

Internship Report
On
General Banking Activities of Jamuna Bank



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Letter of Transmittal

24 November 2022

Md. Nuruzzaman Moral

Assistant Professor

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Subject: Submission of Internship Report.

Dear Sir,

With due respect, I am submitting my internship report on "**General Banking Activities of Jamuna Bank**" that is assigned to me by you as an essential requirement of my internship program. This was a great opportunity for me to gather a vast amount of information and grasp the subject matter in an appropriate way. I have tried my best to provide what I have learned throughout my internship program conducted during the last three months and to prepare and furnish the report with relevant data. I have found the study quite attention-grabbing, insightful and beneficial.

In this regard, I pray and hope that you will be kind enough to accept my internship report and bless me heartily. I hope you will consider the mistakes that may take place in spite of my best efforts.

Yours sincerely,

Iffat Jakia

Iffat Jakia

ID: 191-10-376

Department of English

Letter of acceptance

This is to certify that Iffat Jakia, ID: 191-10-376, a student of the Department of English at Daffodil International University, has completed her internship report titled "General Banking Activities of Jamuna Bank" under my supervision. I approve the format and contents of this internship report.

I am glad to state that she has gone through all the necessary and required steps to accomplish the report, and the report contains all the data, information, analysis, and findings from authentic sources. As a result, the report seems to have ended on a successful note. I wish her success in every sphere of her life.



Md. Nuruzzaman Moral

Assistant Professor

Department of English

Faculty of Humanities and Social Science

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Declaration

I, Iffat Jakia, department of English at Daffodil International University, do hereby declare that the internship report on "General Banking Activities of Jamuna Bank" is uniquely prepared by me after the completion of three months' work at Jamuna Bank's Mirpur-1 branch.

I also confirmed that the report was only prepared for my academic requirement and not for other purposes. It might be in the interest of the opposite party of the corporation. I also assure you that this report has not been submitted anywhere in Bangladesh before me.

Sincerely Yours,

Iffat Jakia

Iffat Jakia

ID: 191-10-376

Department of English

Daffodil International University

Acknowledgment

First of all, I would like to thank Almighty Allah for giving me such strength and stamina to attain my internship and enabling me to complete the report with due time.

I would like to thank my parents who gave me support throughout my life and because of them I am surviving in this competitive world. For their support, guidance and faith on me I have come so far in my life.

Then I must say I am also grateful to my honorable supervisor Md. Nuruzzaman Moral, Assistant Professor in Daffodil International University. Without his assistance it wouldn't possible to accomplish this report. I always got help, sufficient guidance and endless encouragement that made me able to prepare my report successfully.

My appreciation goes out to Daffodil International University for throwing an Internship Program that allows academic experience to be applied in a practical situation.

I would also like to thank my JBL peers, seniors, and colleagues who provided me with valuable guidance, feedback, encouragement, and assistance. I must mention this organization's excellent working atmosphere and community engagement, which has allowed me to deal with a wide range of issues.

Summary

This report is made based on all about what I have learned and how I have developed my skills through the entire internship journey of mine. I furnished this report by all the experience that I have gathered from Jamuna Bank Limited within these three months.

This report's primary objective is to analyses JBL's general banking activities. I have divided this report into five chapter for the convenience of reading. In the first chapter I discussed about introduction in the second chapter of the report I described brief overview. In this section I thoroughly described about Jamuna Bank by which we will be able to know about the history, vision and mission of the bank and stated about the departments of Jamuna Bank. In this section of the report I told about how many departments are there in Jamuna Bank and also stated about the activities or function of the departments. Third chapter is about my assignment and contribution to the bank. In the third chapter I discussed about the works that I had to do in the Jamuna Bank. I mostly mentioned what I used to do every day in the bank in each department and how I contributed to the organization through my works. In this section I also stated about the experience and knowledge that I have gathered from my internship program, interaction with co-workers, and difficulties that I have faced. In fourth chapter I have discussed about expectations and my actual experiences as well as I have discussed about the observations, recommendations and conclusion.

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Chapter 1
Introduction

1.1 Introduction

“Bank” is an English word that comes from the Italian word “banco”. Bank is considered as lifeblood of modern economy. It is not possible to function for a person, a community and a country without money. In the same way money or its promotion is not possible in the absence of bank. Every nation has a bank that produces currency and is in charge of its messaging. A bank is a type of financial institution that builds capital by collecting the savings of ordinary people and the surplus money of institutions as deposits and lending that capital to businessmen. In this process the bank pays interest to the depositor and collects interest from the borrower. In some cases, the bank itself makes a profit by investing in the business. Apart from deposit taking and loan services, banks also provide various financial services, the main of which is the completion of transactions between two parties. For example, in the case of international trade, the bank ensures payment of the goods by the buyer to the seller. Besides, banks also play the role of custodians of national savings.

As we are students of English department, we don't have real world experience with banks or their internal workings. I gained real world experience of banking by staying in a genuine banking environment. The internship program provided me a opportunity to gain practical expertise. Being an intern at Jamuna Bank Limited (JBL) gave me a fantastic opportunity to gain some real-world experiences. The topic of my report is general banking activities of Jamuna Bank Limited (JBL). In this report I tried to show the general banking activities of Jamuna Bank. With the assistance of my banker's supervisor, I have learned about Jamuna Bank's limited (JBL) general banking practices over these three months of my internship. I now know about several kinds of account openings. Two divisions made up my internship experience at Jamuna Bank Limited branch in Mirpur 1. I worked for the General Banking Department for the first two months, and for the last month, I worked for the Foreign Exchange Department. I worked with everyone in every area of the General Department for the first two months. As a result, I have worked in several areas of the department.

Every employee at Jamuna Bank Ltd. (JBL) treated with respect and love. They never treated me as a guest throughout my internship period. Because of the mutual admiration between coworkers, each person works diligently and fulfills their responsibilities as required. The workers gave me a lot of expectations and responsibilities as an intern. At the beginning of my internship it seemed hard to complete, but after a few days of working on it, I started to accustomed with the new environment of bank and gain knowledge and acquire experience. Gradually the duties become easier for me. In the end, I completed my commitments and ambitions.

1.2 Origin of the Report

A student at the Daffodil International University's Department of English must take the internship after completing 120 credits. CDC, a teacher, or a student may take placement on their own. A student must apply for an internship for a defined period regardless of who arranges it (1-3 months). Each student participating in this internship works under the supervision of a teacher. With the help of that supervisor, a student is required to submit an Internship Report showing the findings from their internship time. This method also reveals the origin of the data in the report.

1.3 Significance of the study

The banking sector is one of the essential tools that contribute to the development and progress of a country's global economy, protecting assets and providing credit to both people and companies. In our nation, the third generation of private commercial banking began in the years from 1999 to 2000. A private commercial bank with the sole purpose of receiving deposits from the general public through various savings plans and giving small loans to numerous industries. A portfolio of assets and liabilities is chosen while adhering to appropriate risk analysis and compliance. The bank's cash flow priority includes both short- and long-term financing as well as working capital, and the bank primarily serves the RMG and textile industries in the industrial sector. The bank's unsubsidized business has grown considerably with the rise in RMG. The bank has taken steps to enhance SMEs' exposure and broaden the market for small business owners. MTB has established a Visa debit and credit card, an ATM, e-banking, mobile banking, etc. by utilizing real-time online banking and cutting-edge technology

1.4 Objectives

1. The broad objective of the report is to thoroughly analyze the general banking activities of Jamuna Bank Ltd. (JBL)
2. To provide some recommendations about the problem of the bank.

1.5 Methodology

To survey and make the report I used primary and secondary data as source of information.

a. Primary data

The main information of this report is gathered from my observation, face to face discussion and questioning with the officers, real life experience, personal observation, desk work in the Jamuna Bank Ltd.

b. Secondary data

To gather information, I used following sources as secondary data.

- Annual report of Jamuna Bank
- Various articles, compilations
- Different statements, documents.
- The Jamuna Bank Ltd. Website.
- Online resources.

1.6 Limitations

While preparing this report I faced many challenges. The following are some of the study's constraints that I encountered while readying the report:

- I had to rely on the website since Jamuna Bank Ltd. (JBL) does not have a large and diverse collection of journals and articles, yet due to security issues, I met some challenges.
- The annual report was not properly obtainable on the internet.
- Every organization has their own secrecy that is not revealed to others. Employees didn't disclose much information for the sake of the confidentiality of the organization.
- Lack of available up-to-date information.
- Faced short of time because It is incredibly challenging to gather all the necessary information in such a short amount of time.
- As officers always remained busy with their everyday work they could provide me little time.
- As this report is carried out for the first time, so experience is one of the main constrains of the study.

Chapter 2
An Overview of Jamuna Bank Limited

2.1 Bank Profile

Jamuna bank limited (JBL) started its journey on 3rd June, 2001 as a commercial bank under the company act 1994. Because of JBL's higher quality service and commitment toward its customers Jamuna bank Ltd. became very popular within a very few years among the people of the country. Jamuna Bank Ltd. maintains a strong network of branches, ATM booth, mobile banking etc. to provide services to its customer across the country. Currently it has 132 branches and 165 ATM booths across the whole country to serve the customers. Jamuna Bank's head office is located at Hadi Mansion, 2, Dilkusha C/A, Dhaka 1000, Bangladesh. In 2020 Jamuna Bank has turned into a full-fledged Shariah-based Islami bank.

2.2 Vision and Mission of Jamuna Bank Ltd.

Vision:

- The vision of Jamuna bank is to provide best quality service to its customer by ensuring accuracy, reliability, timely delivery and by using advance technology.
- Another vision of JBL is to provide inspirational support, strength and proper business solution to its customers.

Mission:

- The main mission of Jamuna bank is to maximize the shareholder's wealth.
- Getting competitive advantage by ensuring exceptional service in the market and by upgrading information and technologies.
- Increasing capitalization.
- Encouraging new investors to boost up the share market.
- To maximize profit by providing different type of benefits to its customer.
- To contribute in the economic growth of the country.

Both Individuals and corporate people are Jamuna bank's target customers. It provides different type of products and services to its target customers for example, house loan, car loan, savings account, current account, fixed deposit account, different types of schemes, credit card facilities, debit card facilities etc.

2.3 Divisions of Jamuna Bank

There are some departments or divisions in Jamuna Bank Ltd. that are given below:

- **General Banking:** General banking area basically provides diverse type of customer services. Customers come here to open different types of accounts and schemes such as, savings account (SB) fixed deposit (FDR), current account (CD), short term deposit, special saving scheme etc. to save money, for transaction or to establish social securities. Jamuna Bank Ltd. (JBL) open accounts for individual, public limited companies, private limited companies, sole proprietorship, partnership firms, clubs etc.
- **Cash Department:** It is one of the most important section or department for every bank. Cash recipient and cash payment is the main activities of cash section. In cash department there is an in charge called cash in charge. There also other four to five employees who receive and pay cash to the customers.
- **Foreign Exchange Department:** The work of this department is to handling different types of transactions occurs from abroad. To support the customers, specially who are doing business and want to export or import product from abroad for them Jamuna bank provides products and Services like export L/C, shipping guarantee, OBU financing, export bill negotiation, export bill collection, import financing, import bill handling etc.
- **Clearing Department** There are two kinds of clearing one is inward clearing and another one is outward clearing. In clearing house there is only one officer sit to deal with the customers. The main customers of clearing department are different types of companies and other banks as well. But clearing department was accommodated with general banking department in Mirpur 1 branch where I was appointed as intern. Most of the time one intern is there to help the officer to pay cheques of other bank.
- **Credit Department:** The work of Credit Department is to provide different types of loans to the customers. Here both individual and corporate clients can apply for loans.

Chapter 3
My Assignment at Jamuna Bank Ltd.

3.1 My Assignment

From August 28th, 2022, I started my journey of internship at Jamuna Bank Ltd. Through this internship program, I got so many opportunities to learn lots of things related to the work. Before my internship, I had no experience in a professional environment. So obviously, it is a great experience for me, and I am hopeful that this experience will help me develop my future career and professional growth.

The general banking department was the first place from which I started my work. I learned lots of things in this department. Most of the time I worked here Then I also worked at other departments. As an intern, I fulfilled lots of responsibilities. Here I discussed some activities below; through these activities, I tried my best to contribute to the Jamuna Bank Ltd. (JBL).



Fig: My Activities

- **Account Opening Forms:** I had to fill up different types of account opening forms for the customers in the general banking department. I wrote four or five account opening forms in a day. Then I also put seals on the forms on behalf of my in-charge or fast officer and took them to the manager and second manager for authorization. I worked on savings account (SB), fixed deposit account (FDR), current account (CA), DPS, and CD forms for the customers.
- **Different Types of Forms:** In the general banking department, people used to come for different types of services and help, and for this, they needed to fill up different types of forms, for example, for mobile banking, solvency and statements, pay orders, etc. I helped the customers fill up these types of forms, and sometimes I filled them up on their behalf as well.
- **Inward out– outward register:** I wrote about the information about inward and outward in the inward register book and the outward register book. I did this work several times in a day. I did this approximately 4/5 times.
- **Cheque Receiving and delivering:** In the general banking department, I worked with the officers and helped them by receiving the cheques from the customers and providing the cheques to the customers. In that case, I checked the date, cheque number, and name of the bank very carefully. I checked to see whether they wrote the account number and phone number behind the cheque or not. Then I put the seal on it. In regards to providing cheques, I called the customers and told them to come to the bank to receive their new cheques. When clients came to acquire it, I used to deliver it. I used to count the cheques and note that in the register book.
- **L/C Related activities:** I used to check the documents at the L/C department and kept a record of the L/C copies, expiration date of the L/C, number of L/Cs, bill purchase copy, and L/C notification copy in a file named beneficiary. In addition, I filled out forms for the customers who came in to apply for loans and remittances.
- **Photocopy and Scanning:** I had to photocopy numerous documents belonging to the officers and clients each day. Every day, I also scanned a large number of crucial documents for the officers.

- **Preparing Thanks Letter:** In order to assist my in charge, I wrote thanks letters for the new clients and appropriately enclosed them. I had to wrote 3 or 4 thanks letter in a day.
- **NID Verification:** I assisted the officer whenever customers arrived to open accounts by verifying the NID of account holders and nominees.
- **Playing role of audit:** Playing the role of auditor: I played the role of auditor. I checked to see if there was any missing information or documents in the account opening form, the trade license was up to date or not, and I also made a list of things lacking.

3.2 Lessons Learned from My Internship Experience

I've learned a lot over this internship experience. My technical, interpersonal, and analytical skills have improved. I used to deal with consumers in the general banking division. I used to speak to them face to face. That was entirely distinct experience for me. I had no idea I was capable of doing this. Through my internship, I have learned and experienced many new things for the first time. From everything I have gone through, I have learned. I received a lot of kindness and assistance from my supervisor and other bank officers. They led me in a nice manner rather than like teachers.

My officer in charge and other officers taught me a ton of new things. For instance:

- Learned how to open several types of accounts and what documentation clients should need to open accounts, such as an NID card, a passport, a TIN certificate, and two passport-sized pictures of the account holder and any nominees.
- Learned to find out cheques according to their date and account number from the drawer of cheque books.
- I learned that each account has a special number, and the officer who opens the account arranges the accounts in the file based on these numbers.
- Got to know that fixed deposit can be issued as a security against the credit facilities
- Gained knowledge of various transactional types.
- Gained knowledge on how to gather customer data.

3.3 Skills I Developed

Technical Skills:

- I have mastered various MS Excel functions.
- Acquired new, efficient methods for using MS Word and PowerPoint slides.
- Observed how officers kept their database up to date.

People skills:

- **Effective communication:** I improved my ability to communicate. I always made an effort to communicate with the police while at work.
- **Relationship management:** I saw that everyone at the bank made an effort to keep up positive relationships with one another. They attempted to rapidly resolve any disputes by talking to one another if they couldn't agree or disagree. I discovered this from them.
- **Effective conversation:** I learned how to speak to customers successfully or intelligently so that they become receptive to providing all kinds of information from one of the officials in the general banking division.
- **Maintain formality:** I saw that bank officers always wore professional attire and made an effort to maintain formality among themselves. I observed that they remembered to express gratitude to one another when they spoke with one another. In their conversations, they consistently utilized some formal terminology. They taught me this, I suppose.
- **Balancing both life:** Balancing one's professional and personal lives is crucial for maintaining good health. I learned how to balance all aspects of my life during my internship experience.

Analytical Skills:

I did not have many opportunities as an intern to hone my analytical skills. because the work I conducted was both fairly common and simple. But I discovered this from seeing my in charge, the operational manager, and other officers. In the brunch manager's absence, I observed how they made thoughtful selections. They have a lot of experience and are savvy enough to handle challenging circumstances. I observed how they managed large numbers of consumers and coordinated multiple jobs across various divisions. This kind of stuff was really helpful to me.

Personal skills:

- I learned how to handle customers patiently.
- Developed the ability to complete multitask quickly and effectively.
- Acquired the ability to converse intelligently with clients.
- Learned how to communicate with others more eloquently and modestly.
- Learned how to complete the task accurately without doing any mistake.
- Acquired the ability to accept accountability.

3.4 Interaction with Co-workers

From the beginning of my internship till the end, me in charge was really helpful to me. She always gently helped me understand the assignment whenever I didn't understand something related to it. She taught me a lot of things. She always made an effort to inspire me so that I wouldn't lose interest in my profession. In fact, she inspires me in my professional life. Along with them, I collaborated with bank interns and other officers. Since I was a complete novice in this field and had no prior experience, I was unaware of many aspects of the bank, such as rules and regulations, tasks, etc. All of my coworkers assisted me in coping with this situation. They also frequently advised me to pay close attention to their job so that I might relate it in the future. I used to have meetings with coworkers where we would talk about our own projects. They used to offer me helpful advice when I talked to them about personal issues as well. I used to get inquiries from my manager and in charge about whether or not I was having issues. They also advised me to talk to them right away, without holding back, if I encountered any issues at work. My boss, the person in charge, and my other coworkers never reprimanded me or forced me to do anything; instead, they made an effort to teach me everything they could.

3.5 Difficulties Encountered During Internship

- The greatest challenge I encountered was adjusting to the workplace and my coworkers. My issue persisted for the first two or three days. It was difficult for me to understand the terms that they were using. I eventually overcome this issue with the assistance of my coworkers. They began to cooperate with me on the third day, and they grew incredibly amiable and helpful to me.
- The second issue was that for the first few days, I was unable to comprehend the bank's policies and procedures. It was very different from the academic knowledge. Later, my supervisor and coworkers helped me fully comprehend everything.
- I had difficulty managing the customers. I had to deal with customers when I worked in the general banking area. Not all of the clients were the same; they all had distinct backgrounds. Everybody has a unique perspective. I found it challenging to handle them patiently as a result. After a few days, I also managed to solve this issue.
- Another issue I had was that I spent the first few days making numerous errors in my assignment. Later, I fully comprehended everything.
- I had a really negative impression of how to conduct tasks like photocopy, scan, print, deliver data, and other things. I felt awful for a few days while I was performing these tasks. Later, I handled it normally and kept working on those tasks alongside my other tasks.

Chapter 4

Expectations and Experiences

4.1 Difference Between Expectation and What I Experienced

I found a significant disconnect between what I had anticipated and the experience of my internship. Before beginning my internship, I assumed that all of the bank's executives would be quite formal and would not be pleasant toward me because I am not a full-time employee. I had the impression that everyone would be really nerdy and constantly focused on their work. But I had the incorrect idea about them entirely. On my first day with them, they welcomed me with open arms. They were incredibly sociable and lovable. Another thing I anticipated was that, based on what I had previously heard, there was no set number of tasks that may be assigned to me in the banking industry. They also disproved my assertions in that instance. They didn't compel me to do any job.

My perception of my ability was likewise incorrect. Prior to working at the bank, I was worried that I wouldn't be able to complete my tasks effectively and would anger everyone. Yet again, that impression was incorrect. It's true that I had some challenges in the beginning, but eventually I was able to complete every task flawlessly and effectively.

I anticipated having to work extensively with Excel, but that was not the case. These are the kinds of assignments they don't frequently give interns. I completed some Excel work, but not nearly as much as I had hoped.

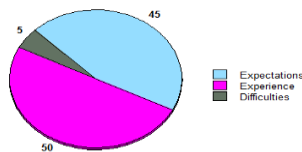


Fig: Level of my Expectations, Experience and Difficulties that I faced.

4.2 Influence of My Internship on My Career Plan

After completing an internship at Jamuna Bank Ltd., my career has undergone a full transformation. I had not interest in the banking sector prior to beginning this internship. My enthusiasm in this industry has risen as a result of learning everything there is to know about it and watching the amenities a banker receives from the institution. I have always believed that after graduation I will work for any multinational corporation. Even when my parents advised me to add a bank job to my list of potential careers, I used to get annoyed with them. I once believed that the banking industry lacked imagination. Additionally, because they are unable to leave the office before 8 or 9, bankers cannot give their families the time they need.

I was greatly inspired to become a banker by all of my coworkers and my supervisor over these three months of my internship. I have learned that it is feasible to adopt a job at a bank and still maintain a healthy work-life balance.

4.3 Observations, Recommendations and Conclusion

Observations

I saw that the General Banking Department and ADC Department had substantially smaller workforces when I worked at the JBL Mirpur-1 Branch. Customers were made to wait a lengthy time as a result.

Another thing I noticed is that if an employee doesn't show up for work, no one else is available to take over. Customers and the entire bank suffer as a result.

Recommendations

Following are some recommendations I have based on my observations:

- The Mirpur-1 Branch requires more staff members so that consumers don't have to wait while they receive services like card services, account opening, and other things.
- JBL must provide training to all of its employees throughout all of its divisions, not just in one. so that in the event of an absence, the other employee can simply complete his or her duties.
- JBL must make an effort to advertise its app-based services. The majority of individuals are unaware of those apps.

Conclusion

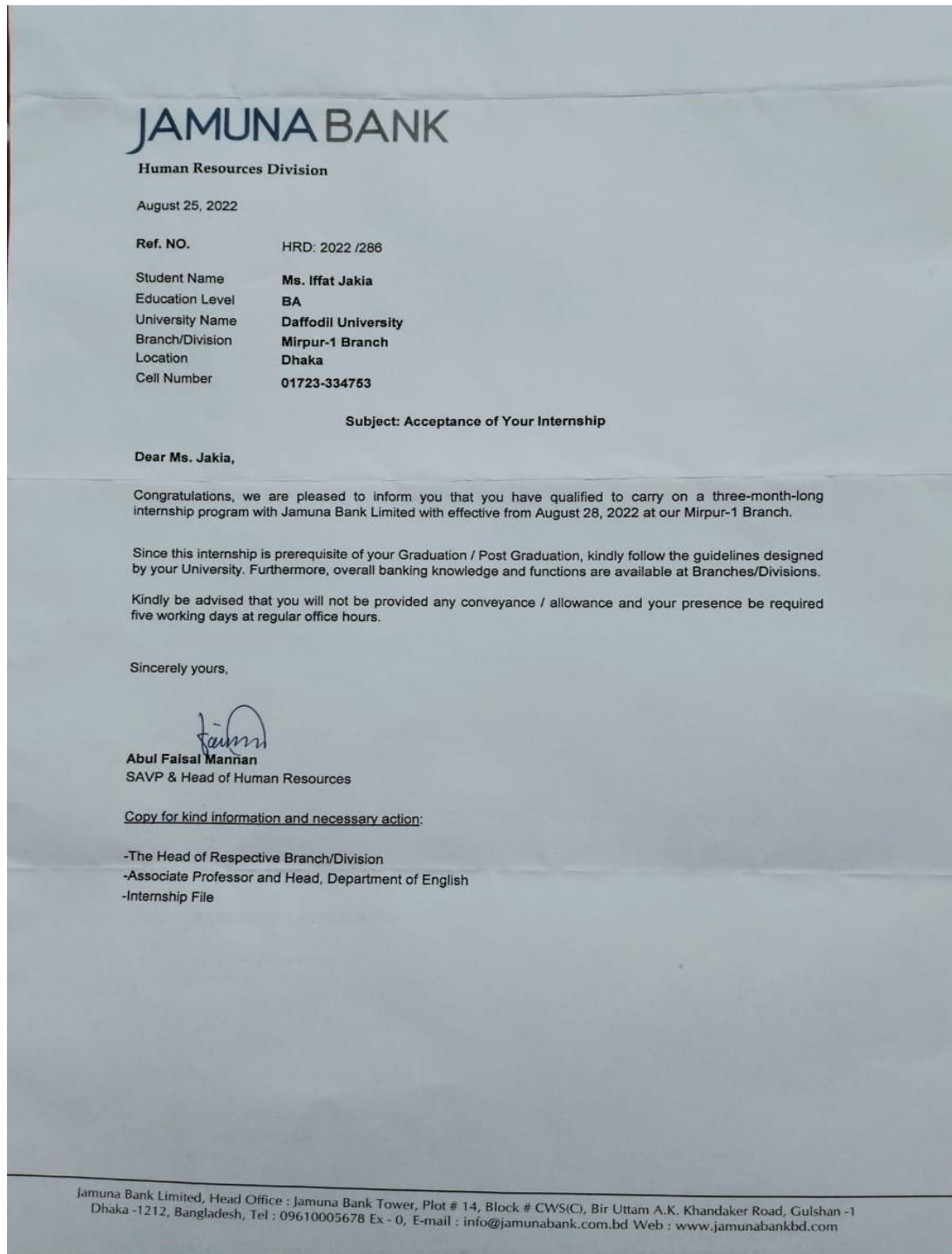
One of our nation's reputable banks is Jamuna Bank Ltd. As a Jamuna Bank Ltd. intern, I feel extremely fortunate. I had no knowledge of the corporate world or the banking industry when I started working as an intern at Jamuna Bank. I had the chance to explore and learn a lot at Jamuna Bank. My operation manager, supervisor, and other coworkers were wonderful. Everyone at the bank gave me a lot of inspiration while I was an intern. I gained a great deal of experience from my work there. I'm hoping that these learnings will be useful in the future.

Reference

(2013, July 18) Overview of Jamuna Bank Ltd. Retrieved From-

<https://www.assignmentpoint.com/business/organizational-behavior/overview-of-jamuna-banklimited.html>

4.4 Photograph



Acceptance Letter of Internship