers (IMP form, IRC, VAT certificate, insurance policy) prior to officer going through.
- Registered and numbered LC applications in order in LC register.
- Compared LC terms to cross export invoices, bills exchange and shipping documents.
- Helped prepare the export bill realization report to the Head Office.
 - o Monitored the receiptment of inward remittances by the foreign correspondents through SWIFT and credited to the beneficiary accounts.
- Added import/export LC to the banks internal FX system (T24/TradeNet).
- Revised LC issuance, amendment and cancellation registers.
 - o Chronologically arranged old LC files tagged with transaction codes to be examined by the audit team.
- Monthly prepared compliance reports to be submitted to Bangladesh bank via the Head Office.
 - o Helped clients in filling out LC applications forms and uncomplicatedly explained documentation requirements.
- Assisted in fixing small problems such as invoice mismatched, or stamps not provided.
 - o Participated in briefings about the performance of the branch, future FX requirements and
- AML compliance sessions.
- Note taking on behalf of the officer in charge.
 - o monitored the verification procedure of SWIFT messages (MT700, MT202,
 - o LC and remittance transaction related to MT103).
- Assisted the officer to prepare monthly foreign exchange position report of the branch to the Head Office,(Bangladesh Bank,2024,Islam,2023).

CHAPTER FIVE:

Key Learnings and Experience

5.1 Key Learnings and Experiences

As an intern with the Janata Bank PLC, Mirpur-10 Corporate Branch, I attained a mixture of technical and analytical skills as well as interpersonal skills. This experience assisted in closing the gap between the theoretical aspects and the actual banking business, particularly in the field of foreign exchange management.

Key Learnings:

Knowledge of Foreign Exchange Mechanisms:

Knowledge: Gained a better understanding of how import and export Letters of credit (LCs) are handled, negotiated, and settled under the jurisdiction of regulation of the Bangladesh Bank and UCP 600.

Documentation Accuracy:

Learned to check important trade documents, which include invoices, bills of lading, and insurance policies, and make sure that they do not violate the domestic and international trade regulations.

Operational Workflow Insight:

Was aware of the collaboration between various departments (Import, Export, Remittance and Compliance) to carry out the foreign exchange transactions in an efficient manner.

The regulatory compliance and risk awareness:

Knowledge on the Anti-Money Laundering (AML) and Combating Financing of Terrorism (CFT) actions, KYC requirements and how it lowers the risks of foreign exchange.

Customer Service and Relationship Management:

Acquired experience in interacting with corporate clients, answering their questions, and helping them go through trade-related formalities.

Technological:

Gained practical knowledge in the use of core banking software (T24/TradeNet), which is the one used to make and keep records of foreign exchange dealings.

Analytical Thinking:

Better capability to examine financial and trade information, detect mistakes or inconsistencies, and propose amendments.

Teamwork and Coordination:

Worked in team-based environment with officers, learned to work as a team, and communicate with officers as a team in order to succeed in the profession.

Time Management and Discipline:

Trained to deliver within set deadlines to LC issuance, reporting and remittance processing, whilst ensuring accuracy and compliance.

Due to global trade connections, the world presents a complex environment to conduct business

Global Trade Interrelations:

Understood the interdependence of international trade, foreign exchange markets and local businesses of the country on the growth of the national economy,(Hasan,2021).

5.2 Justification of the Roles and Responsibilities.

The roles and responsibilities which were given to me in the course of the internship were carefully planned to maximize my academic knowledge as well as practical skills in banking and finance.

The justification of these roles is presented below:

Experience in Real Banking Operations:

Conducting LC documentation, remittance checks, and records keeping were some of the tasks that allowed me to feel how the textbook theories of banking are put to practice.

Professional Readiness/Skill Development:

The given tasks were to enhance my analytical, communication, and documentation abilities, which will be required in a future banking profession.

Knowledge about Regulatory Framework:

Through the review of Bangladesh Bank circulars and compliance manuals, I was able to see the logic of the fact that close monitoring of FX transactions is a mandatory aspect.

Developing Ethical and Professional Attitude:

The physical access to sensitive financial records inculcated the aspects of responsibility, privacy, and professionalism.

Application of Academic Knowledge to Practice:

These practical assignments were in addition to my theory course like the International Trade, Banking Law, and Finance.

Improving Problem-Solving Skill:

Having to negotiate the occurrence of mismatched LC documents or delayed remittance enhanced my real-time decision making and analysis.

Customer-Centric Approach:

The process of customer queries also gave feedback on customer satisfaction and enhancement of service quality, which is consistent with contemporary business ethics.

Knowledge Institutional Hierarchies:

The reporting structure in the branch also enabled me to understand how decisions are made in the branch and passed to the Head Office up to Bangladesh Bank.

Increasing Technological Literacy:

My experience with banking software and reporting systems boosted my flexibility to work with digital banking systems today.

Creating the Future Work Confidence:

The mixture of tasks made me believe that I could act as a professional in a bank corporation setting, (Ahmed & Alam, 2022).

5.3 Connection with Academia

The practice during the internship was direct copy of the things I studied in my university program in as far as the theory is concerned. It has been applied as an intermediation between theory and practice.

Finance: (International):

The theories acquired during international finance courses could be reflected in the LC operations and also in the export-import documentation as well as the foreign currency settlement.

Banking and Financial Institutions:

The national banking system plays a significant leadership role in funding the project and therefore its nod is guaranteed.

International financial management:

The internship experience was quite practical with regard to exposure of the exchange rate mechanisms, currency risk and approaches of hedging the classroom-taught methods.

Accounting and Financial reporting:

The record keeping processes and the post transaction processes were directly linked to the accounting principles and reporting standards that had been acquired in school.

Business Communication:

My courses in business communication would be evident in writing letters, memos and formal letters with clients and correspondent banks.

Management and Organization Behaviour:

The internship opportunity to work with the staff in the hierarchy allowed me to internalize the theory of leadership, motivation and teamwork that I acquired in the management classes.

Economics and Monetary Policy:

The monetary and fiscal policy effect on the values of imports/exports also assisted me in gaining even more insight into the influence of the exchange rate.

Risk Management and Compliance:

The data on the AML/CFT controls is closely connected with the theoretical discussion about the risk assessment and internal controls in banks.

Banking: Applying Information Technology:

The use of banking software systems proved my knowledge on the value of the technology to the current financial activities.

Knowledge, Research and analytical skills:

Mastery of research methods and analytical reasoning.

5.4 Experience and Self-Development Incidents.

Along with course requirement, the internship experience was a self-growth and a career growth experience. There were ten key areas that I gained significantly, which are described below:

Professional Communication Skills:

Frequent communication and interaction with the clients and the senior officers also assisted me in feeling more confident when communicating verbally and in writing within a formal corporate environment.

Adaptability and Flexibility:

Being introduced to a fast-paced banking environment also taught me how to manage stress and adjust to a new system and process at an accelerated speed.

Problem-Solving Capability:

I was introduced to how to approach issues such as discrepancies in documents, remittances that are delayed and inability to access trade information through the use of practical approaches.

Confidence Building:

Presenting my reports and presentations to the officers also enabled me to have self-confidence in the workplace and communication with people.

Ethical Awareness:

The management of confidential records and customer information was used to serve to gain some sense of integrity and accountability.

Time Management:

The need to work on several tasks at once and to meet the deadlines made me realize that it is important to be time-conscious and how to prioritize to cope with all my tasks.

Team Collaboration:

Working as a coordinator with the different departments assisted me in improving my teamwork and relationship-building abilities.

Leadership and Initiative:

I was also challenged to be proactive in reports preparation or doing assisting work in document checking which proved to me the importance of proactive leadership behavior.

Cultural Knowledge:

The company adheres to local cultural norms, which has enabled it to successfully enter the international markets.

The attitude of employees, organizational culture and service orientation helped me to learn about dynamics in work places and professionalism.

CHAPTER FIVE:

Critique and Reflections

5.1 Critique and Reflections with Critical Evaluation of the Internship Experience:

The Janata Bank PLC, Mirpur-10 Corporate Branch internship experience could not be overestimated as a chance to put the theoretical knowledge into the context of practical knowledge. It gave me the opportunity to see how a foreign exchange department of a commercial bank works internally, in which import, export and remittance transactions are processed with a lot of accuracy and compliance with regulations.

I gained an overall idea about the role a bank plays in the national economy through the foreign exchange activities through observations and active involvement.

But on a critical perspective, I have understood that even though Janata Bank works well under the provisions of the Bangladesh Bank, its efficiency in operations is at times hindered by the traditional mode of operation and manual documentations. The reliance on paper-based work is frequently excessive, and it is the reason why the Letters of Credit (LCs) and remittance settlement become slow in their processing. The absence of computer penetration in the departments also causes delays in communications and file transfer.

Reflectively, the internship made me appreciate the strengths and weaknesses of operations of the public sector banking. It is admirable how the bank has complied with risk management and customer trust. Nevertheless, technological modernization and development of human resources is required. The experience thereby given did not only entail some form of practical learning but also a critical understanding of the areas in which modernization would enhance performance in operation.

5.2 Major Findings

Through the regular observation, engagement with the officers and examination of daily functions, a number of valuable insights were made during the internship experience:

1. Large Volume of Trade Transactions: The Mirpur-10 Corporate Branch is responsible to do a considerable volume of import and export LCs, which mostly include medium to large corporate customers within the business zone in Dhaka.
2. Operation based on compliance: All the foreign exchange transactions are strictly adhered to the Bangladesh bank circulars, UCP 600 rules, and internal audit standards.

3. **Manual Documentation Process:** LC documentation and verification is mostly paper based despite the availability of some electronic systems thus is inefficient.
4. **Minimal Technology:** The banking software is not optimized to a full real time monitoring or automated document matching.
5. **Accurate regulatory Reporting:** The branch performs well in the preparation of regulation reports which are prepared on time and adequately.
6. **The financial performance of Janata Bank PLC in foreign exchange activities (import, export, and remittance) shows a mixed and inconsistent trend over the years 2020–2024.**
 - Import performance has fluctuated significantly, showing a decline after 2020 and only a slight recovery in 2024.
 - Export performance has shown a downward trend, with Janata Bank’s share in total national exports decreasing each year
 - Remittance earnings, on the other hand, have remained relatively stable, contributing around 8–9% of total inflows in the banking sector. However, a slight decline was observed in 2024 due to increased competition from private commercial banks and digital remittance platforms.

5.3 Key Challenges Faced During the Internship

Although the internship proved to be a gratifying experience, I faced a number of challenges that challenged my flexibility and problem-solving skills.

1. **Complex Documentation Process:** The technical nature of the LC documents made understanding and checking of the documents a tedious and careful process.
2. **Restricted Access to Confidential Information:** Interns were limited to access certain data, i.e., the details of transactions that clients make because of confidentiality policies.
3. **Time Constraints:** Time management was a challenge because the branch used to transact many transactions in a day.

4. Technical constraints: Sometimes, the delay in data entry and trackage of transactions was due to the use of outdated software systems.
5. Staff Workload: There was a tendency to press the staff with workload which constrained the direct supervision or guidance which was given to the interns.
6. Language of communication: It was a long process to learn how to use formal banking language and know technical terms.
7. Complexity in regulations: initially, the regulations of Bangladesh Bank and international trade were hard to interpret.
8. Physical Strain: There was physical and mental strain due to long working hours particularly during LC maturity dates.
9. Minimal Practical Tasks: The policy would not allow interns to practice some sensitive tasks because they might only observe them.
10. Academic Reporting and Work: It was a matter of self-discipline to balance between making daily notes and writing internship reports with doing office work.

5.4 Learning from Challenges

Every obstacle I encountered throughout the internship was a good learning experience that enhanced my professional and personal potential. Increased Patience and Accuracy:

1. Time Management Skills: The ability to put priorities on work and do it despite severe time constraints has helped me to be more efficient and disciplined.
2. Flexibility to Technological Systems: The fact that I was working with the partially obsolete systems allowed me to be more adaptive and solve problems.
3. Regulatory Knowledge: The reading of the circulars and policy manuals enhanced my level of understanding regarding the operational structure of Bangladesh Bank.
4. Teamwork and Collaboration: The experience of being under pressure as an officer made me understand that cooperation, empathy, and team harmony are important.

5. **Stress and Workload Management:** Dealing with tough schedules enhanced my emotional stability and concentration.
6. **Development of Analytical Thinking:** The ability to analyze the trade document and identify the irregularities developed my analytical thinking.
7. **Professional Ethics and Responsibility:** Limited access to confidential information helped to understand the values of data privacy and ethical standards.
8. **Self-Motivation:** Minimal supervision fostered self-learning, initiative and proactive attitude towards the tasks that were assigned.

5.5 Overall Reflection

One of the most important learning stages in both my academic and profession life took place during the internship at Janata Bank PLC, Mirpur-10 Corporate Branch. It gave me a 360degree perspective of how the foreign exchange help in international trade and that the economy of Bangladesh is fortified.

Another lesson that the internship brought to my mind was that there is a difference between the banking structure between the public and the private sector and I was exposed to the advantages of institutional reliability as well as the frustrations of bureaucratic delays. Nevertheless, their professionalism and commitment as officers were an ultimate motivation through the challenges. At the personal level, this experience has increased my confidence, analytical thinking, and career direction. This has given me a better picture of what type of skills and mindset is needed to compete successfully in the banking industry, particularly in the trade finance and foreign exchange management areas.

After all, the internship experience not only helped in the development of my academic base, but also made me a more disciplined, informed and motivated human being who is prepared to play a beneficial part in the financial and economic progress of Bangladesh.

CHAPTER SIX:
Conclusion

6.1 Conclusion

The internship experience at Janata Bank PLC., Mirpur 10 Corporate Branch gave me a holistic experience of how operations of foreign exchanges are significant in the financial environment of Bangladesh. During this internship, I was able to acquire theoretical and practical knowledge on how international trade transactions are undertaken, recorded as well as tracked in strict regulatory conditions. My academic studies have been greatly enhanced with a practical value following the exposure to the real-world banking applications, especially the export-import financing, remittance processing, L/C documentation, and foreign currency management.

Among the greatest things I learned during this internship was the fact that I was in a position to observe and work on what was the difference between the textbook theories and the real banking practice. I got to know about the three elements, communication, compliance, and customer service, working together to facilitate smooth activities of foreign exchange. Besides, the experience of serving under the supervisory officers helped me learn more about the Bangladesh Bank regulations, SWIFT transactions, and the necessity of proper and ethical record-keeping. Although some obstacles, like inadequate automation, time, and communication barriers, were encountered, I learnt how to be flexible, patient, and solve problems. These obstacles became learning experiences that enhanced my confidence in my profession and critical thinking. To sum up, this internship consisted of a life-changing professional experience, which not only has strengthened my professional knowledge of foreign exchange operations but also has influenced my vision of organizational culture, teamwork, and banking ethics. The experience has equipped me to join the corporate world with a firmer base, practical recognition, and professional attitude based on the requirements of the contemporary banking sector in Bangladesh.(Ahmed & Alam,2022,Bangladesh Bank,2024).

CHAPTER SEVEN:

Implications

7.1 Implications:

The internship experience at Janata Bank PLC., Mirpur 10 Corporate Branch implies some significant effects on my academic, professional, and personal growth, as well as future research and institutional enhancement. The main implications based on the general internship experience are as follows:

Clearing the Gap between Theory and Practice.

The internship revealed the application of theoretical learning in academic courses in banking and finance in practical situations especially in foreign exchange transactions, documentation, and risk management. This reinforced my concept of how learning in the classroom is applicable to what is practiced in the industry.

Improved Foreign Exchange Mechanism.

Through processing letters of credit (L/C), export-import documentation, and handling foreign remittances, I was able to have a better understanding of the international trade finance and the way international transactions are carried out in Bangladesh.

Bank's guidelines.

Professional Competence Development.

The internship, in turn, contributed to the acquisition of the major professional skills such as time management, communication, and analytical ability, which are the requirements of successful professional practice in the banking industry. The frequent contact with clients and colleagues helped me become more confident and professional.

Banking Regulations and Compliance Knowledge.

The collaboration with the foreign exchange department improved the knowledge I had. AntiMoney laundering (AML) policies, circulars, and compliance procedures of Bangladesh bank that are important to ensure transparency and security in the banking operations.

Enhancing Technological Literacy.

My technical competence had been promoted by the exposure to software systems, e.g. SWIFT and Core Banking Solutions (CBS). This will be useful in the acculturation to the ever-increasing digitalized banking environment in Bangladesh.

Profession to Profession Direction.

The experience helped me to understand what I am interested in professionally, especially in foreign exchange and trade finance and international banking and directed me toward the areas of specialization or further education in those areas in future.

Better Problem-Solving and Decision-Making.

The exposure to actual problems in operations (lack of compatibility in L/C documents or remittance delays) taught me to look critically to the issues and use logical, regulation-founded solutions, which may aid me in managerial decisions in the future.

Institutional Insights to academic research.

Primary data and working experiences facilitated through the internship can be used in the future to conduct an academic study on the subject areas such as the management of foreign exchange risks, bank efficiency or the ease of trade processes in Bangladesh.

Improvement of Ethical and Organizational Awareness.

It was reassuring to note that Janata Bank observes good ethics, transparency and customer satisfaction which go a long way in ensuring that the bank remains sustainable in the banking business.

The role of the public sector banks in the national economy.

It also provided an insight into the role of Janata Bank PLC, being a state owned commercial bank in developing the country economy particularly in facilitating exporters, importers, and remittance recipients which are the major sources of foreign currency inflow to the nation.

Relationship-Building Skills and Networking.

Working with professionals, supervisors, and clients provided the opportunity to establish valuable professional networks, which can be used in the future to cooperate, secure a job, or mentor within the banking industry.

Promotion of Life-long Learning.

Last but not least, the internship has developed a spirit of life-long learning and self-development, which is based on the importance of keeping up to date with changing financial technologies, international trading and bank regulations,(Siddiqui & Hossain,2020).

7.2 Recommendations:

1. Reduce Manual Documentation by Introducing Digital LC Processing.(3)

To address inefficiency caused by paper-based LC files, the bank should adopt an Electronic Document Management System (EDMS) and encourage clients to submit documents digitally, which will reduce delays and eliminate repetition in document checking.

2. Upgrade Outdated Banking Technology,(4)

The current software lacks real-time monitoring and automated document matching. Upgrading to a modern core banking system with real-time tracking, automated alerts, and integrated trade finance modules will significantly enhance operational efficiency.

3. Improve Financial Performance in Import, Export, and Remittance,(6)

Given the inconsistent performance from 2020–2024, Janata Bank should take steps such as:

- Offering competitive fees and faster LC processing to attract more importers and exporters
- Strengthening relationships with exporters to regain lost market share
- Expanding partnerships with digital remittance platforms to increase remittance inflows
- Introducing incentives for remittance beneficiaries and overseas wage earners to remain competitive,(Hasan,2021,World Bank,2023).

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