Internship Report

on

“ Analysis the Reasons Behind Account Freezing at Janata Bank PLC :A case study on Mirpur-1 Corporate Branch ”

SUBMITTED TO

Md. Arif Hassan

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SUBMITTED BY

Arman Al Farabi

Id: 213-11-1335

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Date of Submission: 5th July 2025

Letter of Submission

April 16, 2025
Md. Arif Hassan
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University (DIU)

Subject: Submission of the Internship Report on "Analysis the Reasons Behind Account Freezing at Janata Bank PLC :A case study on Mirpur-1 Corporate Branch "

Dear Sir,

It is my pleasure to present my internship report on "Analysis forthe causes of Account Freezing at Janata Bank PLC: A study on the Mirpul-1 Corporate Branch" that is part of my degree of Bachelor of Business Administration at Daffodil International University.

This report analysis the reasons for freezing accounts in Janata Bank including in the Mirpur-1 Corporate Branch as a consequence of non-KYC compliance. It also examines the operational difficulties encountered by the bank, detailing how this affected customer satisfaction. It also portrays the importance of KYC compliance in the bank's business and risk aspects.

I would like to thank you for your assistance during the industrial attachment, and trust that this report will demonstrate the exposure and experience that I have acquired from Janata Bank PLC. I am awaiting to hear from you.

Thank you for your time and consideration.

Sincerely,

Farabi

……………………..
(Arman Al Farabi)
ID: 213-11-1335
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University (DIU)

Proof of Internship Completion Letter

30 April, 2025

Janata Bank PLC

Mirpur Section-1 Corporate Branch, Dhaka-1000, Bangladesh

Subject: Internship Completion Certificate for Mr. Arman Al Farabi.

This is to certify that Arman Al Farabi student of **Daffodil International University** has successfully completed an internship at Janata Bank PLC, Mirpur Section-1, Corporate Branch from February 3, 2025 to May 3, 2025.

During the internship period he was involved in various tasks related to customer service, opening of Savings Account, Janata Bank Smart Account Opening Services, Fixed Deposit Receipts (FDRs) and demonstrated interest in learning.

We found his performance satisfactory and he contributed positively to the assigned duties.

We wish you the best of luck in your future academic and professional endeavors.

Gazi Nabid Hossain
Officer
Janata Bank PLC
Mirpur Sec-01 Corp. Branch
Dhaka-1216

Sincerely,
Gazi Nabid Hossain
Officer (Deposit Section)
Janata Bank PLC
Mirpur Section-1 Corporate Branch, Dhaka-1000, Bangladesh

Declaration

I, Arman Al Farabi, hereby declare that the internship report titled on “Analysis the Reasons Behind Account Freezing at Janata Bank PLC :A case study on Mirpur-1 Corporate Branch ”is solely prepared by me as part of the internship program under the academic requirement of Daffodil International University.

I confirm that this report has been prepared solely for academic purposes and has not been submitted or used for any other purpose. All the information and data presented on this report have been collected, analyzed, and used in accordance with academic standards and ethical guidelines.

I further confirm that any sources, references, or data used in this report have been appropriately cited and acknowledged.

Farabi

…………………………..

(Arman Al Farabi)
ID: 213-11-1335
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University (DIU)

Approval on Internship Report

This is to notify you that, Arman Al Farabi, ID 213-11-1335, has prepared this internship report entitled "Analysis the Reasons Behind Account Freezing at Janata Bank PLC :A case study on Mirpur-1 Corporate Branch " under my guidance, I hereby approve this internship report. This is to partially fulfill an BBA degree major in Accounting under the Department of Business Administration of Daffodil International University.

I wish him every success in life.

Md.Arif Hassan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University (DIU)

Acknowledgment

I am very grateful in the direction of all who helped me on my career progress throughout my life and particularly during the course of making the data analysis for my internship project work under the title:Analysis the Reasons Behind Account Freezing at Janata Bank PLC :A case study on Mirpur-1 Corporate Branch .

I would like to begin by expressing my gratitude to my supervisor Md. Arif Hassan, Assistant Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, for his relentless support, constructive criticism and incisive feedback at the time of my intern training. His support has been integral for facilitating the production on this report.

I am similarly indebted to Janata Bank PLC, where I had the opportunity to do my internship. With special referencing all of the risk management and customer service staff, I would like to thank all of you for your help and offers me such a good possibility to get practical experience in the banking institution.

Special acknowledgment received from my colleagues at Janata Bank who have offered their continuous support and help in different tasks and lessons. My time during this internship has been great, and I will take all what I have learned into the future of my career.

I would also like to thank my family and friends for their patience and support during the internship and through this report.

Executive Summary

This report reflected on my internship experience at Janata Bank PLC, Mirpur-1 Corporate Branch where I got to explore the bank in practical manner. My internship revolved around the various banking operations in relation to account opening,customer service and KYC(Know Your Customer) compliance procedures. I also worked on verifying customer documents, dealing with KYC data, and compliance.

This report is mainly aimed at understanding the factors that lead to the freezing of your account at the bank – the most crucial on this front being improper KYC documentation or KYC documentation that is not updated. During my internship, I saw many misalignments of customer data, delays in customer account activation and a bitter experience suffered by customers due to these inconsistencies.

As the below analyses in this report show, completion of KYC also differs depending on the type of account. Loan Accounts had a very low completion rate and a pretty fair amount of accounts lying in Bad & Loss (BL) category leading to operation risk. They showed a higher proportion of completion in DOR versus Savings Accounts but even so a proportion of DOR-13 and DOR-17 remained not well completed. "Everybody was "screaming" about these problems, which resulted in ineffective tasking of the bank and disgruntled customers.

To make the current KYC compliance procedure faster and easier, the report recommends improving the processes, communication with the customers to avoid freezing their accounts, and adopting new advanced technology as a way to quickly manage KYC data using market intelligence and machine learning. Implementing these recommendations will improve Janata Bank's compliance with regulatory requirements, operational effectiveness, and customer satisfaction.

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Chapter 1: Introduction

1.1 Introduction

The Banking sector of the world is contributed in the present global economy. To establish a strong banking sector, it is required to have good study in banking operations. Today's Economic policy is concerned to obtain the optimum economic condition in a country's economy. Banking sector and banking activities are playing a vital and important role to achieve that optimum goal of the economy. The successful running of banking business depends upon effective banks. As a 1st Generation commercial bank Janata Bank PLC has a huge responsibility to ensure efficient and effective banking operation all over the Bangladesh in a sound manner with other Banks as a competitor.

The Banking sector is indispensable in a modern age and modern society. It always plays a vital role to the economic development of a country. In modern age of science and technology the banking sector all over the world has been undergoing a lot of changes due to deregulation, technological innovation and globalization. But Bangladeshi banking sector is lagging to keep pace with the other countries to adapt the changes. Basically, bank take deposits from the customers against some interest payments and lend the money to the borrowers with a different interest rate and time period. To ensure safety of the depositor's fund there are various types of credit facility. Also, bank must hold adequate fund to meet the daily needs of the clients.

1.2 Background of the Study

Janata Bank PLC, one of the largest banks in Bangladesh, started there journey in 1972. With a network of branches spread all throughout the country, it offers assistance to millions of customers managing their funds. It Provides a wide range of Banking services such as savings accounts, loans, Fixed deposit, and many more to customers. But at the time of my internship Janata bank had thousands of accounts and checking if those accounts were compliant to the banks regulations itself was huge part of my work.

The KYC (Know Your Customer) regulation is one of the few important rules that customers need to adhere to. This regulation allow the bank to ensure with whom it is doing business, towards illegal fraud and money laundering activities.

While I worked at the bank, I found out that many accounts get frozen because customers fail to provide the proper or complete documents. As an example, we had some customers who didnЂt provide copies of their national ID, or photos, or proof of address. Thus, their accounts were frozen until they submitted such papers.

KYC rules are to safeguard the bank and its customers and everything must be accurately documented. Staff at banks will never forget or take lightly to the task of seeing to it that when a customer opens an account, he has the right papers nor will they relax oversight of the same on regular periods. This paper seeks to find out the reason why account is frozen due to incomplete KYC and its implication to the bank and customers and how it can be improved for enhanced customer satisfaction.

1.3 The Objective of the Study

- To understand the account opening process at Janata Bank PLC ,Mirpur-1 Corporate Branch;.
- To analyze the reasons behind account freezing at Janata Bank PLC ,Mirpur-1 Corporate Branch.

1.4 Methodology of the Study

To carry out the study on both primary & secondary data were used.

Primary Information:

1. **Staff Conversation :** Want to hear the day-to-day operations and frustrations of banking from as many bank employees as possible.
2. **Branch Office Account Opening Data:** Data compiled in the bank branch about the procedure and documents required for opening savings accounts,FDR, CA etc; a little something we used to monitor but was formalized only in 1999.

Secondary Information:

- Internal Sources: general banking manual, official website.
- External Sources:periodicals, newspaper articles, Bangladesh Bank reports.

1.5 LITERATURE REVIEW

Banking sactor of Bangladesh is going through a constant change by its regulatory compliance, customer satisfactions, financial stability and innovative activities. Among the highest issues, Budget 1000s of financial institutions such as Janata Bank PLC are dealing with is its customers accounts are freezed due to when they don't fulfill the KYC (Know Your Customer) compliance. Review of KYC Compliance and Account Freezing Subject This review of related literature presents different issues regarding KYC compliance and account freeze in relation to previous research and reports which are associated with the impact of customer satisfaction, technology, and risk management on banking.

1.5.1 KYC Compliance and Regulatory Framework

A core component of banking laws, KYC (Know Your Customer) compliance means banks must verify the identity of their customers to minimize the risk of financial crime, including fraud, money laundering and terrorist financing. KYC or Know Your Customer are regulatory requirements that protect the bank as well as its customers from the risk of bank liability or criminal activity (Molyneux and Thorne, 2008). KYC compliance is a regulation designed to ensure that bank and financial institutions in Bangladesh are not being used by criminal elements for money laundering (Bangladesh Bank, 2020).

That said, the KYC process does pose certain complications. As stated by Ahmed(2019), there are plenty of reasons most customers do not qualify for KYC documentation before it reaches the customer which causes a long delay and unnecessary complications. Sarker (2014) explains that incomplete documentations and poor compliance are some of the unwanted results from customers caring less about KYC. Additionally KPMG (2020) explains how technology will speed up KYC but on the other hand provides a barrier for the KYC process in checking its customers remotely in areas outside cities especially in rural areas.

1.5.2 Problems in Account Opening

There are many issues that can further complicate opening an account, particularly when customers are not clear about what documentation is needed or any other steps in the process. According to Ahmed (2019), delay in the activation of the account occurs if customers do not provide essential documents like proof of address or identification verification. The absence of customer knowledge regarding the paperwork also creates inefficiencies according to Molyneux and Thorne (2008), where customers must go back to the bank to submit incomplete or incorrect documentation.

And it can take time. For the bank, and the customer. Incomplete documents lead to a long verification process which ultimately results in customer dissatisfaction and increased operational costs for the bank (Sarker, 2014). This issue particularly becomes problematic for banks with a huge number of customers. The World Bank (2019) in its report, highlighted these same challenges as contributing factors and emphasized these challenges could be lessened if better communication and guidance were provided during the opening process.

1.5.3 **Incomplete Documents in Account Opening**

One of the frequent complaints in account opening is documentation is incomplete. According to Ahmed (2019) for the reason of not have the require document to pass such as identification and proof of address, account processing is often delay. Banks are then unable to verify customer details due to these missing documents and hence, cannot proceed with activating your account.

According to Molyneux and Thorne (2008) noted, the shortage of documents create gaps in customer records, resulting in operational errors. Besides, due to the lack of acquaintance with the documentation required, banks in developing countries (such as Bangladesh) face the issue of incomplete documentation (International Finance Corporation, 2020).

According to Sarker (2014), incomplete documents can result in a delay in the banking process, and it can create customer dissatisfaction as well, as customers may not have a clear idea about the gaps in documentation until their account has already been opened. Resulting in annoyance and additional follow-ups which makes the process even harder.

1.5.4 Reason for Account Freezing

A common reason for freezing accounts is for not abiding by KYC regulations. Bangladesh Bank (2020) also stated that an account will be frozen mainly when the customer does not provide full or updated document/documents required for KYC. This is to ensure that there is no illicit financial crime, such as fraud or money laundering, which may happen when banks do not possess accurate and verified information about their customers.

According to Ahmed (2019) freezing a particular account is an important security measure for business organizations yet it contributes to the frustration and disappointment of the customers. Sarker (2014) also states that several customers do not know the valid reason behind the freezing of their accounts and it creates confusion and anger among them. According to Molyneux and Thorne (2008), freezing accounts is a way to combat the risk but causes a lot of problems for the bank itself as they need more customer service and might get a reputational risk.

As mentioned by World Bank (2019), however, banks must also proactively connect with customers to explain KYC requirements and what will happen if they fail to comply. It helps avoid confusion to ensure customers are aware of what they need to do to resolve account freezing problems.

1.5.5 Factors Influencing Account Freezing

KYC non-compliance is a primary reason for account freezing, though there are many internal and external factors that come into play when triggering it. The most crucial factor among them is that customers cannot provide the mandatory identity verification documents like national ID copies, utility bills, and pictures. KYC non-compliance is the most common reason for freezing account in banks (Ahmed, 2019), as it prohibits the bank from knowing about its customers and their transactions.

Janata Bank PLC – Mirpur- 1 Corporate : Accounts are often frozen at Janata Bank PLC for not providing updated documents or in case of mismatch in available information. However, while this process is critical for protecting the bank from any financial crimes, it does pose a significant challenge in terms of customer service delays, operational inefficiencies, and potential legal risks. It makes you more vulnerable to fraud, money laundering, and other illegal activities, which is why platforms end up freezing accounts in the first place when they are non-compliant with KYC regulations. Therefore, banks are forced to act quickly against these risks and suspend the accounts until compliance is restored.

1.5.6 Technology for fulfilling KYC compliance

Banking sector has greatly introduced technology into its domain and it has revolutionized the KYC compliance process in a more efficient and accurate manner. Molyneux and Thorne However, keep in mind as Molyneux and Thorne (2008) notes that digital banking technologies, including mobile banking applications, internet banking, automated identity verification systems are instrumental in facilitating KYC practices. They minimize human administration and automate operations preventing human error, ensuring customer information is well verified and updated promptly in real-time.

Janata Bank PLC can use technology to lower account freezing during KYC Compliance. Identity verification and document submission systems are automated but are still able to collect the necessary information from clients in an organized manner and promptly. Moreover, digital solutions can make it easier for the clients to update their information without causing any agglomeration in the process and help to facilitate the compliance in a timely manner. Leveraging technology:Relying on technology and ensuring that Janata Bank integrates KYC technologies into its KYC processes means not only increasing the rate of compliance but also improving customer service by minimizing the possibility of account freezing and operational efficiency.

1.6 Limitation of the Study

There are a number of limitations of the current study:

1. Updated data are not available. & Unavailability of statistical data about all the traditional Banking system.
2. Not many researches have been conducted in Bangladesh in the field of Traditional Banking. As a result, the researcher had to review some previous studies that were carried out in a different environment. Therefore, findings from those studies may not fit here in Bangladesh all the time.
3. There is no specific information in Bangladesh Bank or to the Government about the amount of money invested.
4. Omission and error may be there due to my lack of experience in preparing a professional report like this one; nevertheless, I have tried utmost to avoid mistakes. Time limitation is one of the major factors.
5. The Bank's policy of not disclosing some data and information for confidential reason, which could be very much useful.
6. Lack of in-depth knowledge and analytical ability for writing such report & All the branches of the bank were not physically visited. All the concerned personnel of the bank have not been interviewed.
7. Lack of experience. & the time period for this study was short.
8. The website of Janata Bank PLC is not that much rich to collect data. Clients are not interested to participant on survey.
9. I am preparing the report on the activities of all of the branches, but I am not permitted & it is not possible to visit & collect data & information from all of the branches.

Chapter 2: Company Overview

2.1 Overview of Janata Bank PLC

Janata Bank PLC is one of the biggest and smartest nationalized commercial banking institutions in the private sector in the country. Janata Bank Janata Bank was established in 1972 immediately after the emergence of Bangladesh as an independent state. The bank is an important financial institution in the Economy of Bangladesh serving millions of customers with its innovative products and services.

Janata Bank has an extensive branch and ATM network covering all the major cities/towns and has a significant presence in rural areas as well. With a strong focus on financially underserved communities, the bank offers all of the traditional products and services that are offered by Amalgamated, including savings and checking accounts, loans, mortgages, and investment products. Janata Bank also provides specialized products and services to SME which is a driving force for economies of the country.

Bangladesh-based bank with decades of solid commitment to the nation through active participation in all economic sectors, operate as a catalyst in the development of the Country for the last three decades. Janata Bank has also introduced digital banking services such as mobile banking, online banking and ATM services in recent times to keep up with the increasing need for convenience and modernization in banking industry.

The bank has to comply with the rules and regulation set up by the Bangladesh Bank in respect of maintaining accounts, investment, credit etc. The bank plays an influential role in the government’s plans for financial inclusion, sustainable growth, and new job creation across Bangladesh.

2.2 Mission, Vision and Values.

Mission

Janata Bank's vision is to provide easy, low cost and innovative banking to the people of Bangladesh across all sectors including personal, corporate and government finances. The bank is committed to the economic development of Bangladesh by providing convenient banking services that make other objectives such as poverty alleviation, employment generation, and improving the quality of life easily achievable. Janata Bank is committed to provide life-long banking services to the customers in general and to the poor and the helpless in particular which are designed to stimulate the rate of savings, to create opportunities for investment and to develop a continuous chain of investment, besides attaining the social values and their socio-economic development.

Vision

Janata Bank wishes to be the best, unique and modern banking institution in Bangladesh. The bank is aiming to strengthen its standing in the banking industry with an emphasis on customer experience, digitization and expansion. Janata Bank aspires to establish future leading banking services with a commitment to the utmost in quality being amplified on business operations and outstanding customer service, further to contribute towards national development of Bangladesh and growth of the country through financial stability and success.

Values

Core Values of Janata Bank Janata Bank has formulated some core values on the basis of which all the functions of the bank are performed including relationship with Customers, employees and other stakeholders. These values include:

- Honour: Operating with openness, honesty and fairness in all our business relationships.
- Customer Orientation: Taking care of customer satisfaction and loyalty, providing the products that we commit to our customers and end customers.
- Innovation: Adapting to new technologies for better banking and customer experience.
- Sustainable: Advancing responsible & sustainable business practices that also drive long-term growth & well-being.
- Quality: Meeting the highest level of service, professionalism and overall banking performance.

2.3 History and Operations

Janata Bank PLC is a state-owned commercial bank of Bangladesh established in 1972 shortly after the proclamation of independence of Bangladesh. The bank was established under the aspiration of facilitating economic recovery and growth with the aim of meeting the (informal) banking needs of the post-independence Gambian economy, individuals, business sectors and governments. Janata Bank has become one of the largest banks in the country, and as such it now plays a crucial role in the Bangladesh banking system.

Key Milestones in History:

- 1972: Janata Bank is established under the Bangladesh Bank (Nationalization) Order as part of a plan by the Government of Bangladesh to provide commercial banking services to the country's rural-urban poor Janata Bank was born.
- 1980s-1990s: Janata Bank has established so many branches all over the country thus more people are coming under the real benefits of banking services. The bank was also going into other products targeting the various areas of the economy, agriculture, trade and industries.
- 2000s: The decade witnessed the bank's forward strides with technology by integrating latest developments in automation and introduced customer-centric services to keep in pace with customer expectations.

Recent developments As a public-sector bank, atm facilities and online banking facilities are available for their customers, being their bank based at Bangladesh. The bank has also been placed in the microfinance sector, providing support for small businesses and rural economic development.

Operations:

Janata Bank provides its products and services to all members of the society in urban, rural areas and to all sectors of the economy in general. The bank provides range of banking products and services such as:

- Retail banking: What is available2 Personal savings accounts, current accounts, fixed deposits, loans for the purchase of homes.
- Corporate Banking: Company-specific products such as loans, trade finance and treasury services.
- SME Banking: Banking products customized for small and medium-sized businesses.
- Micro-finance: Those which provides. Different financial products to unbanked population specially in the rural areas.
- Treasury and Investment Services: Investment management and treasury activities for enhanced liquidity and profitability.

Janata Bank is also promoting digital banking and providing various digital products and services such as mobile banking apps, internet banking, ATM networks to make the customers' banking simpler and more accessible. The bank is also heavily engaged in financing the government's major infrastructural projects and sustaining small industries in a bid to stimulate economic growth.

Chapter 3: Internship Role and Responsibilities

3.1 Role and Responsibilities

While doing his internship as the Information Technology Intern in Janata Bank PLC, Mirpur-1 Corporate Branch, several core banking functions have been undertaken which involves account opening and KYC process, Customer Service, and Internal Auditing. Here are the roles and responsibilities performed:

3.1.1 Account Opening

Individual Client Account Opening:

The intern worked closely with the introduction of individual accounts. That obligation involved advising clients about the procedural requirements, verifying relevant forms for accuracy, and reviewing the information given to assure the information was in line with good banking practices. When the process was complete, the files were prepared for final review, and eventual use, by senior officials. It was a demanding but watchful job: Time had to be accurate, or else the dainty service could be stymied or disrupted.

Corporate Client Account Opening:

In addition to personal accounts the intern also assisted in the opening of corporate accounts. This required a bit more coordination, as corporate accounts undergo more scrutiny of regulation and compliance. Processed the formalities that had to be fulfilled with respect to the procedure, sorted the files for verification and requested for the formalities to be performed as per regulation, before granting approval. By fulfilling this obligation, the intern was exposed to more sophisticated aspects of banking (the kind that concern groups as a whole and more expansive compliance).

3.1.2 KYC Data Entry and Real-time Tracking

Supporting the monitoring of KYC adherence was yet another important part of the job. The intern assisted with auditing of account documents to ensure it was both accurate, up to date and in accordance with the particular regulations. Cases where flaws were found were passed to customers to follow up and urge them to provide updated information.This challenge was an essential regulatory and customer risk management concern to avoid having accounts frozen and was instrumental in ensuring that firm customer records were not outdated or incomplete.

3.1.3 Customer Support and Assistance

Assisting with supervision of KYC adherence was another critical responsibility. The intern helped to audit account documentation to ensure that it was accurate, current and in compliance with relevant regulations. Accounts where weaknesses were detected were reported for follow-up and customers advised to supply updated details. This challenging was a critical regulatory and customer risk management concern to mitigate freezing of accounts, and provided for ongoing regulatory certainty that firm and customer records were current and complete.

3.1.4 Compliance and Internal Auditing

The internship involved much in the way of client contact with the bank's mostly hapless customers, which were having difficulty in adhering to the bank's procedural and compliance policies. 'The intern literally distilled what she was learning down to very nascent points, ideas, problem solutions, and then passed them on in a way that the clients understood where they were in their account-opening process, and what they needed to do. By providing such support for them, the intern contributed to the improvement of customer service and compliance of banking services.

3.2 Rationale for Roles and Responsibilities

The job roles in this internship were justified with the vision of Janata Bank PLC, aims to promote better customer service, ensure corporate governance, meet required guidelines regarding compliance and regulatory requirements and increase productivity as well. Those tasks were directly related to the day-to-day functioning of the bank and core operations.

3.2.1 Supporting Core Banking Operations

- Account Opening and Customer Service: Directly contributed to individual and corporate account openings whilst making sure that all processes were compliant with regulatory controls, thereby helping the bank achieve its goals to acquire new customers. This ensured that customers were given timely and transparent information that enabled them to meet the challenges posed by the pandemic.

- Effect on Customer Relationships: Transparency on KYC process above all helped maintain customer trust by ensuring they understand the significance of compliance and the KYC process. It bolstered the banks repute as a customer service assistance.

3.2.2 Integration of Compliance with Risk Management

- Compliance: Handling know your customer (KYC) data was vital to the bank meeting laws and regulations, and internal compliance policies. The role helped mitigate risk by ensuring the KYC data was accurate and flagging discrepancies that may be illegal for the bank to operate in those jurisdictions.
- Team communication with Compliance: It is essential to work with the compliance and legal team to ensure that all customer documents were processed as per regulatory guidelines, keeping the integrity of the bank intact.

3.2.3 Fusing through technical with software

- System integration & real-time tracking: Integration with Temenos T24 helped to monitor customer data and compliance with transactions in real-time. This reduced the customer data entry work and ensured that the KYC was conducted in a speedy and robust manner.
- To put it simply, Temenos T24 enabled a lot of complicated operations - using its excellent feature set - as simple validations of documentation and quicker account detail updates, which directly impacted the operational efficiency of the bank.

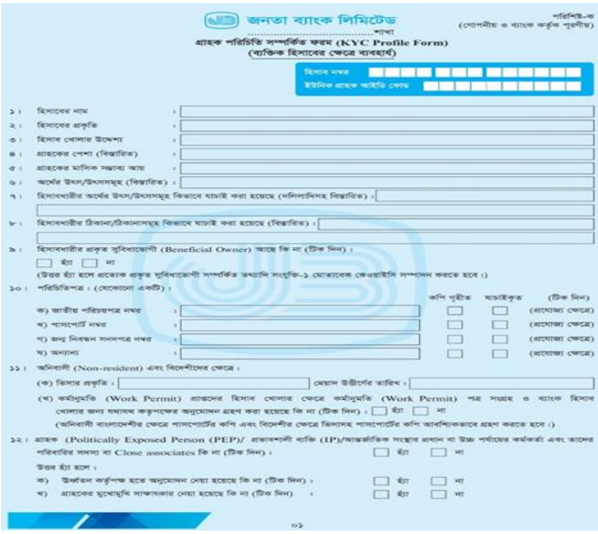
3.2.4 Enhancing Operational Efficiency

- Data Entry and Accuracy: Through the streamlined entry of data into Temenos T24, the chances of errors and delays in account processing were reduced, thus ensuring better operational efficiency. With proper documentation, customer records should be accurate and compliance problems avoided.
- Compliance and Auditing: The data collected was also vital in composing compliance reports, which were subject to scrutinization in internal audits and regulatory checks. This also ensured compliance of the branch operations with banking laws and regulations.

3.3 Examples of Tasks

The practical experience I gained during the training gave me a reality on how banking activities are conducted. During my internship at Janata Bank PLC, Mirpur-1 Corporate Branch, I was also associated with the task of opening account, KYC compliance, supporting customers, compliance reporting as well. In addition to learning more about the technology and the regulations, these assignments gave exposure to customer engagement and day-to-day operations. Following are some examples of the work that was done during the internship.

- A major task involved to help open accounts for individual clients. Clients were assisted to complete the stipulated account opening forms and the intern ensured that there were no blank spaces. Key documents including NID, proof of an address (utility bill or rental agreement) and a passport-sized photograph were taken so that these could be checked against that required by the bank. Once the form and documents were in order, they were inputted into the Temenos T24 banking system and the records kept therein for regulatory purposes. There were also times when such basics as omitted addresses or mismatched identification numbers had to be fixed in forms before the files could be sent for completion and final approval.



জনতা ব্যাংক লিমিটেড
(গোপনীয় ও ব্যাংক কর্তৃক পূরণীয়)
..................................শাখা
গ্রাহক পরিচিতি সম্পর্কিত ফরম (KYC Profile Form)
(ব্যক্তিক হিসাবের ক্ষেত্রে ব্যবহার্য)

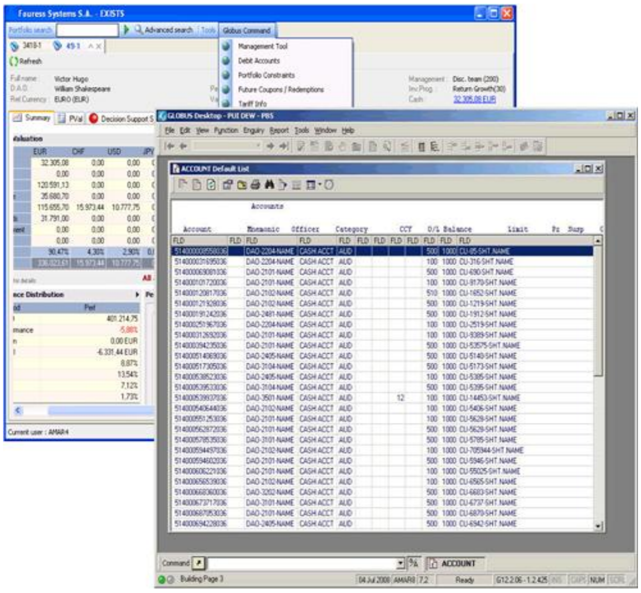
হিসাব নম্বর
ইউনিক গ্রাহক আইডি কোড

১। হিসাবের নাম :
২। হিসাবের প্রকৃতি :
৩। হিসাব খোলার উদ্দেশ্য :
৪। গ্রাহকের পেশা (বিস্তারিত) :
৫। গ্রাহকের মাসিক সম্ভাব্য আয় :
৬। অর্থের উৎস/উৎসসমূহ (বিস্তারিত) :
৭। হিসাবধারীর অর্থের উৎস/উৎসসমূহ কিভাবে যাচাই করা হয়েছে (দলিলাদিসহ বিস্তারিত) :
৮। হিসাবধারীর ঠিকানা/ঠিকানাসমূহ কিভাবে যাচাই করা হয়েছে (বিস্তারিত) :
৯। হিসাবধারীর প্রকৃত সুবিধাভোগী (Beneficial Owner) আছে কি না (টিক দিন) :
হ্যাঁ না
(উত্তর হ্যাঁ হলে প্রত্যেক প্রকৃত সুবিধাভোগী সম্পর্কিত তথ্যাদি সংযুক্তি-১ মোতাবেক কেওয়াইসি সম্পাদন করতে হবে।)
১০। পরিচিতিপত্র : (যেকোনো একটি) :

		কপি গৃহীত	যাচাইকৃত	(টিক দিন)
ক) জাতীয় পরিচয়পত্র নম্বর	:			(প্রযোজ্য ক্ষেত্রে)
খ) পাসপোর্ট নম্বর	:			(প্রযোজ্য ক্ষেত্রে)
গ) জন্ম নিবন্ধন সনদপত্র নম্বর	:			(প্রযোজ্য ক্ষেত্রে)
ঘ) অন্যান্য	:			(প্রযোজ্য ক্ষেত্রে)

১১। অনিবাসী (Non-resident) এবং বিদেশীদের ক্ষেত্রে :
(ক) ভিসার প্রকৃতি : মেয়াদ উত্তীর্ণের তারিখ :
(খ) কর্মানুমতি (Work Permit) প্রাপ্তদের হিসাব খোলার ক্ষেত্রে কর্মানুমতি (Work Permit) পত্র সংগ্রহ ও ব্যাংকে হিসাব খোলার জন্য যথাযথ কর্তৃপক্ষের অনুমোদন গ্রহণ করা হয়েছে কি না (টিক দিন) : হ্যাঁ না
(অনিবাসী বাংলাদেশীর ক্ষেত্রে পাসপোর্টের কপি এবং বিদেশীর ক্ষেত্রে ভিসাসহ পাসপোর্টের কপি আবশ্যিকভাবে গ্রহণ করতে হবে।)
১২। গ্রাহক (Politically Exposed Person (PEP)/ প্রভাবশালী ব্যক্তি (IP)/আন্তর্জাতিক সংস্থার প্রধান বা উচ্চ পর্যায়ের কর্মকর্তা এবং তাদের পরিবারের সদস্য বা Close associates কি না (টিক দিন) : হ্যাঁ না
উত্তর হ্যাঁ হলে :
ক) ঊর্ধ্বতন কর্তৃপক্ষ হতে অনুমোদন নেয়া হয়েছে কি না (টিক দিন) : হ্যাঁ না
খ) গ্রাহকের মুখোমুখি সাক্ষাৎকার নেয়া হয়েছে কি না (টিক দিন) : হ্যাঁ না

- The intern also assisted in corporate account openings, which involved more in-depth compliance protocols. In such instances, documentation such as Business Registration Certificate, Trade License, Tax Identification Number (TIN), and details of authorised signatory was obtained and verified. Assisted business customers in the completion of their account opening documents to make sure the following was accurate; names of the businesses, signatures, and authritisations for accounts. Upon expiry of the stipulated items, the files were then put together and presented to the compliance team and keyed into the Temenos T24 system. This procedure showed a greater focus on the corporate client (as opposed to a retail customer) level of attention.



- Another common task was KYC (Know Your Customer) for monitoring. The intern scanned through customer accounts in the Temenos T24 platform to find outdated or missing group certificate. For instance if the customer's proof of the address was expired or if the NID was not updated, the account is marked in the system. Customers were then contacted and requested to deposit the relevant documents so that the account not become dormant. Some forms even had to be submitted again with corrected information, and the intern walked customers through this process over the telephone. This was important in ensuring the non-seizure of accounts on account of non-compliance.
- Customer Support duties were also integral during the internship. Clients often would walk into the branch if they had any questions about the status of their account or what kind of paperwork would be needed. They were assisted by an intern who interviewed and gathered updates from the Temenos T24 platform to relay updates. In one instance a client was worried about the time it was taking for their account to be activated and when their form was processed it was discovered that their form had not been fully completed and was lacking a signature. Problem quickly resolved with the client a new form made, end of story and all go ahead are carrying on. The completion of the form in a proper way and submission of documents were stressed during exercises.
- Last but not least, the intern participated in the compliance checks and internal audits. Regular scrutiny of account files was undertaken in order to check for the presence and proper record of all

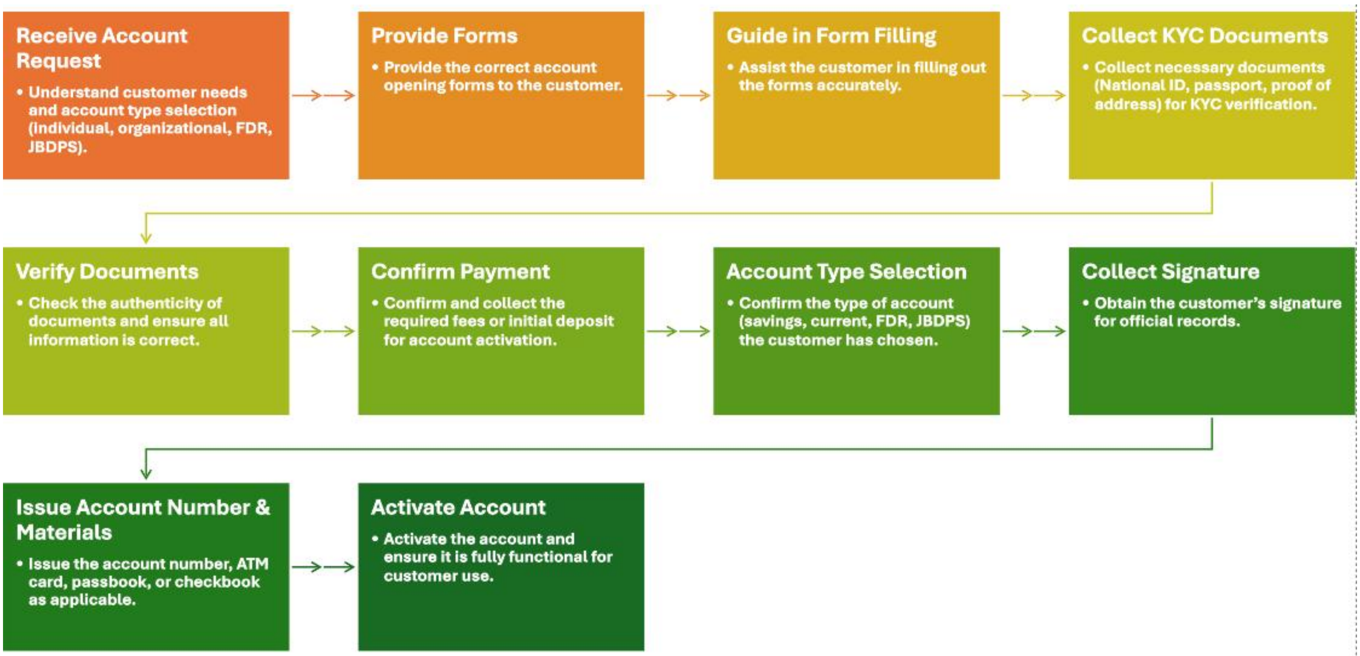
necessary documentation. Instances where identification were out-of-date, addresses were incomplete, or signatures were missing were marked, noted in the computer system and were brought to the attention of "more senior people" for how to respond. Information extracted from the Temenos T24 system was also used to generate compliance reports for internal audits and regulatory inspections by Bangladesh Bank. This project contributed to the credibility of the bank and focused on record and documentation correctness and legal compliance.

Chapter 4: Key Learnings and Experiences

4.1 Important Learnings

During my internship program in Janata Bank PLC I learned a lot and got some practical experience on bank. Here are some of the key experiences and learnings :

- ✧ Account opening procedure: I grasped all the procedure starting from collecting forms, filling them out, paying fees and maintaining the authencity through a process followed in opening various types of account such as individual account, organizational account or accounts like FDR account or Janata Bank Deposit Pension Scheme (JBDPS). This also helped me how to verify whether all the papers were there in a proper schema which is also a vital part of the process of the bank.
- ✧ Realizing The Significance Of KYC Compliance: I realise the significance of KYC in banking. I discovered just how important it is to validate customer information to avoid fraud and money laundering, as well as the risks to the bank if the necessary checks are not maintained, which could lead to account freezing or legal action against the bank itself.



Accounts Opening Process

- ✧ Engaging with Customers and Support: Perhaps the most valuable experience found was engaging with customers. I learned the importance of being able to break down complex banking products in a way that makes sense to someone opening maternal accounts or other specialty accounts. As well as being able to provide customer service, answer questions and problems, being able to resolve them was also crucial for this stage.

- KYC Software usage:I had earned experience in the banks KYC software, where I would enter customer details and verify them as well. This exposure enhanced my ability to pay attention to detail and understand the technical tools that backup banking.
- Issues Handling & Resolution: I learnt to solve KYC problems like no worse/ improper documentation etc. Going through these quickly and efficiently taught me a lot about compliance and how those less significant issues can affect the bank as a whole.
- Collaborating with Different Departments: I have learned how to adapt to the work environment and to work with different team members and departments. The banking environment was quick and I adapted so quickly and started taking initiative in helping my fellow co workers as well as customers.

4.2 Rationale for Roles and Responsibilities

During the internship at Janata Bank PLC, my time was devoted to the essential domains of banking operations and regulatory compliance, both of which underpin the institution’s capacity to deliver secure and reliable service. The actions were not just a modernization of the day-to-day functions of a bank, but a further bulwark to protect the bank from operational and reputational harm.

4.2.1 Account Opening

My involvement in setting up individual and company accounts was solely based on stringent KYC methods (Know Your Customer). Through systematic collection and validation of the necessary identification and corporate documents, I facilitated verifiable end customer profiles to reinforce the firm's protection against grooming for fraud and money laundering. It is the veracity and thoroughness of these records that forms the foundation of operational legitimacy.

4.2.2 Documentation and Compliance

I was responsible for checking KYC files, an exercise that combined attention to details with vigilance to regulations. Cross-reference of ID, address and corporate documents from the compliance database helped shield the bank from the regulators. My due diligence also mitigated the potential for strained customer relationships due to unanticipated account suspension arising from documentation shortfalls, thus protecting the institution’s reputation capital.

Proactive and continuous cleansing to maintain current alignment with applicable regulatory requirements found and fixed contradictions in customer data to ensure all accounts remained in line with established standards. This was vital to ensure the bank's operational longevity and to reduce exposure to potential legal and financial consequences that adherence failure could entail.

4.2.3 Customer Support and Interaction

Interfacing with customers at the front line enabled me to distil their product needs and offer clear advice on the suite of financial services available. This conversational data, gathered from both walk-in and electronic channels, was recorded for subsequent product enhancement and risk profiling. The professionalism displayed in these exchanges forged a reservoir of goodwill and customer loyalty that is empirically correlated with longer-term profitability and reduced attrition.

4.2.4 Collaboration Across Departments

Engagement with multiple bank divisions provided a comprehensive insight into overall banking processes while underscoring the value of interdisciplinary coordination. Such collaboration enhanced the synchronization of cross-functional teams, thereby ensuring the prompt and precise execution of customer service and operational work-flows.

4.3 Examples of Tasks

My internship at Janata Bank PLC gave me a variety of real-time tasks that helped me to get familiarized with basic banking operations. My most memorable experience is when I was assigned to assist a client with opening up a personal savings account. The customer came with all the things needed, but when I checked their utility bill which they had provided as the proof of address, it was a couple of months old. I notified the customer right away, and asked if they had a possible more current bill. With a few minutes of discussion, the customer then emailed me the updated utility bill and I was able to pass the application no problem. It taught me to have my docs together tight even a tiny variance in doc slows down the opening of an acct.

- There was one other instance when he stood with a person for his FDR (Fixed Deposit Receipt) account. Another customer who signed up for a two-year fixed-term contract said he didn't comprehend the interest rates or the penalty for early withdrawal.So I painstakingly went through the terms with layman terms and explained how the interest would work and that this was for 3 years so if he took out money earlier than that he will lose any interest. The customer found the clarity helpful, and after a few more questions, agreed to continue with the FDR. It made me realize how important it is to communicate accurately as it really plays a big role in how satisfied a customer is and whether or not they trust the bank.

- I also handled the KYC (Know Your Customer) software. Now, let me share a specific encounter with you where an individual made a mistake on their application form and gave a wrong phone number. This mismatch was detected in the system and I had to get in touch with the customer on the confirmation of contact details. Well, it turned out that the customer had just transposed different digits in their phone number. Entered into system record and double checked everything. This task reinforced that accuracy is key in the KYC process as even a small error can lead to confusion or delay in processing.
- Additionally, I found myself frequently being asked to help resolve KYC issues. In one case, one customer has submitted their address proof, but the original document was not having a required stamp from authorities. Recommended base text I reached out to the customer, explained the scenario and had them ship over a fresh one. It took time and patience to clarify with the customer that this was needed and why the stamp is part of the process. The account was on hold until the correct document was passed but did not need further verification. At the same time this task reminded me to document everything and how small things can cost great delays if not fixed immediately.
- Finally, I collaborated with other departments to make sure services ran seamlessly. There was a time that I collaborated with the loan department because we were evaluating a loan application from a corporation. The client provided all the required financial docs, but the loan officer needed some other clarification on the financial strength of the business. In order to investigate further, I communicated with the client and then relayed the details to the loan officer. This coordination between the two departments made the process much faster and the loan was made available before the deadline. It showed us the need for collaboration so that the plumbing of banking continues to work seamlessly.

Chapter 5: Criticism and Reflections

5.1 Critical Evaluation

My internship at Janata Bank PLC provided me with an opportunity to be acquainted with the practical aspects of banking sector operations with reference to account management and KYC compliance. One of the main things I focused on was ensuring KYC docs for consumers would be left or right to fill. It somehow hinted on me that KYC is necessary to stop frauds and financial crimes. There are a few chinks in the armor, however, and opportunities for improvements in efficiency and the customer's experience.

I have analysis the all accounts of Mirpur-1 Branch, thousands of accounts were marked or temporarily frozen due to KYC documents not being full submitted. More importantly, many cases where customers did not provide the National ID or where they updated their documents were late. This is very important to make sure that some accounts can get regulated but it was also quite frustrating for the customers it ended in delays for banking transactions. It was, therefore, necessary for the bank to communicate with the customers beforehand, through proactive updates, to avoid frequent freezes on accounts.The detailed findings of these account statuses, along with a summary of the KYC analysis, are presented in the following part.

5.2 Account Status

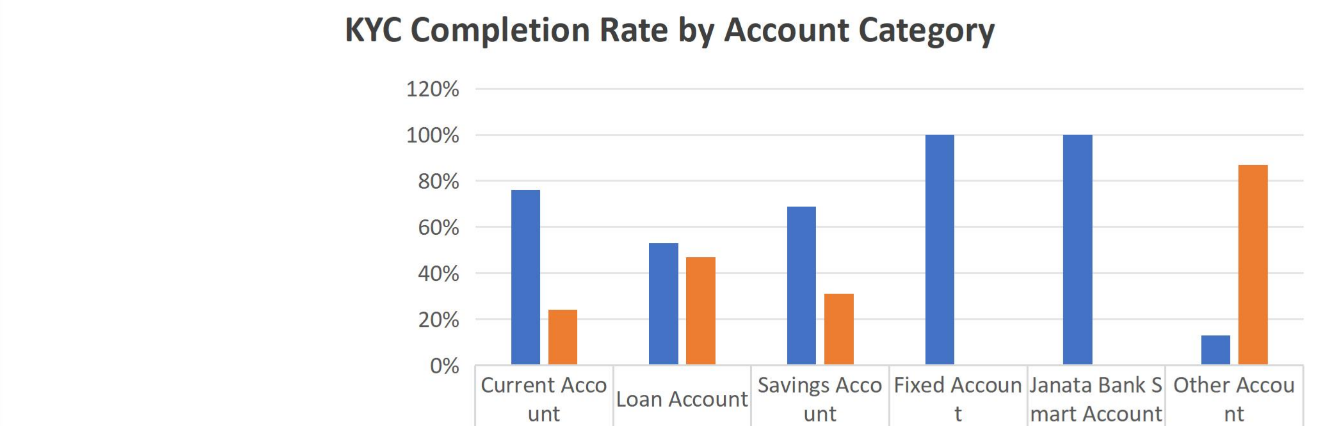
KYC Summery Report As on 25-04-25

SL	Account Category	Total Account	Regular	Dor-13	Dor-17	Deceased	Bad & Loss (BL)	KYC Status: Complete Regular	Complete Dor-13	Complete Dor-17	Complete Decsd	Complete BL	Incomplete Regular	Incomplete Dor-13	Incomplete Dor-17	Incomplete Decsd	Incomplete BL	KYC % Total Account	KYC % Total Account
1	Current Deposit - Individual - 1001	42	32	3	7	0	0	32	2	1	0	0	0	1	6	0	0	83.33%	100.00%
2	Current deposit - G0vt - 1002	18	6	8	4	0	0	3	0	0	0	0	3	8	4	0	0	16.67%	50.00%
3	Current Deposit - Commercial - 1003	242	159	21	62	0	0	130	4	0	0	0	29	17	62	0	0	55.37%	81.76%
4	Jannat Hajj Deposit Scheme - 1020	2	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%
5	Current Deposit - Joint - 1022	2	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0.00%	0.00%
6	Agricultural Loan(others) - 1609	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0.00%	0.00%
7	Multipurp Supervisory Loan - 1613	13	5	0	0	0	8	4	0	0	0	0	1	0	0	0	8	30.77%	80.00%
8	Multipurp Supervisory Loan - 1613 (CORP)	13	1	0	0	0	12	1	0	0	0	0	0	0	0	0	12	7.69%	100.00%
9	Personal Loan - 1638	1	1	0	0	0	0	1	0	0	0		0	0	0	0	0	100.00%	100.00%
10	COnsumers Credit - 1640	2	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	50.00%	100.00%
11	Special Loan for service holder =- 1655	4	0	0	0	0	40	0	0	0	0	10	0	0	0	0	3	25.00%	0.00%
12	Women Entrepreneur - 1645 (CORP)	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	50.00%	50.00%
13	Loan Against JBDS (LNA DPS) - 1686	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.00%	0.00%
14	Health Care Loan - 1749 6	6	6	0	0	0	0	6	0	0	0	0	0	0	0	0	0	100.00%	100.00%
15	LOAN FOR WORKING CAPITAL FOR CMSME UNDER STIMU	2	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%
16	LOAN FOR WORKING CAPITAL FOR CMSME UNDER STIMU	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0.00%	0.00%
17	Loan Ag. Provident Fund - 1901	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0.00%	0.00%
18	Loan Ag. StaffHouse Building - 1902	14	14	0	0	0	0	14	0	0	0	0	0	0	0	0	0	100.00%	100.00%
19	Car Loan to Staff - 1903	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	100.00%	100.00%
20	Computer Loan to Staff - 1904	9	9	0	0	0	0	9	0	0	0	0	0	0	0	0	0	100.00%	100.00%
21	Staff loan Motor cycle loam 1908	7	7	0	0	0	0	6	0	0	0	0	1	0	0	0	0	85.71%	85.71%
22	Secured OD against Fin Obligation - 1922	18	18	0	0	0	0	18	0	0	0	0	0	0	0	0	0	100.00%	100.00%
23	Secured OD againstreal estate - 1923	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.00%	0.00%
24	Cash Credit Hypob(Gen) - 1936	11	9	0	0	0	2	9	0	0	0	0	0	0	0	0	2	81.82%	100.00%
25	Cash Credit Hypo(Gen) - 1936 (CORP)	2	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%
26	Savings Deposits - Induvidual - 6001	10358	7143	1362	1841	12	0	7113	15	28	10	0	30	1347	1813	2	0	69.18%	99.58%
27	Savings Deposit - Corporate - 6003	230	40	126	64	0	0	24	0	0	0	0	16	125	64	0	0	10.43%	60.00%
28	Savings Deposit - Staff - 6004	129	108	14	6	1	106	5	0	1	0	2	9	6	0	0	0	86.82%	98.15%
29	Savings Deposit - Minor - 6006	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	100.00%	100.00%
30	School Banking saving - 6007	2	200	191	2	7	0	0	191	0	0	0	0	2	7	0	0	95.50%	100.00%
31	Special Notic Deposit - 6009	19	5	0	14	0	0	0	3	0	0	0	0	2	0	14	0	15.79%	60.00%
32	City Corpariton worker Saving - 6044	597	597	0	0	0	0	596	0	0	0	0	1	0	0	0	0	99.83%	99.83%
33	Savings Depost - 6051	183	147	26	10	0	0	13	0	0	0	0	134	26	10	0	0	7.10%	8.84%
34	Janata Bamk Deposit Scheme - 6602	4	4	0	0	0	0	4	0	0	0	0	0	0	0	0	0	100.00%	100.00%
35	Janata Deposit Scheme - 6611	119	119	0	0	0	0	108	0	0	0	0	11	0	0	0	0	90.76%	90.76%
36	Naree Kaliayan Sanchay Prokaipo - 6613	130	130	0	0	0	0	130	0	0	0	0	0	0	0	0	0	100.00%	100.00%
37	Janata Millionaire Deposit Scheme - 6614	10	10	0	0	0	0	10	0	0	0	0	0	0	0	0	0	100.00%	100.00%
38	Janata Bank Smart Account (JBSA)3yrs - 6615	78	78	0	0	0	0	76	0	0	0	0	2	0	0	0	0	97.44%	97.44%
39	Janata Bank Smart Account (JBSA)5yrs	76	76	0	0	0	0	75	0	0	0	0	1	0	0	0	0	98.68%	98.68%
40	Janata Bank Smart Account (JBSA) 7yrs - 6617	2	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%
41	Janata Bank Smart Account (JBSA) 10yrs - 6618	9	9	0	0	0	0	9	0	0	0	0	0	0	0	0	0	100.00%	100.00%
42	Janata Bank Deposit Pension Scheme - 6619	76	76	0	0	0	0	74	0	0	0	0	2	0	0	0	0	97.37%	97.37%
43	Fixed Deposit - 6621	776	776	0	0	0	0	752	0	0	0	0	24	0	0	0	0	96.91%	96.91%
44	fixed Deposit - corporate - 6622	57	57	0	0	0	0	41	0	0	0	0	16	0	0	0	0	71.93%	71.93%
45	Janata Bank Amar Sanchoy Amar Munafa Scheme - 6629	17	17	0	0	0	0	16	0	0	0	0	0	0	0	0	0	94.12%	94.12%
46	New Generation double Benefit Scheme - 6630	31	31	0	0	0	0	31	0	0	0	0	0	0	0	0	0	100.00%	100.00%
	Total	13519	9898	1562	2015	13	31	9617	26	29	11	1	281	1536	1986	2	30	71.63%	97.16%

5.3Analysis of Customer KYC

5.3.1 KYC Completion Rate by Account Category

The KYC completion ratio is therefore important from the bank's perspective for the correctness and compliance of the bank's customer data. In the present analysis, we will investigate how KYC status (Complete vs. Incomplete) differs across account types. The data table and chart below show the KYC completion percentages for the different classes of accounts.

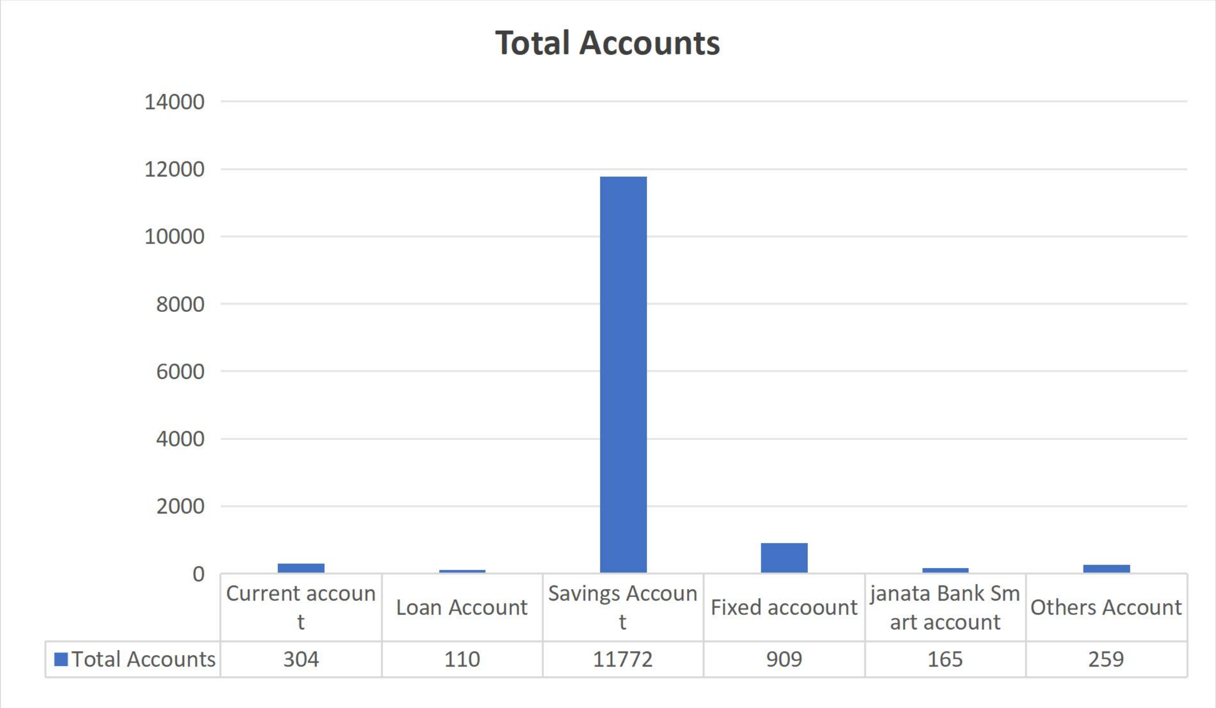


	Current Account	Loan Account	Savings Account	Fixed Account	Janata Bank Smart Account	Other Account
KYC Completion Rate by Account Category Complete KYC (%)	76%	53%	69%	100%	100%	13%
KYC Completion Rate by Account Category Incomplete KYC (%)	24%	47%	31%	0%	0%	87%

KYC completion rates differ widely by account category. In terms of completion, Fixed Accounts and Janata Bank Smart Accounts show 100% completion, while the lowest completion rate of 53% is held by Loan Accounts where 47% are incomplete. Current Accounts and Savings Accounts also have significant incomplete rates of 24% and 31% respectively. Incompleteness is highest for Other Accounts at 87%. These differences could represent compliance-related gaps that the bank needs to work on for KYC purposes.

5.3.2 Comparison of Account Categories Based on Total Accounts

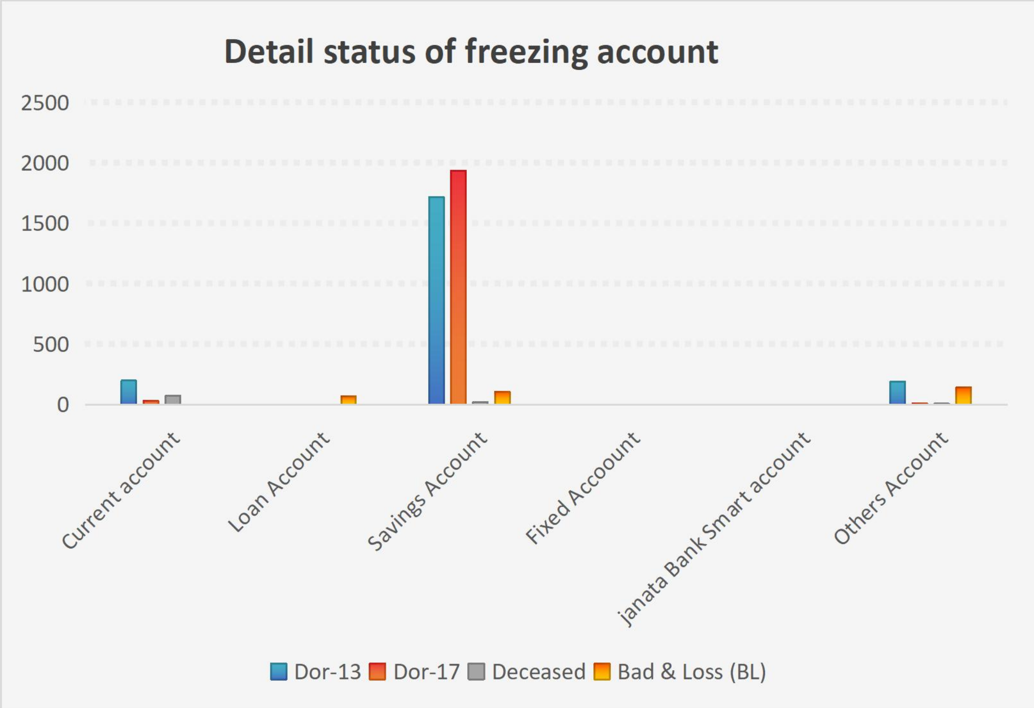
Knowing the breakdown of the whole accounts for each category allows us to know where most of the bank's clients are assigned. The total number of accounts in different classes are presented in the following table.



The chart provides the information about how total accounts is distributed against different categories. Total accounts high for Savings Accounts at 11,772, outweighing all other types of accounts by a longshot. Next comes Fixed Accounts with 909 accounts where after Janata Bank Smart Accounts There are also 165 accounts, 259 accounts. We have the least number of accounts in Current Accounts (304) and Loan Accounts (110) respectively. The large share of savings products shows the bank is focused on generating deposits, while the more modest figures elsewhere indicate further growth is needed in loans and current accounts.

5.3.3 Detail status of freezing account

This comparison was made across a variety of KYC statuses (Regular, Dor-13, Dor-17, Deceased, in each of the account types. It shows the subset of accounts falling under various KYC statuses, which can be of interest for things like customer service and risk management.



Detail status of freezing account				
Catagory	**Dor-13**	**Dor-17**	**Deceased**	**Bad & Loss (BL)**
Current account	199	32	73	0
Loan Account	0	0	0	67
Savings Account	1719	1937	20	106
Fixed Accoount	0	0	0	0
janata Bank Smart account	0	0	0	0
Others Account	189	5	7	142

The details of freezing accounts in various categories of Janata Bank PLC, Mirpur-1 Corporate Branch are given in the following table. The freezing statuses are Dor-13, Dor-17, Deceased and Bad & Loss

(BL), which are separate conditions. The categorization comes from the reasons accounts are considered inactive or suppressed.

Dor-13 Accounts are the accounts that the account holders themselves literally block. Usually they do because the clients will decide for however long to freeze account activity, perhaps for reasons of a personal or even a account security. There are 199 Current Accounts, 1,719 Savings Accounts and 189 Other Accounts in this category.

Dor-17 Accounts are Accounts held up by the bank because of faulty and or incomplete documentation. This is an impact of none customers disqualified to provide a proper KYC documentation in the timeline required. The information does not explicitly identify the 32 Current, 1,937 Savings and 5 Other Accounts that were abridged in response to Dor-17. This means that not documenting continues to be a serious issue at the branch level, particularly on savings account with the highest number of dormants.

Deceased Accounts refer to accounts associated with deceased customers. These wallets are disabiled until they are receiving their legacy or being handed over per law. In this branch 73 Current Accounts, 20 Savings Accounts and 7 Other Accounts are documented as deceased.

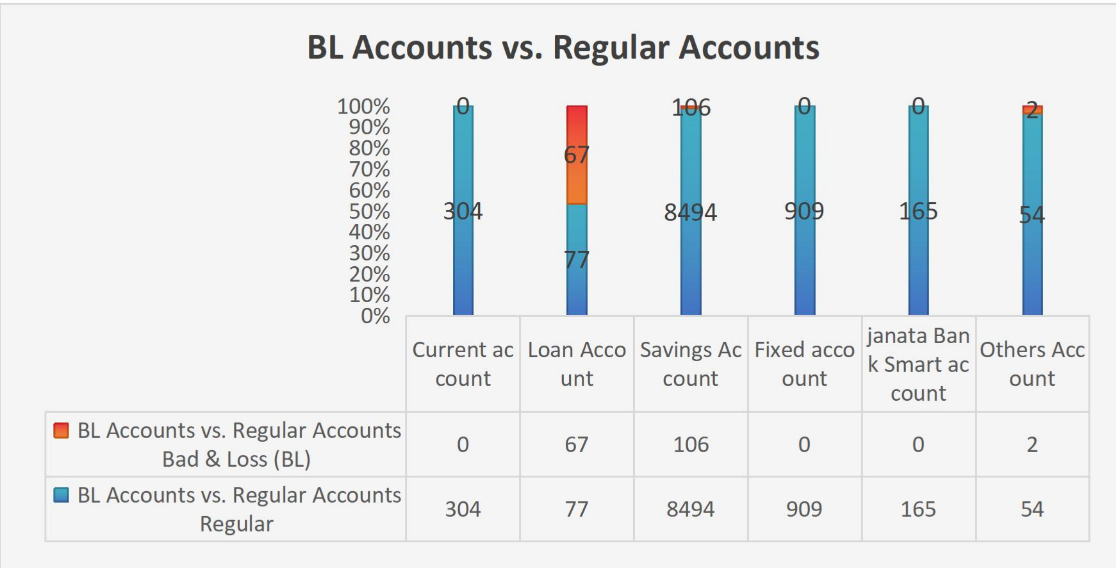
Bad & Loss (BL) Accounts are the cases where non- judicious documents are not valid under Shariah, where the asset level of the client does not justify the loan amount or where client does not make any deposit or installment for long time. The data shows 67 Loan Accounts, 106 Savings Accounts and 142 Other Accounts are tagged as BL. This brings out important worries in the loan accounts as well, as non repaying and collateral documentation does not match, presents very hug dangers for the bank.

From the data, it is also visible that Savings Accounts are the most affected under Dor-13 and Dor-17, showing the presence of both voluntary stops and mandatory ones. The highest exposure area for Bad & Loss is Loan Accounts, which implies repayment and asset value concerns. By comparison, sthe ensitive Fixed Accounts and Janata Bank Smart Accounts do not display freezes, thereby pointing to more robust compliance and documentation behaviour in those segments.

5.3.4 Bad & Loss (BL) Accounts vs. Regular Accounts

This analysis is primarily aimed at showing the total numbers of accounts in Bad & Loss versus regular across different categories. This review can be useful in measuring soundness of the bank.

BL Accounts vs. Regular Accounts		
Catagory	**Regular**	**Bad & Loss (BL)**
Current account	304	0
Loan Account	77	67
Savings Account	8494	106
Fixed accoount	909	0
janata Bank Smart account	165	0
Others Account	54	2



This chart depicts the different categories of Bad & Loss (BL) accounts and Regular accounts. Bad & Loss (BL) ratios are the worst for Loan Accounts with a 67 BL account for 77 regular accounts. In Savings Accounts, only 106 of BL accounts are treated as such compared to 8494 normal accounts. Other account categories such as Fixed Accounts, Janata Bank Smart Accounts and Other Accounts have negligible BL accounts which indicates similar stability in terms of KYC compliance and account health.

5.4 Key Challenges

Through my internship I had to unlock new heights of myself. It was the challenges which were so important for my professional development and getting to understand the intricacies of the banking world.

- Missing KYC Documentation: One of the big issues was customers missing important documents, such as when they did not submit an updated National Id, proof of address, passport size photo, etc. Customers often only found out when their accounts were marked for freezing.
- NID problems: There were frequent issues in the match of the NID details provided by the customers with that of the bank database which resulted in delays in activation of accounts. This inconsistency also caused a lot of confusion, and we had to talk more with the customer and verify it again and again.
- Why Account Freezing: One of the most frequent consequences of incomplete or mismatched KYC documentation was account freezing. This was a vital process to ensure regulatory compliance from the perspective of Bangladesh Bank but resulted in customer displeasure. However, as most of them outlined in their complaints, it was not clear why the authorities mandated the freezing of the accounts so the customers had a bitter banking experience where they felt frustrated and were even at some point losing their faith in the bank.
- Challenges in Collecting KYC Data During my internship, I struggled to collect KYC data because of the strong privacy culture at Janata Bank PLC. The bank had very strict KYC procedures, and so accessing the proper KYC status data was kind of a nightmare. It was an aspect I always ran into where customers would miss documentation like new National IDs or proof of address, which only came up upon freezing accounts.Furthermore, the mismatch of the data between the customer records and the records in the bank's database was delaying the activation of my account and I had to keep on verifying and checking back. Such KYC data access and management difficulties

highlighted the need for effective communication, proper documentation and clear processes to aid compliance and prevent operational bottlenecks.

5.5 Learning from Challenges:

Through the hurdles I faced during my internship period, I gained critical lessons in the banking sector:

- Proactive communication: The biggest lesson for me was the importance of communication ahead of time with the customer on their KYC docs. If the bank only informed their customers about the documents needed for the KYC initiative and recommended submitting the updated forms, no delay would take place and accounts would not get frozen at all.
- Details in KYC compliance : Here, I understood that KYC documents must be correct to be compliant and also to avoid any glitches in operations. The account activation process is delayed by some basic issues such as Mismatched NID numbers or non availability of the documents, etc. Maintaining completeness and accuracy of customer data was one of the crucial steps in eliminating errors and operational bottlenecks.
- Freezing Accounts as a Compliance Requirement: I realized that freezing customer accounts, while another painful experience for customers, is a compliance requirement that prevents more damage by ensuring that customer accounts remain safe. This freezing process is designed to mitigate potential financial threats or protect the bank and its customers from fraud or money laundering respectively.
- Communicating Transparency in Trust : I thought making customers aware of why their account has been frozen and guiding them on solving KYC issues can certainly help increase the trust or clarity in the retention graph. Customers would stay loyal to the bank on the condition that they understood the reasons for the account freeze and knew what to do for the issue to be resolved.

Overcoming these problems improved my critical thinking, communication and time management skills which would help me greatly in my higher studies at the field of banking or wark in any customer facing roles.

Chapter 6: Findings, Recommendations & Conclusion

6.1 Findings

Based on the above analysis and experience from the internship at Janata Bank PLC, here are the Major findings.

Incomplete Documents:

- Customers often submitted documents that were outdated or incomplete, leading to account freezes and delays. Loan and Current Accounts often suffered from missing IDs or proof of address.

Lengthy KYC Forms:

- The KYC forms were lengthy and overly convoluted, and led to confusion and mistakes in filings, which induced even more delays.

Inconsistent KYC Completion:

The reporting also highlights differences in compliance by account type.

- Loan Account With just 53.47% completion, the KYC completion rate was lowest.
- Savings Accounts: KYC was Complete in 69.19% of savings accounts, whereas it was incomplete in 30.81%.
- For Current Accounts: 76.19% KYC complete and 23.81% KYC incomplete
- 100% KYC completion was done for Fixed Accounts & Janata Bank Smart Accounts.
- Other Accounts revealed only 13.60% of documentation compliance, representing a significant gap.

Account Distribution:

- Of the 12,276 accounts, Savings Accounts ranked the highest, so KYC improvement was targeted to these accounts.
- Fixed Accounts and Current Accounts came next, while Loan Accounts and Other Accounts had smaller shares.

Detail status of freezing account :

- Dor-13 Accounts: Temporarily suspended at the request of the account holders for private reasons. 199 Current Accounts, 1,719 Savings Accounts, and 189 Other Accounts were impacted; suggesting they need to improve their message.
- Dor-17 Accounts: To be freeze for KYC Incomplete. 1937 Savings Accounts had been affected, and questioning your customers post transfer/withdrawal was a necessity.
- Deceased Accounts: Held while legal matters are settled. 73 Currents Accounts, 20 Savings Accounts, and 7 Other Accounts were red flagged, highlighting the necessity to maintain audit-able track records.
- Bad & Loss (BL) Accounts: These are the risky accounts whose amount is not repaid or documentation is not maintained. 67 of Loan Accounts, 106 of Savings Accounts, and 142 of Others in these rows demand stronger rules and risk management regarding credit.

Bad & Loss (BL) Accounts:

- Number of BL in loan accounts 67, risk for bank profitability Current Accounts and Fixed Accounts had no Blocked Loans account as well, implying a relatively better health in these attributes, compared.

6.2 Recommendations

Based on the results, the following suggestions are made to promote KYC compliance, operational efficiency and resolve the concern of financial stability at Janata Bank PLC:

Incomplete Documents

- Perform a stricter document verification: your clients shouldn't be allowed to work with backdrop data set. Try to request more information or ask for current documents in each one of the images. Customers should Interface reminders should be sent to customers to avoid cases of delays and customer freeze, especially for Loan Accounts and Current Accounts.

Lengthy KYC Forms

- Shorten KYC forms, should ask for basic information. A simple fob that does away with the misinterpretation, the mistakes and the time you have to wait, creating a better customer experience.

Inconsistent KYC Completion

- Strive for 100 per cent KYC in all types of accounts. Concerted action shall be taken to improve the compliance in Loan (53.47 % to be improved) and Others (13.60 % to be improved) categories. "Automation can speed up KYC process in saving and current accounts if integrated at National Database level sensibly.

Detail Status of Freezing Accounts

- Dor-13 Accounts: Facilitate for increased communication from account holders of Dor-13, to freeze accounts, and educate about the effects of a frozen account. Proactive outreach to users can reduce the impact of Dor-13 account suspensions.
- Dor-17 Accounts: Better Communication to customers and follow-up should be monitored to close the closing balance of CKYC not received rightly and also in case of Savings Accounts (Impacted-1,937 accounts). But if you do, regular users forget their login details and frequent account lockouts can be mitigated with a regular update or reminder.

Bad & Loss (BL) Accounts

- Intensify credit appraisal and risk mitigation strategies to lower the 'Bad and Loss (BL)' accounts. Specifically enhance credit rating of loan accounts to prevent piling up of BL accounts.
- One option could be to introduce loss provisioning (loan restructure/payment plan) to support of non preforming repayment cases and limit the economic impairment on the bank's BL book.

Deceased Accounts

- Keep up to date and accurate records of dead accounts. It is better to have more sophisticated monitoring and enforcing so as to narrow the discrepancy in settlement of the litigation and law enforcement. This would help in speedy and effective reconciliation of these accounts.

6.3 Conclusion

My internship in Janata Bank PLC, Mirpur- 1 Corporate Branch provided me valuable practical experience about knowledge of in and out about the banking activities especially KYC and Account Opening. While at the internship it was evident that the bank already has some things figured out, but with many of the hindrance, particularly due to documentation missing and the lengthy KYC forms, impacting operational efficiency and customer experience.

The deliberations elicited some concerns such as while (legitimate purpose of) very low KYC done to the extent of sanctioning from the Loan Accounts and Other Accounts, many accounts frozen effected for the statuses of Dor-13, Dor-17, BL. These not only annoy, but they also ruin customer relations and the bank’s bottom line.

So in order to address these complaints the bank has to strengthen the document verification process, simplify the KYC forms and should standardize the formats category wise. So, A user-friendly conversation around KYC required compliance's and a Proactive track down on documentations not available can probably be a Relaxation on Account Freezes.

The implementation will strengthen the current risk management efforts for both Loan accounts and Bad & Loss (BL) accounts and use of technology to facilitate the KYC effort; the bank will comply with regulations and benefit from increased efficiency.

If this recommendations taken as honestly and seriously, then it will be the help, which Janata Bank PLC need to make it rightly long-time position in the market with further efficiency customer fractional, faster trust relationship especially to the compliance. This prudential measure will not only serve to mitigate the financial risk but also enhance the competitiveness of bank in the bullish banking environment.

Chapter 7: Implications

7.1 Implications and Lessons Learned

During my internship at Janata Bank PLC, I learned about the banking sector of Bangladesh, specially on bank deposit & customer satisfaction & opinion. contain's story can be reduced to the lean collection of lessons and implications below

Looking Forward in Provisioning Matters:

I also understood that the forward looking provisioning persona is required to be same as likely default. We suggest that in view of economic uncertainties in Bangladesh, as the model of ECL for expected loss (not incurred loss) a dynamic provision model could be acceptable in lieu of the provisions created by banks in this regard. As a result, Janata Bank would be more prepared to manage any unexpected economic shocks especially on industries that are the most impacted by non-performing loans such as SME.

Introduction of Technology for Better Efficiency:

The Importance of Technology in Banking Integration of technology in banks is necessary to simplify activities, reduce the scope of human error, and enhance the effectiveness of services. During working with Janata Bank I had to face more of manual system that was not query friendly. Hence automation of Deposit & loan monitoring, and reporting is an advancement in the right direction, as utilization of resources is saved, increased values of data credibility obtained and finally save time.

The Best Setback For Defaults Is Good Customer Communication:

It has an interesting implication that communicating with the customer is important and necessary in default collection. If they can be proactive in reaching out to those borrowers, who are now in distress, they will be able to restructure those before they become loan.I learnt the significance of CRM and providing customized financial products during my intern.

Economic Factors and Performance of the Banks:
Finally, I realized that the economic condition of Bangladesh highly influences a bank's A bank do not take interest in a dying industry. These aspects including inflation, political instability and the general

economic decline itself affect the capacity of depositor & borrowers to service deposit & loans. It is crucial for banks to understand these factors and the effect they have on the loan performance in order to be able to take informed decisions regarding the risk management of these loans.

7.2 Theoretical Aspects of Academic Learning

During my internship, I could link what I learnt in my coursework with the banking conceptually, which include financial management, credit risk evaluation and banking regulation. The following specific theoretical considerations were particularly germane:

Banking Operations & Customer Service:

My education got me in the door and helped me deliver service. The knowledge of customer satisfaction and relationship process theories could be employed in the handling of clients and in helping clients manage their relationship with the bank, particularly in the case of bank clients having difficulties paying back their loans.

7.3 Organizational Impact

This intership program on Janata Bank PLC in riched me not only lare amount of theoritical knowledge but also in riched organisation in practical dymanics in so many ways.

Enhancement of Risk Management Practices:

Janata Bank PLC; Customer needs security of deposit is my previous company works, that bank is secured to the customer deposit and a customer wants to immediate any time withdraw and also interest.

Enhanced efficiency of Deposit & Loans Monitoring and Reporting:

Lessons learned I took from the app I created to job while writing and systemizing the deposit loan reserve process, of a manual underwriting, loan track, monitor and report SW. I had recommended automation on these fronts & there by contributed to make the bank function its activities more effectively and provide condition based, right, prompt data for decision making.

Improved Customer Interaction and Support:

So, these are some those things that you should fix in work and need to work on them to improve customer support, because customer will prefer to get the service soon. Also reduce paper work that much useful for customer transition.

Organizational Learning and Development:

My role in staff development, and internal workshops have impressed on me the necessity and value, of constant ongoing professional development of customer service management. I recommended to the bank to further train the employee on data analysis and managing customers deeper and it might have a greater positive impact on risk management ability.

Benefits operation and financial strategy Efficient and effective:

I also attended discussions on strategy and pre-collection activity more broadly in finance. By providing direction on financial reporting and early loan intervention, I helped guide the bank's operational practices to present industry standards. The two can help the bank become a little more profitable and a little more aggressive in managing risk.

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