

Internship Report
On
General Banking Activities of Jamuna Bank



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Letter of Transmittal

Date:25/11/2022

To

Dr. Ehatasham Ul Haque Eiten

Assistant Professor

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Subject: Submission of Internship Report.

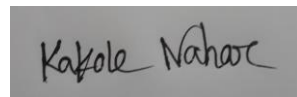
Sir,

With all due respect, I would like to state that I am Kakole Nahar Kathi, student of the BA Program, ID:191-10-365, of Daffodil International University, and that I have completed the partial requirement for the BA program, a dissertation report paper based on the topic, "General Banking Activities of Jamuna Bank Limited." I made an effort to get all the necessary information from all the resources that were available to me. I made an effort to create a thorough report in the allotted time.

I firmly believe that this honest evaluation will help you get a favorable opinion of me. I would be happy to provide you with any more information you may require in this respect. I will be appreciative to you if you recognize my report.

Your assistance is greatly appreciated.

Yours sincerely



Name: Kakole Nahar Kathi

ID:191-10-365

Department of English

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Letter of Acceptance

To describe it simply, Kakole Nahar, a student in the Department of English at the Faculty of Humanities & Social Science with the ID number 191-10-365, has completed her internship at The Jamuna Bank Limited, Mirpur-1 Branch, and using the knowledge she has gained, has created this report on the subject of General Banking Activities. She created this report with my approval. On the other hand, I found the report to be extremely detailed and helpful in its approach for further study and development. I have read through this report in its entirety and have not discovered anything suspicious or that can contradict any people or subjects. I believe this report is prepared for presentation.

I, therefore, provide my consent for her to present this report, and I wish her luck with her presentation so that she can earn his graduation.

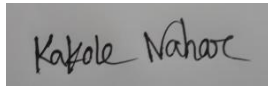


Dr. Ehatasham Ul Haque Eiten
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Declaration

The following Internship report on the subject “General Banking Activities of Jamuna Bank Limited“ was specifically created by me after completing a three month Internship at Jamuna Bank Limited. I also certify that I created this paper only for academic purposes. This work hasn’t been published in journals, magazines, universities, or other organizations for student fellowships, apprenticeship programs, or other degree programs.

Additionally, I certify that this report is all my creation and that it was exclusively written to satisfy a requirement for the BA program.

A rectangular box containing a handwritten signature in black ink that reads "Kakole Nahar".

Name: Kakole Nahar Kathi

Student id: 191-10-365

Department of English

Faculty of Humanities and Social Science

Acknowledgment

By the grace of Almighty Allah, without whom it would have been impossible to publish this report and provide me the ability to finish it on schedule. I had a lot of difficulties when writing my report, which made it challenging to finish.

I also thank my respected supervisor & faculty, Dr. Ehatasham Haque Eiten, Assistant Professor, Daffodil International University, for his continuous encouragement during my internship. It would be impossible to complete this work to this standard without his assistance. My appreciation goes out to DIU 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

The Internship Report is designed to bridge the cove between theoretical knowledge and real life experience.It is planned to have practical experience while passing through the theoretical understanding. The report is the result of three months' Internship program with Jamuna Bank Limited at Mirpur-1 Branch. Today, the necessity of a bank as a financial institution is undeniable. These institutions play a vital role in the field of financial stability of a country. The Banking Sector is one of the stable financial institutions of a country's economy.

In the First Chapter, I have discussed the introduction. In the second chapter, I have discussed thoroughly about the Jamuna bank by which we will know the history, Important vision and mission and objective of Jamuna Bank. In the third chapter I have discussed Interns Role and Responsibility. Then I have discussed thoroughly about the work that I have done in this department. In the Fourth chapter, I did SWOT Analysis on Jamuna Bank. In this chapter, I also share my problems that I have faced. In the Fifth chapter, I have discussed Findings, Recommendations and Conclusion

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Chapter One

1.1 Introduction

The Italian word "banco" is where the English term "bank" comes from. The bank is the lifeblood of today's economy. We are unable to think of money or its promotion in the absence of a bank, just as a person, a society, and a nation cannot exist without it. Every country has a bank that prints money and manages its communication.

Building a bank is a process that takes time. After money was introduced, one group of people began to inquire about its security while a different group inquired about its provenance. When a person executed numerous jobs simultaneously, as they did in this kind of work, they discovered the true meaning of a bank.

Despite the fact that we are students, we have no practical knowledge of banks or how they operate. The internship program gives me the chance to gain both theoretical and practical skills by allowing me to remain in a real banking setting. I have a wonderful opportunity to obtain some practical experience as an intern at Jamuna Bank (JBL) Limited. The General Banking Activities of Jamuna Bank (JBL) Limited are the focus of my report. Over the course of these three months of my internship, with the help of my banker's supervisor, I have learnt about Jamuna Bank's (JBL) restricted internal banking practices. I am now aware of several account opening types. My internship at the Jamuna Bank Limited, Mirpur-1 Branch, consisted of two divisions.

I worked in the General Banking Department for the first two months and the final month I worked in the Foreigner Exchange Department. For the first two months, I collaborated with everyone in every division of the General Department. As a result, I have worked in several departments inside the Bank.

The Jamuna Bank Ltd. (JBL) treats each employee with dignity. Throughout my internship, I never once felt like a guest. The respect that coworkers have for one another motivates each person to work hard and complete their tasks on time. As an intern, the staff has given me a lot of duties and expectations. At first, it appeared difficult to finish, but after a few days of effort, I began to gain

experience. I find it getting easier every day. I finally fulfilled my goals and obligations. They believe that I have completed my internship's requirements.

1.2 The Report's Origin

A student at the Daffodil International University's Department of English must take the internship/thesis after completing 120 credits. Placement can be done by CDC, a teacher, or a student on their own. Regardless of who organizes it, a student must apply for an internship for a specific amount of time (1-3 months). Each interning student is supervised by a teacher throughout their employment. A student is obliged to produce an Internship Report outlining the results of their internship experience with the assistance of that supervisor. This method also reveals the origin of the data in the report.

1.3 Significance and Study's Reasoning

Since it offers financial services and asset protection, the banking sector is one of the main forces behind a country's economic growth and development. credit to both people and companies. In the years 1999 to 2000, the third generation of private commercial banking in our nation began. a privately held commercial bank that offers small loans to various industries and exclusively accepts deposits from the general population through various sorts of savings schemes. Proper risk analysis and compliance must be followed while selecting an asset and liabilities portfolio. The bank primarily serves the RMG and textile sectors of the industrial sector, prioritizing working capital for cash flow above both short- and long-term loans. The bank's unsubsidized business has grown dramatically as a result of the rise in RMG. The bank has taken steps to improve the visibility of small firms and broaden the market for their owners.

JBL has created a Visa debit and credit card, an ATM, e-banking, mobile banking, etc. using cutting-edge technology and real-time online banking.

1.4 The Objectives of Study

1. Briefly discuss the general banking activities of the Jamuna Bank.
2. To provide some recommendations about the problems of the bank.

1.5 Scope of the Report

- This Report will help to know the details of the general banking activities.
- This report will provide an overview of the fundamental JBL banking and Development information for employees followed in JBL.
- Study on personal development by using JBL services as a member.
- This report will find out the effectiveness of the banking services.
- Identify the financial system.

1.6 Methodology of the Study

I used both primary and secondary data for my survey when deciding on the sources of information that would be needed for the study. When presenting the performance and rating of the bank, I have also added my viewpoint as good first-hand information.

16.1.1 Primary data

The main information for this report was gathered by:

- My Observation
- Direct questioning and discussion with the officers
- The practical working Experiences in the JBL

16.1.2 Secondary Data:

The following methods were used to gather secondary data for this report:

- Documents about electronic banking.
- Annual Report, Article from the bank.
- Provided by Jamuna Bank Limited in the form of printed outlines and paperwork.
- The Jamuna Bank Limited website
- Online resources
- Expert judgment.

1.7 Limitations of the study

I encountered a lot of challenges while writing this report. The following are some of the study's constraints that I encountered while getting ready:

- Insufficient information, workers have always been busy.
- A large-scale study was not possible because of company-imposed limitations. Because have no prior expertise in the banking industry.
- Certain financial information must never be disclosed outside of high management. Since we are aware that qualitative information is not as reliable as quantitative data, some qualitative data rather than quantitative data is utilized in the report.
- Lack of JBL website information.
- I was nervous about asking them something and writing the report as it was my first time in a realistic job area.
- Although three months is insufficient for such a thorough investigation, it can be claimed that the report has lost some accuracy for secondary data due to the usage of certain data from secondary sources.
- It is incredibly challenging to gather all the necessary information in such a short amount of time.

Given these constraints, I did my utmost effort to prepare the report. Please be considerate enough to make a note of any errors you identify.

Chapter Two

Profile of Jamuna Bank Limited

This chapter focuses on Jamuna Bank Bangladesh Limited's historical framework, Mission, Vision, overview, product and service offerings etc.

2.1 Introduction

A commercial bank in Bangladesh that has been authorized by the Companies Act of 1994 is called Jamuna Bank Limited. On June 3, 2001, it was founded. In March 2019, there were 132 branches of Jamuna Bank. The company's headquarters are located in Bangladesh at Hadi Mansion 2, Dilkusha C/A, Dhaka 1000.

A group of regional businessmen founded the third generation private commercial bank Jamuna Bank Ltd. In addition to traditional banking, the bank also offers Islamic banking through specific offices. The Bank offers online banking through a network of real-time online branches serving both urban and rural locations.

Jamuna Bank became a fully-fledged Shariah-based institution in 2020.

2.2 Mission

The Jamuna Bank's mission is to meet the diverse needs of its clientele by offering a range of products at affordable prices, while utilizing the most up-to-date technology and delivering prompt service, in order to ensure proper growth, rational returns, and a contribution to the country's growth with a skilled and motivated workforce.

2.3 Vision

The main vision of Jamuna Bank is to contribute significantly to national growth and to rank among the top financial institutions.

2.4 Objectives of Bank

To Establish relationship banking and boost customer satisfaction by creating strategic marketing plans.

- To continue, one of Bangladesh's top banks for profitability and asset quality.
- To implement completely automated systems using information technology. • To make sure the rate of return on investment is adequate.
- To achieve and keep the CAMEL rating of "strong."
- To maintain a risk position within a reasonable range.
- To continue the business's healthy expansion while maintaining the ideal image.
- To keep procedures transparent and to have proper control systems.
- To guarantee the best possible use of all resources.
- To pursue an efficient administrative system by ensuring adherence to moral standards, openness, and accountability at all levels.
- To cultivate and maintain a quality to create and keep a high-caliber staff with the use of a successful human resource management system.
- To continue the business's healthy expansion while maintaining the ideal image.
- To keep enough cash on hand to fulfill commitments and obligations that are coming due. 2020 (Jamuna Bank Limited)

2.5 Profile of Mirpur-1 branch:

Bank Name	Jamuna Bank
Branch Name	Mirpur-1 branch
Address	Apon Angina,Mirpur City Center,Holding 3/A,Darus Salam Road,Mirpur1,Dhaka
Telephone	029026156, 9026157
Fax	02 9026158
Email	manager.mirpur1@jamunabank.com.bd
District	Dhaka
Bank Type	Private Bank
Bank Category	Commercial Bank
Bank Origin	Local Bank
Bank Website	www.jamunabankbd.com
Service Hours	Sunday : 10.00 am-4.00 pm Monday:10.00 am-4.00 pm Tuesday :10.00 am-4.00 pm Wednesday :10 am-4.00 pm Thursday :10.00m am- 4.00m pm Friday : Closed Saturday : Closed

2.6 Corporate division

There are some divisions of Jamuna Bank. Such as:

1. Human Resource Management
2. Monitoring Division
3. Credit Administration Division
4. Card & ADC Division
5. Information & Communication Technology
Division
6. Merchant Banking
7. NRB Banking & Foreign Remittance
Division
8. Trade Finance Processing Center, Dhaka
9. Treasury Division
10. Law and Recovery

2.7 Products and services:

- Deposits Products
- Investments Products
- Rural Development Scheme
- Loan Products
- Transaction accounts
- Fixed deposit
- Special Deposit
- Mont
- Pension deposit scheme
- Educations savings scheme
- Lakpoti deposit scheme

2.8 Online Banking Services in JBL

All of JBL's branches provide real-time online banking.

Any customer can obtain the following amenities through online service:

1. Customers use any branch to withdraw cash.
2. Customers place cash deposits at any branches.
3. Encashment of pay-order from any branches.
4. Statements are available to customers at any branch.

2.9 Student File Service

The Jamuna Bank offers students a daily interest-bearing and monthly interest-paying savings account.

Eligibility of client to open this account:

Anyone studying in Bangladesh at the primary, secondary, higher secondary, graduate, or postgraduate levels who has a valid student ID.

Under-18-year-old students are permitted to open accounts, and those accounts will be classified as minor accounts.

Feature of this Account:

- Interest is paid on the daily balance of the account and is paid at the end of each month.
- 1.00% more interest than a regular savings account would pay.
- Free debit card.
- Banking fees are reduced by 50% for all services.
- A free online service

Chapter Three

Interns Role and Responsibility

These chapters detail my position and duties at Jamuna Bank Limited throughout my internship.

3.1 Role in internship:

I finished my three-month internship at Jamuna Bank Bangladesh Limited's Mirpur Branch, where I experienced working in the general banking department, foreign exchange department, and ADC departments. As an intern there, I had the opportunity to experience the corporate workplace. The duration of my Internship is from 24th August to 24th November 2022.

3.2 Internship responsibility

I completed a three-month internship in which my duties varied every month. My internship's first month was spent on theoretical classes. Ananna Apu, my bank internship supervisor, took the classes. These have taught me a lot of things. In The second month, I worked in the general banking sector, then I worked in the foreign exchange division for the third month.

3.3 Internship responsibility of 1st month

In the first month of my Internship, I attended theoretical classes at JBL, where I learned a lot of things. I learned all the Details about:

- Banking System,
- Profit Sharing Process,
- Islamic Shari'ah, Negotiable Instruments,
- How to create an account opening form
- How to fill up the account form,
- How to write cheque/deposit books,

- How many kinds of accounts
- How to write IN WORD and OUT WORD,
- How to learn scan and photocopy,
- How to change signatures and more.

3.4 Internship responsibility of 2nd month

In the second month of my Internship, I gained realistic experience at the JBL Mirpur Branch, where I worked as an intern in three departments with the order of Senior Officer of that Branch.

At first, I worked in the general Banking Department. After that, I worked in the ADC Department. I became especially assigned to paintings with inside the front table. The front table of well-known banking is the place to begin all banking sports. The overall banking branch allows in receiving deposits and additionally offers a few offerings, it gives to the clients who go to often and people who come Banking hours to avail offerings. On the opposite hand, there are clients with whom the financial institution is doing common business. It is the branch, which presents daily offerings to clients. Every day it accepts deposits from clients and fulfills their coins wishes via means of issuing cheques. It opens new accounts, deposits funds, problems with financial institution drafts and pay orders, etc.

As an intern at Jamuna Bank (Mirpur-1 Branch), there have been numerous sports wherein I turned involved. Activities are given below:

3.5 General banking department:

- I gave people the accounting opening form and helped fill up their account opening form. After filling up their forms, I always rechecked those form whether everything was written perfectly.
- I attached a picture of them in those forms.

- At the end of every day of my Internship in the bank, I wrote some debit and credit vouchers for their clients.
- I called those customers whose cheque book had arrived.
- I went to authorized many papers. Such as account number, cheque requisition forms.
- I had scanned and photocopied many important papers.
- I had searched for many important old account forms.
- I wrote INWARD and OUTWARD information in an INWARD and OUTWARD register book.
- Completion of missing documentation for existing account opening forms
- Calling customers for debit cards, and credit cards and delivering them along with the pin number when a customer comes to collect it.
- Collecting required files from clients like a photocopy of countrywide identification card, Passport, Trade License Etc.
- Putting seal on cheque book
- Receiving calls
- Talking to the customer for student banking, collecting the necessary documents, and taking the customer's signature.
 - Assigning special account numbers to distinct clients.
 - Verify signatures of clients even as issuing cheques.

3.6 ADC Department

- They dealt with all of the services that JBL provides to its clients in the ADC division. I used an excel form to collect consumers' debit card requests.
- When their cards were prepared, I called their clients.
- I also gathered the paperwork from clients who wanted to alter their signature, nominee's name, address, and other details.
- I also helped people to fill up the form of iBanking and m Cash.

3.7 Internship responsibility of 3rd month:

In the third month of my internship period, I worked in the Foreign Exchange Department.

This department is divided into two divisions:

- (i) sections for export and import and
- (ii) sections for foreign remittances.

3.7.1 Export and Import section: This section mainly included Letters of Credit (L/Cs) issued by banks on behalf of importers and exporters. As an intern, I just understood the terms and papers of L/C because the paperwork in this section is complicated; as a result, interns are not allowed to perform technical work in this section. I gained knowledge of the paperwork required to acquire a Letter of Credit (L/C).

3.7.2 Area for Foreign Remittances: Through Jamuna Bank, this section allows users to withdraw funds received from overseas. I gained knowledge about the withdrawal remittance processing and assisted customers in filling out bank forms.

Chapter Four

SWOT Analysis

This SWOT Analysis of Jamuna Bank Ltd provides a strategic SWOT analysis of the company's businesses and operations. This free SWOT analysis shows strengths, weaknesses, opportunities and threats. This SWOT analysis of Jamuna Bank Ltd can provide a competitive advantage.

SWOT-analysis helps to identify internal strengths and weaknesses and external opportunities and threats of the bank.

4.1 Strengths

Trained Employees: JBL has a training and research academy where they trained all of their employees on how to provide the best service possible to their clients. JBL's Training and Research academy also provides an internship program for undergraduate and graduate students.

Achieve Goodwill: Jamuna Bank has already gained the trust of its clients by providing them with technological services like ibanking, mCash, Cellfin, ATM cards, SMS banking, and more. These services allow customers to conduct banking transactions at any time and location that is convenient for them.

- Jamuna Bank Limited has substantial capital.
- Local market
- Existing networks for distribution and sales
- Financial aid offered
- Rapid growth

4.2 Weaknesses

Centralized decision-making- Making decisions in a centralized manner is something JBL does. This means that no branch manager can take a decision without getting permission from JBL's corporate headquarters. Therefore, accepting any financial alternative immediately is not simple.

Extended Credit Facility- When compared to other banks, JBL's credit process takes too long. This investment process takes a little while because JBL invests in its customers rather than paying them cash up front. It is difficult to attract customers quickly because of that.

4.3 Opportunities

Poverty Alleviation - JBL uses microfinance to introduce poverty alleviation. This means that banks have numerous options to save the poor by providing them with a loan through their microfinance division, when other banks and non-profit organizations provide loans with higher interest rates.

In everyone's imaginations, Jamuna Bank has imprinted a singular picture. This is the reason why customers trust them more than other banks to keep their money safe and secure.

- Brand-new goods and services
- New industries
- The amount of income is steadily rising.
- World markets

4.4 Threats

Rules and Regulations - Since all financial institutions operate their banking operations in accordance with Bangladesh Bank's rules and regulations, it is challenging for private banks to operate their banking operations in accordance with Islamic Shari'ah.

Competitors Capture Market - By opening their branches, other traditional banks are currently capturing a significant portion of the market. Because of this, JBL has trouble quickly gaining market share.

Chapter Five

Observation, Recommendation And Conclusion

This chapter focuses on the observations I make throughout my internship, my internship's recommendation, and the resolution.

5.1 Observations

I saw that the General Banking Department and ADC Department had substantially smaller workforces when I worked at the JBL Mirpur Branch. Customers were made to wait a long 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.

5.2 Recommendations

- Mirpur Branch needs more employees so that customers do not have to wait for taking any services like account opening, card services, and more.
- JBL needs to train all their employees not only in one department but also in other departments too. So that if one employee does not come, the other can easily do his/her job.
- JBL offers many services, but these services need to update because the bank needs to work on its account saving system in the Cell Fin app. When customers want to add their account to the Cell Fin app, they need to call the 16259 number, and after calling it, it takes lots of time and money to talk to their staff about adding the account in the Cell Fin app.
- JBL needs to work to promote its app-based services. Most people do not know

about those apps.

- In JBL, most of the learning is theoretical. So, JBL needs to give some software-based work to their internship to learn more things in the banking area.

5.3 Conclusion

In Bangladesh, a variety of private commercial banks, nationalized commercial banks, and foreign banks conduct business. One of them is The JAMUNA Bank Ltd. This report can serve as a useful reference for future planning and effective operation for accomplishing its primary goal in the current competitive environment. The JBL should rely more on information technology and high-quality services to compete in a world of rising technology and quicker communication. There is no denying JBL's superior position in the banking sector, but in order to handle customers, JBL needs to consider how to make its services proactive. JBL needs to introduce a simpler method for credit processing that is quicker in order to compete with other banks operating in Bangladesh.

JBL, a well-known bank in Bangladesh, makes a positive impact on the industry. I hope that JBL can grow their company by expanding different schemes and other utility services.

Reference:

1. www.jamunabankbd.com