Credit Management of Janata Bank PLC

Submitted To:

Dr. Nurul Mohammad Zayed

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Submitted by:

Asma Ul Husna

ID No: 213-11-6702

Department of Business Administration

Faculty Of Business & Entrepreneurship

Date of Submission: 03.07.2025

Letter of Transmittal

Date: 03.07.2025

To,

Dr. Nurul Mohammad Zayed

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of the internship report on ‘Credit Management of Janata Bank PLC.

Dear Sir,

Respectely, I am pleased to turn in my internship report, **"Credit Management of Janata Bank PLC"** which I developed in accordance with the requirements for the Bachelor of Business Administration (BBA) program at Daffodil International University.

I sincerely hope that this report reflects my understanding of the credit management practices at Janata Bank PLC and aligns it with the academic knowledge I have gained throughout my coursework. It is the result of the practical knowledge and experience I have gained during my internship.

I wish that this report will have your approval and I will be more than willing to provide any further clarification if necessary.

Sincerely Yours,

Asma

…………………..

Asma Ul Husna

ID No: 213-11-6702

Program: BBA

Major in Finance

Daffodil International University

Letter of Approval

This is to confirm that Asma Ul Husna, Student ID: 213-11-6702, a regular student in the BBA Program with a finance major in the Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, has successfully completed the internship report titled **"Credit Management of Janata Bank PLC."**

Under my close supervision, Asma Ul Husna completed her internship program at Janata Bank PLC. Bogura Corporate Branch and wrote this report.

Asma Ul Husna has a pleasant disposition and a strong moral code. I hope she has the best possible life.

……………………………………

Signature of the Supervisor

Dr. Nurul Mohammad Zayed

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

First and foremost, I would like to express my sincere gratitude to Janata Bank PLC for allowing me to undertake my internship and conduct this study on their Credit Management. This valuable experience has greatly enhanced my understanding of banking operations and credit management practices.

I am deeply thankful to my internship supervisor and all the officials of the Credit Department who provided their continuous guidance, support, and encouragement throughout the internship period. Their willingness to share knowledge and offer practical insights was instrumental in completing this report.

I also want to express my heartfelt thanks to my academic advisors for their constant motivation and constructive feedback during the preparation of this report.

Finally, I appreciate the support of my family and friends, whose encouragement and understanding helped me to focus and complete this work.

Student Declaration

I hereby declare that, I am Asma Ul Husna, student of Daffodil International University Department of Business Administration.My student ID is 213-11-6702, Major in Finance.My intership report ‘Credit Management’ honesty prepared by me without any copyright issue.

I am assuring that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.

Asma

………………….

Asma Ul Husna

ID No: 213-11-6702

Major in Finance

BBA(60 Batch)

Department of Business Administration

Daffodil International University

Executive Summary

This report comprehensively analyzes the Credit Management of Janata Bank PLC, a prominent state-owned commercial bank in Bangladesh. Credit management is a critical function that directly impacts the bank's profitability, liquidity, and overall financial health. The primary objective of this report is to evaluate the effectiveness and efficiency of Janata Bank's credit management processes, including credit appraisal, disbursement, monitoring, and recovery.

Janata Bank PLC follows structured credit policies aligned with regulatory frameworks set by the Bangladesh Bank to minimize credit risk and ensure sound lending practices. The report examines the bank's organizational setup for credit management, detailing roles and responsibilities within the credit department. It also discusses the procedures for loan sanctioning, including borrower assessment, risk evaluation, and documentation requirements.

The bank uses traditional and modern tools to evaluate creditworthiness, such as financial statement analysis, credit scoring, and collateral appraisal. Despite these measures, the report identifies challenges in credit risk mitigation, such as delays in loan recovery, inadequate borrower follow-up, and the impact of economic fluctuations on borrowers' repayment capacity.

Additionally, the report explores the role of internal controls and audit mechanisms in preventing fraudulent activities and reducing non-performing loans (NPLs). It highlights the importance of timely monitoring and regular review of loan accounts to maintain asset quality.

Based on the findings, several recommendations are proposed to enhance Janata Bank PLC's credit management. These include improving risk assessment techniques through better data analytics, strengthening loan recovery strategies, increasing staff training on credit policies, and adopting advanced technology for real-time monitoring.

In conclusion, effective credit management is essential for Janata Bank to sustain its competitive position in the banking sector, minimize financial risks, and contribute to economic development by providing reliable financial support to individuals and businesses.

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CHAPTER-1

Introduction

1.1) Origin of the Report:

The report "Credit Management of Janata Bank PLC" comes from an academic internship report written by Asma Ul Husna, a BBA student at Daffodil International University majoring in Finance. Dr. Nurul Mohammad Zayed, an Associate Professor in the Department of Business Administration, wrote the report. It was made after a three-month internship at Janata Bank PLC, Bogura Corporate Branch, and its goal is to meet the BBA program's internship requirement. The report examines Janata Bank's credit management practices using real-world observations, interviews, and other people's data.

1.2) Background of the Study:

You have to do an internship to get your BBA degree. The internship program is an excellent way for graduates to get a taste of what it's like to work in a real business before they start their careers. Internships in the digital business world help students learn new skills and gain experience while being supervised. They also show maturity and know how to behave professionally, personally, and with others. I interned at Janata Bank PLC's Bogura Corporate Branch in Bogura for three months to meet this requirement. Banking is a big part of the economy, so it's impossible to learn everything about it quickly. As an intern, I've done my best to cover the "Credit Management of Janata Bank PLC" in this report.

1.3) Objectives of the Study:

- To know about the overall credit management.
- To describe the Credit and Loan products of Janata Bank PLC.
- To identify the risk or problems of credit management and suggest scopes of improvement in credit management of Janata Bank PLC.

1.4) Methodology of the Study :

This report is prepared based on my experiences with Janata Bank PLC and to fulfill the objective of this report.

Data Collection Procedure: The nature of this report is descriptive and exploratory. The information was gathered from secondary sources in order to improve the report's presentation and meaning.

The “Secondary sources” are as follows: -

- Annual report of Janata Bank PLC (2019-2023).

- Different books and articles written on credit management of the bank.
- Web sites.
- Office files and documents.
- Various publications of Bangladesh Bank.
- Study-related books and journals.

1.5) Limitations:

Here are the main problems with this study:

- The relevant authority placed some limits on who could see the information.
- I only worked at the Bogura branch of Janata Bank PLC, so I didn't understand how to manage credit practically.
- There weren't enough records and publications about customer service, as required.
- Lack of access to internal data.
- Because of a lack of time, this report could not cover a lot of data or information.
- The bank's workers were too busy to give enough time and information.
- I don't have the right experience to write this kind of report. So, not knowing what to do can lead to small mistakes.
- The majority of the information and data originate from secondary sources.
- There was no information about legal action.

CHAPTER-2

Overview Of The Organization

2.1) About the Organization:

Bangladesh Bank (Nationalization) Order 1972 set up Janata Bank, the second largest commercial Bank in Bangladesh. Bangladesh became a country on December 16, 1971. With exceptional government support, the newly formed Janata Bank became the country's nationalized commercial Bank. The main office is in Motijheel, Dhaka. As it takes on more responsibility and does well, it becomes the country's largest commercial Bank, with 925 branches, including four in the United Arab Emirates. In 2007, Janata Bank changed from a regular government department to a Public Limited Company (PLC). Janata Bank PLC has been a key player in the country's financial activities. It has a long history of providing excellent services to the community since it became a sovereign, independent state on this rich, green alluvial soil. The Bank's work to improve the economy and society has set the bar so high that other banks in this field can't help but want to reach the same level of success that Janata Bank PLC has.

2.2) MISSION:

Janata Bank Limited will be an effective commercial bank by maintaining a stable growth strategy, delivering high quality financial, providing excellent customer service through an experienced management team and ensuring good corporate governance in every step of banking network.

2.3) VISION:

To become the effective largest commercial bank in Bangladesh to support socio-economic development of the country and to be a leading bank in South Asia

2.4) Corporate Profile

Features	Values
Name	**Janata bank PLC.**
Genesis	Janata Bank PLC., the 2nd largest State Owned Commercial Bank (SCB) in Bangladesh, is playing pivotal role in overall financial activities of the country. The Bank emerged as ‘Janata Bank’ by combining the erstwhile United Bank Limited and Union Bank Limited under the Banks Nationalization Order (President’s Order- 26) of 1972 and was restructured as a limited company in November, 2007. Since inception in 1972 the Bank has commendably contributed to the socio-economic development of

	Bangladesh and helped structuring solid financial ground of the country as well. Janata Bank runs its business with 922 branches across the country including 4 overseas branches in United Arab Emirates.
Registered Address	Janata Bhaban , 110,Motijheel Commercial Area Dhaka-1000,Bangladesh.
Legal Status	Public Limited Company
Chairman	Mr. M. Fazlur Rahman
CEO &Managing director	Mr. Md. Mazibur Rahman
Company Secretary	Md. Abdul Alim Khan
Date of Incorporation	May 21,2007
Authorized Capital	BDT 30000 million
Paid up Capital	BDT 23,140 million
Face Value per share	BDT 100 per share
Shareholding pattern	100% share owned by the Government of Bangladesh
Number of Employees	14,323
Banking license obtained from Bangladesh Bank	May 31,2007
Phone	+88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30
Fax	88-02-9554460, 9553329

SWIFT	JANBBADDH
Website	www.jb.com.bd
E-mail	md@janatabank-bd.com

- **Table 2.1** (Janata Bank PLC., 2023)

2.5) Organizational Structure

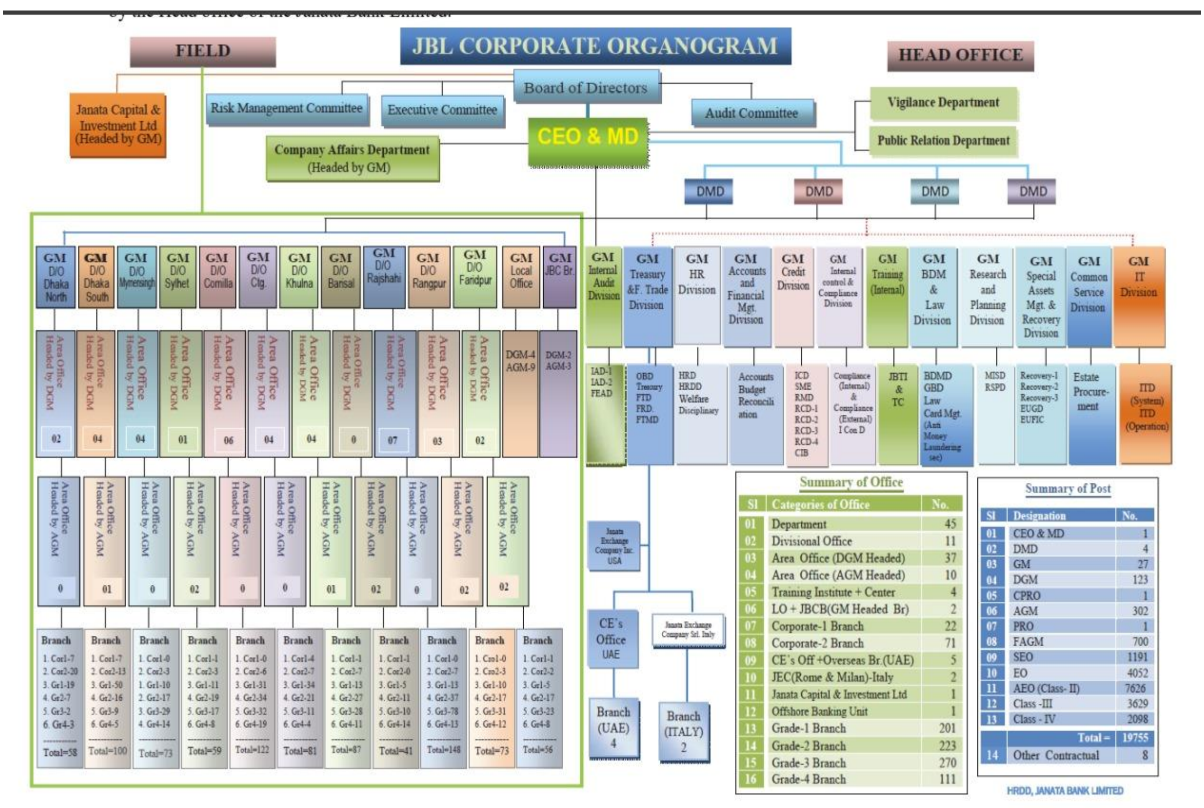


Figure 2.1

CHAPTER-3

Internship Role and Responsibilities

3.1) Role and Responsibilities:

- Examining financial papers and judging borrowers creditworthiness helps manage credit risk.
- Examining and collecting client data for loan approval helps to support loan evaluation procedures.
- Ensuring all needed papers are in place and correctly filed helps one with loan disbursement.
- Following up on past-due loans and creating plans to collect money from defaulting customers helps one to support credit recovery initiatives.
- Maintaining correct and current records of loan, repayment, and credit management data.
- Interacting with clients to grasp loan needs and preserving positive client relationships would help one manage relationships.
- Examining loan product and interest rate-related market trends.
- Organizing meetings, file management, and record-keeping on loan transactions and credit control for the Credit Department provide administrative help.

Example: My job was to talk with customers to collect data on their loan requests and clarify loan terms. I met with loan-seeking clients, gathered required papers (like proof of income, assets, etc.),and addressed any questions they had about the loan procedure. Then I put the data into the bank's system for senior officers' examination.

3.2) My role fit into the organization structure:

- My responsibilities in evaluating credit risks and supporting loan disbursement helped the bank lower defaulting loans and strengthen financial stability.
- Operational Efficiency: Simplifying credit and loan-related activities like documentation and reporting helped you improve operational efficiency inside the bank's credit department.
- My responsibilities also helped the customer-facing side of the bank by providing clarity and support to loan seekers. One of the main priorities in Janata Bank's mission statement is to help preserve the bank's image for outstanding customer service.

CHAPTER-4

Credit Management of Janata Bank PLC.

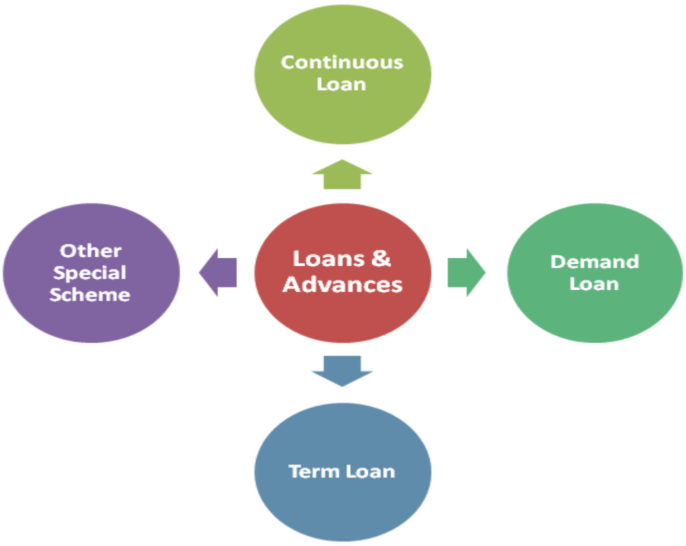
4.1) Credit Management:

Credit Management is a part of accounting, and in many businesses and organizations, it is known as the "Credit and Collection" or "Accounts Receivable" department. Credit managers usually check customers' credit, answer questions about invoices, settle disputes over payments or cash applications, move money around within the company, reconcile accounts, and keep good working relationships with customers while collecting debts or reviewing and approving credit.

4.2) Types of credit in Janata Bank PLC.

4 types of Loan in Janata Bank PLC.

- Continuous Loan
- Demand Loan
- Term Loan
- Other special Scheme



- **Figure 4.2**

4.3) Loan Products

4.3.1) Continuous Loan:

A continuous loan is a type of loan that allows for transactions within a certain limit and has a defined expiry date for full repayment.

- **Secured Over Draft (General) :** SOD is a continuous credit limit allowed to favor a business entity, or individual against financial obligations (FDR, and different Scheme Deposits of our Bank). It is not an incessant loan.
- **Secured Over Draft (Export) :** This type of overdraft is allowed to purchase foreign currency to make payment against L/Cs where the exporter cannot materialize before the date of import payment.
- **Cash Credit (Hypothecation)** Hypothecation occurs when an asset is pledged as collateral to secure a loan. It's a formal transaction, where a bank provides a continuous credit limit against the hypothecation of their assets like raw materials, work-in-progress, or finished goods.
- **Cash Credit (Pledge):** A "cash credit pledge" is a kind of credit facility or loan in which a business obtains a cash credit line by using a specific quantity of assets (such as financial plans or inventory) as security.
- **Export Cash Credit (ECC) :** A short-term credit facility called Export Cash Credit (ECC) is offered to exporters to help them with their working capital requirements for acquiring and processing export goods. Export financing is mainly two types:

✓ Pre-shipment credit
✓ Post shipment credit

4.3.2) Demand Loan:

This is the settled sort of loaning in its unique frame. The entire amount is given to the borrower immediately, either in cash or in return for his sparing record.

- **Loan General :** This types of loan has not specific restrictions or requirements within the general terms of loan agreement.
- **Loan against trust receipt (LTR) :** The entire amount is given to the borrower all at once, either in cash or in return for his sparing record. Except in cases of intrigue, unintentional charges, protection premiums, costs associated with ensuring security, and so on, subsequent charges are typically allowed.
- **Small & Medium Enterprise Financing(SMEF) :** SME loan is a type of financial product designed to provide funding for small and medium-sized enterprises (SMEs).

4.3.3) Term Loan :

The borrower of a term loan receives a lump sum payment up front and commits to repaying the debt over a predetermined time period with a predetermined repayment schedule.

- **Project Loan:** Project loans are approved for building a new unit or expanding an existing one.
- **Transport Loan:** A transport loan, also called a vehicle loan or commercial vehicle loan, helps you buy various vehicles, such as cars, trucks, buses, and even boats.
- **House building loan:** This loan is backed by 100% cash collateral, and the land and building are also mortgaged with the bank.
- **Consumer finance loan :** The main goal of the strategy is to improve the customers' quality of life by providing them with credits to buy household items such a computer, TV, freezer, car and bike, air conditioner, furniture, and so on.
- **Personal loan :** Personal loan is an unsecured & terminating credit facility for any legitimate purpose offered to an individual salaried person.

4.3.4) Other special Scheme :

A. Micro Credit Programs

- Swanirvar Credit Scheme - 1978
- Co-operative Credit for rural poor - 1980
- Diversified Credit Programs – 1992

B. Other credit programs

- **Agriculture Loan:** Loans for agricultural products and also goatery, beef fattening, bullocks, milky cows, and other draft animals are offered by Janata Bank. The duration is 3 months, and the interest rate is 12%.
- **Education Loan :** Janata Bank provides educational loans for students. Bank can provide loans of tk 0.50-2.00 lakh and tk 10 lakh. The duration period of the loan is a maximum of 5 years.
- **Doctor's Loan Scheme :** Janata Bank provide loan option for doctors.Provide tk 2-10lakh.The loan duration period 5 years.
- **Women Entrepreneurship Development credit program:** Janata Bank's Women Entrepreneurship Development Credit Program empowers women by providing financial support to start or grow their businesses. Women entrepreneurs in fields like dressmaking, food processing, and handicrafts are the primary focus of this program. It

gives them access to low-interest loans with little or no collateral. Janata Bank wants to help women become economically independent and promote gender equality by focusing on women-run businesses. This will help Bangladesh's economy grow in a way that includes everyone.

4.4) Lending Interest of Janata Bank

Particular	Rate of Interest(%)
Housing Building Loan	**13%**
General loan	**13%**
Consumer finance scheme	**13%**
Project loan	**13%**
Small business loan	**13%**
Export finance	**12%**
Import finance	**13%**
Lease finance	**13%**
Personal loan scheme	**13%**
SOD general	**13%**
SOD(export)	**13%**
CC loan	**13%**
Agriculture loan	**12%**
Staff loan	**13%**
All other commercial lending	**13%**

- **Table 4.2**

4.5) Approach to the Bank:

Janata bank follows the criteria for giving loan to the customer:

- He/she must be a customer of the bank.
- He or she must apply properly, explaining why the credit amount is needed and his or her capacity to repay.

4.5.1) Borrower Selection :

To select the borrower firstly focus on 3 methods, thats are

- **Man :** The manager must think about the individual who is related for a development. To do this, s/he gathers information regarding the candidate's financial stability, credit worth, and character.
- **Management :** The fundamental issue of the company is management. Therefore, one has to exercise a careful judgment on it. It is sought for whether the administration of the company has enough experts with specific knowledge.
- **Money :** If management is at the center of the business issue, money is life, which is another crucial element to maintain.

4.5.2) Financial Data Analysis:

Secondly, the credit manager needs to focus on monetary articulations of somethings like three years. To do this, s/he uses a variety of proportions, such as the action, productivity and also focus on industry analysis and lending risk analysis.

4.6) Credit Worthiness of the Loan Applicant of Janata Bank:

To determine a borrower's creditworthiness, the majority of lenders employ the five Cs analysis:

- ✓ **Capacity:** The most crucial factor in determining a borrower's creditworthiness is their ability to repay a loan. The borrower needs to be able to prove to the lender that it can pay back the loan.
- ✓ **Collateral:** Although cash flows are the primary source of loan repayment, collateral gives lenders a backup source. The assets given to the lender to obtain a loan are known as collateral.
- ✓ **Capital:** Capital is the amount of money shareholders could lose if the business fails. If shareholders have put a significant amount of their own money into the company, lenders are more inclined to lend money to the borrower.

- ✓ **Conditions:** The borrower's ability to repay the loan may be impacted by the general state of the economy and the state of the borrower's industry.
- ✓ **Character:** Character describes the borrower's overall impression of the potential lender.

4.7) Credit proposal and sanction process of Janata Bank :

Step 1: Client Application

Client applies at the branch with:

- Requested amount
- Justification
- Details of the Collateral property
- Date of desired disbursement

Step 2: Branch Evaluation

Branch chief and clerk:

- Visit the concern
- Prepare a credit report (financials, assets/liabilities, reputation, recommendation)

Step 3: Local Office Review

Managing officers (under AGM):

- Review credit report and conduct inspection
- Verify financial status
- Approve (if within AGM's limit), reject, or forward to higher authority

Step 4: Corporate Branch Review

DGM and officers:

- Assesses full proposal
- Approve (if within DGM's limit), reject, or escalate to GM/Head Office

Step 5: GM Review

GM:

- Evaluates proposal
- Approves, rejects, or forwards to executive board

Step 6: Final Approval & Disbursement

Executive board:

- Verifies all documents and property ownership

- If valid, approves or reject proposal

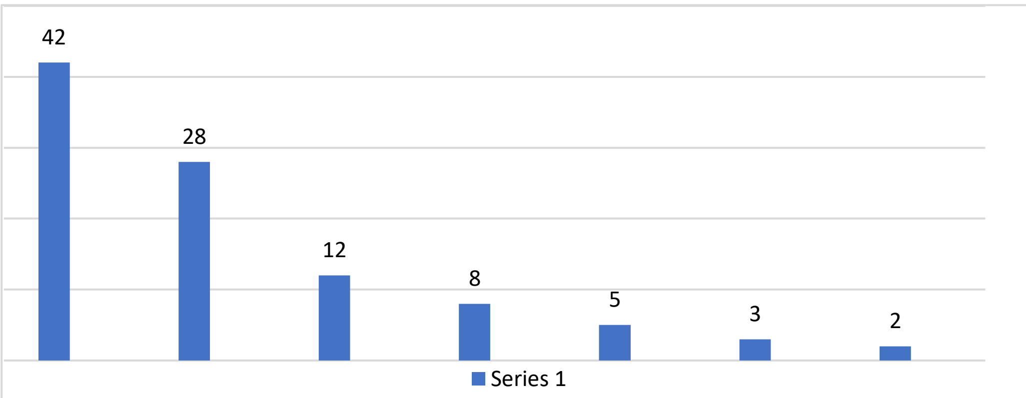
4.8) Disbursement:

Janata Bank has a clear and easy-to-follow loan process that guarantees borrowers the money they need. The first step is for the borrower to send in their application. Then, the bank does a thorough credit check to ensure everything is in order. After that, the right people give the loan proposal the go-ahead. After the loan is approved, the bank locks in the details, such as the amount, interest rate, and payment plan. After that, the money goes to the borrower's account or as agreed. Also, Janata Bank monitors how the loan is used and makes timely payments. This is all done to lower risks and keep the bank's finances strong.

4.9) Division of Loan Fund:

Particulars	Percentage%
Trade & Working Capital	42
Industries	28
Small Industries & other sector finance	12
Real estate	8
Agricultural	5
Lease Financing	3
Consumer Financing	2

- **Table 4.3**



- **Figure 4.3**

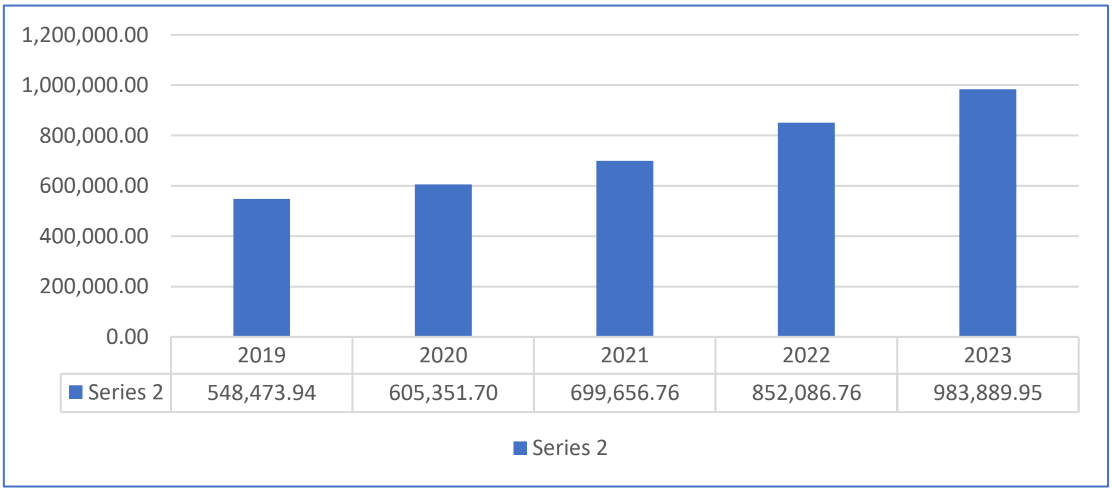
In this graph shown that, the trade & capital loan fund is 42% which is higher than others fund. So, this is the biggest measure of allotment among the others. On the other hand, the lower portion of its credit is 2% for its consumer finance.

4.10) Total Loans & Advances:

(Figure in million)

Year	2019	2020	2021	2022	2023
Loan & Advances	548,473.94	605,351.70	699,656.76	852,086.76	983,889.95

- **Table 4.4**



- **Figure 4.4**

This chart representing the developing of loan & advances of Janata Bank from 2019 to 2023. In 2019 loan disbursed was tk. 548,473.94 and in 2020 loan was tk. 605,351.70 which is more than previous year. From the table we can see that the loan disbursement was increasing year by year

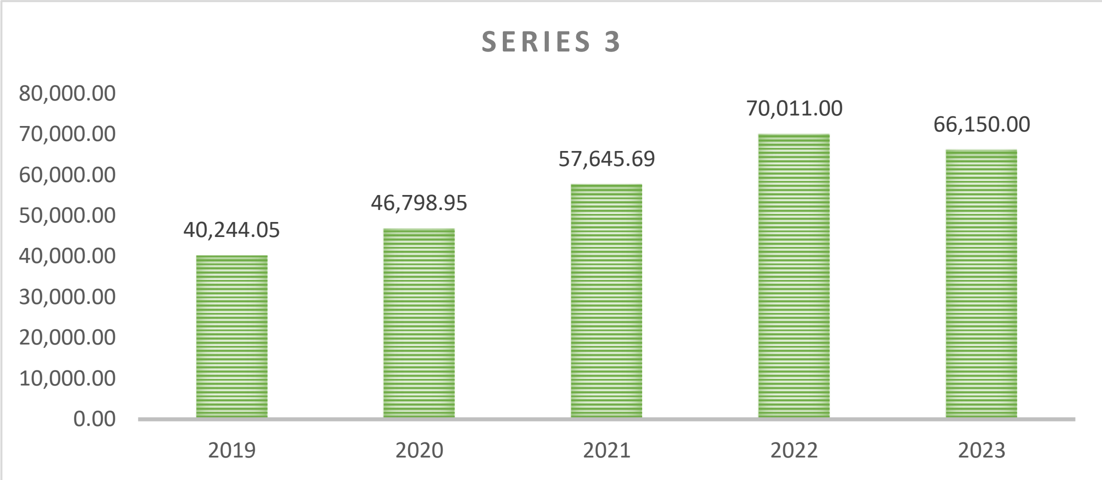
4.11) Un-Classified Loan (2019-2023):

Unclassified loan refers to well performing and being repaid as agreed. These are the loan that paid back on time and loans are not considered to overdue or risk of default.

Tk In Core

Year	2019	2020	2021	2022	2023
Unclassified loan	40,244.05	46,798.95	57,645.69	70,011.00	66,150.00

- **Table 4.5**



- **Figure 4.5**

Here, the graph shown that the ungrouped loan & advances have been expanded year by year. In 2022 the unclassified loan is TK. 70,011.00 which is greater than other years. And it little more decreases in 2023.

4.12) Classified Loan (2019-2023):

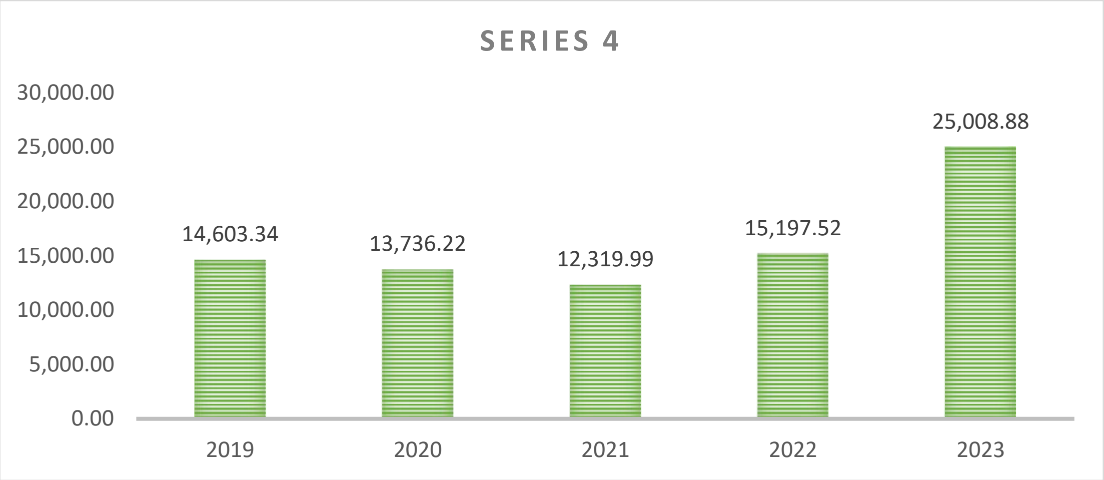
A classified loan is also known as non-performing loan(NPL). These loans are considered to overdue or risk default and also these are not being fully rapid. Classified loans are categories into different classes.

(TK in Core)

Year	2019	2020	2021	2022	2023
Classified Loan	14,603.34	13,736.22	12,319.99	15,197.52	25,008.88

- **Table 4.6**

The graph shown that the classified loans are expended TK. 25,008.88 in 2023 which is greater than other years.



- **Figure 4.6**

4.13) Sector wise Loan & Advance:

Sector	2020	2021	2022	2023
Agriculture	20,694.00	23,453.80	24,378.40	26,704.40
Industry (Manufacturing)	312,184.00	347,743.10	467,781.60	558,873.50
Industry (Service)	68,357.20	86,102.40	93,275.70	102,088.10
Consumer Credit	1,705.50	2,022.10	2,186.70	20,309.80
Trade & Commerce	87,983.70	105,689.50	107,709.20	121,214.70
Staff Loan	51,912.84	53,167.88	54,180.97	62,892.42
Others	62,514.46	81,077.98	102,174.20	91,407.04
Total	605,351.70	699,656.76	852,086.77	983,889.95

- **Table 4.7**

This table shows how Janata Bank PLC distributed loans and advances among various industries between 2020 and 2023. From Tk. 605,351.70 million in 2020 to Tk. 983,889.95 million in 2023, the total amount of lending increased steadily, according to the data. (Janata Bank PLC., 2019-2023)

CHAPTER-5

Critique and Reflections

5.1) Gaps for Credit Risk :

I think this gaps are the critical evaluation of my internship experience

- **Weak Management:** Exhausted administration suggests a lack of integrity, teamwork, financial considerations, fostering experience and learning, perseverance, and judgment.
- **High Exposure to Defaulting Borrowers:** a track record of significant non-performing loans (NPLs) brought on by bad borrower selection.
- **Lack of Automation and Integration:** Absence of productive hardware,talented work,utilities and so forth.
- Weak Product Portfolio**:** A tired item suggests a lack of strength, value, intensity, and request.
- Financial Instability**:** Absence of store,the flexible rate of enthusiasm, resource coordination, security, an efficient capital market, and more.

5.2) Key challenges of credit risk management / Key findings:

- **High Volume of Non-Performing Loans (NPLs):** A significant portion of Janata Bank's loan portfolio consists of defaulted or at-risk loans.
- **Inadequate Credit evaluation System:** Weak borrower analysis when approving a loan and inadequate consideration of industry risk and cash flow projections.
- **Political and Administrative Interference:** Risk managers find it challenging to operate independently.
- **Inefficient Loan Recovery Process:** inadequate systems for recovery and law enforcement.
- **Lack of Real-Time Risk Monitoring:** Lack of advance digital infrastructure to monitor credit exposure in real-time.

5.3) Loan recovery process taken by Janata Bank PLC / Salient Recommendations:

- **Enhance Credit Risk Evaluation Protocols:**Deploy a more stringent borrower credit assessment procedure, which includes an elaborate financial analysis, risk evaluation based on industry sector and cash flow forecasting to determine the overall loan eligibility.
- **Reduce Non-Performing Loans (NPLs):**Strengthen Prudential Regulations for Loan Classification and Provisioning. Strengthen early-warning systems to identify potential defaults and take preventive actions accordingly.
- **Avoid Political and Administrative Influence:**Establish a strong credit risk Management department which isn't influenced from outside and maintain clear policies Protecting

Lending Decisions, This action contributes in transitioning to more effective Operation mode of transparency & professionalism.

- **Improve Loan Recovery Mechanism:**Revamp the legal regime and processes to strengthen recovery mechanism Carry out system initiatives with regulators on incentives based recover teams for faster collection.
- **Deploy Real-Time Risk Monitoring Tech:**Create and deploy state-of-the-art digital systems for ongoing electronic surveillance on credit exposures, risk concentrations, and borrower conduct to be able act instantaneously.

5.4) Overall reflection:

Working at credit department exposed me to real-world banking operations and the different challenges financial institutions face, particularly in credit risk management. One of the most eye-opening aspects was observing the **weaknesses in management**. I have direct experience with the importance of accountability, teamwork, and leadership in maintaining operational effectiveness. Another important lesson was the **high exposure to defaulting borrowers.** I developed a greater understanding of how risk profiling, data analysis, and due diligence reduce credit risk—aspects that will influence my future career choices. The **absence of automation** and integration demonstrated how antiquated procedures can significantly reduce responsiveness and efficiency.

Overall, this internship has deepened my understanding of credit risk management. It has improved my capacity for critical thought, problem-solving, and flexibility. More significantly, it has motivated me to work in a field that enhances financial systems and encourages prudent risk management techniques. (Khan& Jain,2018)

CHAPTER-6

Conclusion

6.1 Conclusion:

The internship program at Janata Bank PLC, Bogura Corporate Branch, provided me with a practical and insightful experience into the inner workings of a large public commercial bank, particularly its credit management. I have examined a number of aspects of the bank's credit operations in this report, such as credit products, risk assessment procedures, borrower evaluation techniques, loan disbursement procedures and recovery.

A varied loan portfolio supported by Janata Bank PLC's organized credit management framework aims to advance economic growth and financial inclusion. The bank provides a broad range of credit facilities, including housing finance, agriculture loans, and SME loans, to satisfy the diverse needs of its clients in a variety of industries. However, despite these advantages, the bank still has to contend with a number of issues, including a large number of classified loans, antiquated technology, and ineffective credit risk assessment and recovery procedures.

Overall, this internship has improved my comprehension of the practical implications of credit risk management and enabled me to apply my theoretical knowledge. My comprehension of banking operations, problem-solving abilities, and analytical skills have all improved as a result. In the financial services industry, where effective credit management is essential for success, I think this experience will play a significant role in determining the direction of my future profession.

CHAPTER-7

Implications

The internship at Janata Bank PLC allowed me to investigate and evaluate several facets of the bank's Credit Management. My participation in this program has consequences beyond the acquisition of technical knowledge. From the job I worked on, several important insights and results came on both personal and organizational levels:

7.1) Applicability of Academic Learning:

My academic training in business and finance powerfully equipped me to grasp the theoretical components of credit management. The internship let me close the gap between theory and practice. When I saw concepts like loan recovery procedures, credit evaluation, and risk assessment in action at the bank, they took on a more practical relevance than what was taught in the classroom.

7.2) Organizational Impact:

The credit management and procedures used in assessing, disbursing, and recovering loans depend on minimizing risk and guaranteeing financial stability. My input helped me understand these procedures more clearly and noted how credit management effectively affects the bank's economic situation.

7.3) Industry Relevance:

Credit management is a key component of the banking and financial services sector. The practical exposure I acquired throughout my internship helped me appreciate the need for efficient risk management in preserving the integrity and profitability of financial institutions. This experience taught me the difficulties banks have in handling large loan portfolios and how important it is to strike a balance between risk and reward.

7.4) Lessons Learned:

The Role of Automation: Watching the manual procedures at the bank made me understand how crucial automation is to enhancing efficiency, lowering human error, and hastening decision-making.

The significance of communication, negotiation, and conflict resolution in these circumstances was an eye-opening revelation.

7.5) Skill Development:

Throughout my internship, I acquired several essential abilities that will help me in my next job.I improved my capacity to examine financial data, evaluate credit proposals, and assess risk.

Dealing with different departments and discussing complex topics helped develop my communication and interpersonal skills.

7.6) Recommendations and Future Directions:

Using automated tools for credit evaluation, loan approval, and monitoring would increase efficiency and reduce human error.

7.6.1) Improve Risk Assessment Tools:

The bank could increase the accuracy of its risk assessments by using sophisticated data analytics.

7.6.2) Emphasizing Staff Training:

Ongoing training and development of credit risk management personnel will help guarantee their currency with industry trends and best practices.

(Mishkin, & Eakins,2018)

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