



AN INTERNSHIP REPORT
ON
“General Banking Activities”
Of
Jamuna Bank limited.

A case study of
Sonargaon Road Branch



Daffodil
International
University

**“General Banking Activities”
Of
Jamuna Bank Limited.**

**A case study on
Sonargaon Road Branch**

Submitted To

Dr. Mostafa Kamal

Director, Permanent Campus

(Academic, Administration and Development)

Daffodil International University.

Submitted By

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Program: MBA (Regular)

Major: Finance

Daffodil International University.

Date of Submission

10/7/2015

Dedicated
To
My Be loving Parents
&
My Honorable Supervisor

PREFACE

At the inception of human life on the planet we were very fragile and our adaptability with the nature and surroundings were absent. It was because of the absence of the civilization. But over time human being started to learn, understand events after events by exploring. And civilization starts its journey with that learning. And the learning from events has shaped the curve of our civilization till date. But the time when human being starts to identify his needs, understand his capability they started to depend on each other. They started to exchange their goods to each other to meet the personal necessities and introduced barter economy. But at certain point of time the civilization it self realized that there should be a specific unit against which all other commodities will be measured. This standardization introduced money in the market. And the introduction of money eventually opened the door for a third party to hope in between the buyer and seller. And that third party was none other than the “Bank”.

Bank is a financial institution that provides services related to money. The main motive of a Commercial Bank is to earn profit by providing its clients with the best possible services. Since Bank operates in the service industry having a strong customer relationship is of utmost importance. The Banking sector in Bangladesh has gone through tremendous changes over the last few decades as the sector became more competitive with the inclusion of many new Private Banks, each coming up with its own unique scheme of services A Bank offers all kinds of Commercial Corporate and Personal Banking services covering all segments of society within the framework of Banking Company Act and rules and regulations laid down by our central bank. Diversification of products and services include Corporate Banking, Retail Banking and Consumer Banking right from industry to agriculture, and real state to software.

ACKNOWLEDGEMENT

It was a great pleasure to prepare Internship report on the various aspects of General Banking Activities by the Jamuna Bank Limited. I would like to thank and convey my gratitude to honorable Supervisor, **Dr. Mostafa Kamal, Director, Daffodil International University**, for letting me to prepare this report and I would also like to express my sincere appreciation to him for his wholehearted support and guidance.

At the same time I am also grateful to the human resource division, Head Office, Jamuna Bank Ltd. for giving me the opportunity to under go the internship program. My placement of internship program was at **Sonargaon Road Branch**. My special thanks go to the respondents, who spared their time generously, and took the trouble of answering the Questionnaire and helped to evaluate the Quality of Service provided by Jamuna Bank Limited.

My special thanks to Mr. Moniruzzaman Khan (Vice President) and Branch Manager, Mr. Md. Abu Bakker Siddiqur (Assistant Vice President), Mr. Md Riad Hossen (First asstt. vice president), Sonia Akter (Senior First Executive Officer), Md. Kamruzzaman (First Executive Officer), Mohammad Monir Hossain (Executive Officer), of The Jamuna Bank Limited, and the staffs who have given me the practical knowledge about the Banking operations. Their kind cooperation, guidance, suggestions helped me a lot in gathering knowledge and experience to complete the report finally.

I would also like to take the opportunity to express my wholehearted gratitude to my fellow friends, near and dear ones who offered encouragement, information, inspiration and assistance during the period of constructing the internship report.

Letter of Transmittal

September 10, 2015

Dr. Mostafa Kamal

Director, Permanent Campus

(Academic, Administration and Development)

Daffodil International University.

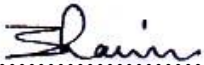
Subject: Submission of internship report on “**General Banking Activities**” of **Jamuna Bank Limited:**
A case study on Sonargaon Road Branch.

Dear Sir,

This is my pleasure to submit my internship report on “**General Banking Activities**” of **Jamuna Bank Limited**, A case study on **Sonargaon Road Branch**. It was a great opportunity for me to acquire knowledge and experience in respect of the functions, procedures, and operational mechanism of a commercial bank based on conventional banking principle while working in this Branch of Jamuna Bank Limited. I believe that the knowledge and experience I have gathered during my internship period will immensely help me in my professional life.

I have concentrated my best efforts to achieve the objectives of the practical orientation and hope that my endeavor will serve the purpose. However, I will always be happy to welcome any further clarification that you may require.

Sincerely yours,


.....

Md. Shamimul Islam

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Program: MBA (Regular)

Major: Finance

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LETTER OF ACCEPTANCE



I am pleased to certify that Md. Shamimul Islam student ID: ID: 132-14-1105, a student of Bachelor of Business Administration, Daffodil International University has completed the internship report under my supervision. His Internship placement is at Jamuna Bank Limited of Sonargaon Road Branch. I am pleased to state that Md. Shamimul Islam worked hard in preparing a report titled “General Banking Activities” of Jamuna bank Limited. He has been able to present a good picture of the concerned organization. The data and findings presented in the report seem to be authentic.

I recommend the report presented by Md. Shamimul Islam for further academic commendations and defense/viva-voce.

Md. Shamimul Islam bears a good moral character and a pleasing personality. I wish him all success in life.

Supervisor

.....
Dr. Mostafa Kamal

Director, Permanent Campus

(Academic, Administration and Development)

Daffodil International University

DISCLAIMER

I, am **Md. Shamimul Islam**, hereby declare that the presented report of internship titled “**General Banking Activites**” of **Jamuna Bank Limited, on Sonargaon Road Branch** is prepared by me after completion of three months work in Jamuna Bank Limited (JBL). It is hereby declared that this report or any part of it has not been submitted elsewhere for any other purpose. I also confirm that, the report prepared only for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the organization. Nobody can copy this report or any part of this report or any information of this report for any purpose because it totally done by me.

In case of copy any information from this report needed reference from me.



.....
Md. Shamimul Islam

ID: 132-14-1105

Program: MBA (Regular)

Major: Finance

Daffodil International University

EXECUTIVE SUMMARY

Under internship program each student has to prepare a report on the particular topic related with the organization. According to this requirement, I have already completed my internship at Jamuna Bank Limited, Sonargaon Road Branch. On the basis of my practical experience as well as theoretical knowledge, I have completed the report regarding “General Banking Activities of Jamuna Bank Ltd Sonargaon Road Branch” The main focus of my study is to know the general banking, clearing mechanism of JBL. Jamuna Bank Ltd does not lend money or issue securities with fixed interest. In this regard the Commercial Banks of Bangladesh are not the exceptions and the name of Jamuna Bank can be mentioned here as one of the top ranked bank. Since inception in 3rd June 2001 Jamuna Bank Limited had a single vision that is to be “**Your partner for growth**”

The overall approach of the report is a Descriptive one as it goes into the depth of service quality of Jamuna Bank Ltd. Here both primary and secondary information were used. Interview was the basic techniques comply to collect primary data from any people within the organization. Information about the varieties of activities within the Correspondent Banking Department was collected through interviewed. Annual reports of Jamuna Bank Ltd, Different circulars and papers of Jamuna Bank Ltd, Term papers of JBL Training manuals, General Banking Operation manual, and Banking Lecture sheet within the organization helped me to gather data about the organization.

The report contains **Three Part**. The **First Part** of the report describes the **Prefatory part**. The **Second Part** of the report is **Report body** which are divided in **Five chapter**. **Chapter One** contain Introduction of Topic, Origin the Report, Background of the study, Objective of the Report, Scope of the Report, Methodology & Limitations. The **Second chapter** contains the **profile of “Jamuna Bank Ltd.”**, Organization Structure of “Jamuna Bank Ltd.”, Vision and Mission ethical practices, core value of Jamuna Bank Limited. **General Banking Activities**.

Table of contents

Serial no	Name of Contents	Page no
Part-one	Title page	i
	An Internship Report	ii
	Introduce Part	iii
	Dedicated	iv
	Preface	v
	Acknowledgement	vi
	Letter of transmittal	vii
	Letter of acceptance	viii
	Disclaimer	ix
	Executive summery	x
	Table of contents	xi-xii
	List of tables	xiii
	List of charts	xiv
Part-two	Report Body	01
Chapter-01	Introduction part	02
1.1	Introduction	03-04
1.2	Origin of the report	04
1.3	Scope of the report	04-05
1.4	Background of the report	05
1.5	Objectives of the report	05-06
1.6	Methodology	06-09
1.7	Limitation of the study	09
Chapter-02	Profiles of Jamuna Bank	10
2.1	History	11
2.2	Vision,Mission & Corporate Slogan	11-12
2.3	Core value	12
2.4	Ethical practices	12
2.5	Jamuna Bank Chonicles	13
2.6	Growth themes of JBL	13

2.7	Organizational structure	13-14
2.8	JBL corporate culture	15
2.9	Future trust of JBL	
2.10	Strategies	15
2.11	Objectives	16
2.12	Products & services	16-28
Chapter-03	General Banking Activities	29
3.1	Account opening	30-36
3.2	Cash department	36
3.3	Remittance	36-39
3.4	Issuing Cheque book	40-41
3.5	Payment of instrument	41-43
3.6	Dishonor of Cheque / instrument	43-44
3.7	Interest application	44
3.8	Balance inquiries & statement	44-45
3.9	Closing of account	45-46
3.10	Clearing	46-48
3.11	Accounting system	48-49
Chapter-04	SWOT analysis	50
4.1	SWOT analysis of JBL	51
4.2	SWOT analysis of Jamuna Bank Ltd at a glance	52
Chapter-05	Major Findings,Recommendations & Conclusion	53
	Findings	54
	Recommendations	54-55
	Conclusion	56
Part-three	Appended part	57
A	Bibliography	58
B	Appendixes	58
Appendix-01	Financial performance of JBL	58-60
Appendix-02	Highlight of achievement in JBL	61
Appendix-03	Interview with top executive of JBL	62

List of Tables

Serial no	Name of Contents	Page no
Table-1	List of exchange House of JBL with their services	21
Table-2	Government treasury bond & other got services branches	27
Table-3	SWOT analysis of Jamuna Bank Ltd.at a glance	52

List of chart

Serial no	Name of contents	Page no
Chart-1	Jamuna Bank structure	14
Chart-2	SWOT analysis Framework	51

Part-2
Report Body

Chapter one

Introductory part

Introduction

In the backdrop of economic liberalization and financial sector reforms, a group of highly successful local entrepreneurs conceived an idea of floating a Commercial Bank with different outlook. Banking is the backbone of national economy. Bank is a financial institution that provides services related to money. The main motive of a Commercial Bank is to earn profit by providing its clients with the best possible services. Since bank operates in the service industry having a strong customer relationship is of utmost importance. For them, it was competence, excellence and consistent delivery of reliable service with superior value products. The English word “Bank” is derived from Italian word “Banco”. The Latin “bancus” and French word “Banque” which means a “Bench”. They are of the opinion that the medieval European Bankers (i.e. money changers and money lenders) transacted their banking activities on the benches in market place. This money changing and money lending business is known as “Banking business”. The history of Banking is very old. Earlier there were two classes of people. One group felt the need of honest and faithful persons to keep the surplus money safely and the other group owing to transaction felt the need some person who could provide money. Based on these groups some business personal come out. This business personal used to keep the money as deposit for security and give loans to the needy people. This is how the banking sector has been developed. Now all over the world the dimension of banking has been changing rapidly due to the deregulation, technological innovation and globalization of the world business. Because Banks have to compete with local financial insinuation as well as foreign financial institution in the market place, banks have to develop appropriate financial structure and should periodically review and compare their performance with its competitor to build a sound banking institution. The purpose of banking is to ensure transfer of money from surplus unit to deficit units. Banks in all countries work as the repository of money. Banking sector thus owe a great deal to the deposit holders on the one hand and the entrepreneurs on the other. They are expected to play the role of friend, philosopher and guide for the deposit holders and the entrepreneurs. Circumstances being such, it becomes imperative to find out the role that banks are now playing in the country and analyze its operational aspects so as to ascertain the importance of this delicate financial sector and it are overall impact on our national economy. In the global context, the role of banks is far reaching and more penetrating in the economic and fiscal discipline, trade, commerce, industry, export and import all carried through the banks. Banks are the only media through which international trade & commerce emanate the entire credit transactions, both national and international. The number of schedule banks of Bangladesh are somewhere around 51 and among them there are 4 states owned Commercial Banks, 5 are Specialized

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banks, 30 Local Private Commercial banks and 12 Foreign Commercial Banks. Besides these schedule bank there is one Co-operative Bank, one Ansar–VDP Development Bank, 1 employment Bank and 1 Grameen Bank.

1.2 Origin of the report

As a requirement for the fulfillment of our MBA program of Daffodil International University I have to perform three months internship. As a student of MBA I have gathered enough theoretical knowledge, and now I want to put my potentiality in the practical field. Jamuna Bank Ltd. has given me the opportunity to commence my internship there from June 01, 2015 to August 31, 2015. Internship Program brings a student closer to the real life situation and thereby helps to launch a career with some prior experience. During the internship program, students are required to prepare a report on the organization where they have been attached. Jamuna Bank Ltd. and all the officials always encourage and welcome the students for their internship program. I have tried my best to properly apply my potentiality and theoretical knowledge to make the report reliable and information worthy. My honest effort will be regarded as successful if this dissertation fulfills the objective of the program.

1.3 Scope of the report

This internship is a part the Master's of Business Administration (MBA) degree that provides on the job experience to students. I was starting my job on June 01, 2015 placed at Jamuna Bank Limited, Sonargaon road branch as an internee for three months duration. These internship programs provide me learning experience and knowledge in several areas. During the first few week of my internship period, I was able to get accustomed to the working environment of Jamuna Bank Limited. In this report it has been tried to focus on the overall banking system of JBL Bank Limited, Sonargaon road branch and also includes the relationship of the customers with the bank as well as the principals covered by the bank as a general banking & Foreign exchange activities of the bank. The scope of the report encompasses the areas covered by the organization part, evaluation part. Maximum endeavor has been carried out to focus on the General Banking Activities conducting the bank, which has included in the internship part. The study focuses on the impact of the general banking & foreign exchange activities upon the client. It focuses on:

- An overview of JBL.
- An overview of General banking & foreign exchange, Foreign Trade activities of JBL.
- Import and Export procedure of JBL.
- Foreign Exchange performance of JBL.

- Prospects and problem of foreign exchange operations and Foreign Trade of this branch.

1.4 Background of the report

Jamuna Bank Limited is one of the leading private commercial banks in Bangladesh that has achieved tremendous popularity and credibility among the people for its products & services. It is a public limited company and its shares are traded in Dhaka and Chittagong stock exchange. The bank undertakes all types of banking transaction to support the development of trade and commerce in the country. JBLs service is also available for the entrepreneurs to set up new ventures and BMM of industrial units. To provide clientele services in respect of international trade it has established wide, corresponded Banking relationship with local and foreign banks covering major trade and financial interest home and abroad.

1.5. Objective of the report

1.5.1. General objective:

- To fulfil the partial requirement of the internship program as a full credit subject of the MBA program.

1.5.2. Specific objectives:

- To make an in-depth study of General Banking Activities of Jamuna Bank Ltd.
- To evaluate the problems relating to General Banking Activities of Jamuna Bank Ltd.
- To identify whether all process are perfectly and effectively practiced or not.
- To make some suggestions based on findings.

1.6. Methodology

Research Design:

The study requires a systematic procedure from selection of the topic to final report preparation. As the purpose of this study is to observe and evaluate general banking & Foreign Exchange operations and also make a comparative analysis of general Banking & foreign exchange operation and foreign trade of this branch. **Descriptive method** was undertaken to gain insights of the General Banking of JBL. To perform the study data sources were identified and collected, they were classified, analyzed, interpreted and presented in a systematic manner and key points are found out. This overall process of methodology is given in below that has been followed in the study. Data have been collected using the “personal-contact”

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approach, i.e. the respondents have been approached personally and given a detailed explanation about the survey. **Selection of the topic:** The topic selected for the study was chosen by me and approved by Dr. Mostafa Kamal, Director (Academic, Administration & Development) Faculty of Business & Economics, and Daffodil International University.

Identifying data sources: Essential data sources both primary and secondary had been identified which were needed to complete and work out the study. To meet up the need of data:-

- Primary data are used and the study also required interviewing the officials and staffs, clients where necessary.
- Secondary data sources were files, documents, website of the bank, relevant books, etc.

Target Population: All officers and clients of Jamuna Bank Ltd, Sonargaon Road Branch.

Population Size:

No. Of employees of this branch: - 45

No. Of clients of this branch: - 3000 (approximately)

Sample Size: To take a portion from a huge population for the study of the population is called sampling. And that portion which number of population is used is called sample. Each sample has a specific size which is called sample size.

- No. Of employees: - 14 were selected from General Banking & Foreign Exchange and Foreign remittance department.
- No. Of clients: - 50 were selected from General Banking & Foreign Exchange and Foreign remittance department.

Objective of sampling is required to reflect a population group so the selection of sampling method should be more effective in the report.

Time:

The survey time for the current study is March 10 to May 10.

Sources of Data: Sources of data are given below:-

Primary Source

- Officials

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- Observation and supervision
- Clients

Secondary Source

- Annual reports & documents of JBL.
- Newspaper, journal, articles etc.
- Credit Policy Manual.
- Different books and periodicals related to the banking sector.
- Bangladesh Bank Report.
- Website of Jamuna bank Limited.
- Office circulars.

Method of Data Collection: For preparing this paper, I used both Secondary and Primary data.

Some data collection methods are:-

- Consultation with bank officials.
- Observing the activities of different departments of JBL.
- Discussion with the supervisor.
- Face-to-face conversation with the clients.

Primary Data:

- Practical experience and queries from the executives while doing my internship at The Jamuna Bank Ltd.
- Some data are collected from Informal discussion with the executives of the bank.

Secondary Data:

- Most of financial data are collected from the Annual Reports of the year 2008, 2009,2010 & 2011.
- Import Export Manual published by Bangladesh Bank.
- Some data are collected from different vouchers.

- I also used different Manuals and Publication of The Jamuna Bank Ltd. to collect some information.
- Website of JBL.

Data Analysis and Reporting:

To analyze the gathered data of General Banking & foreign exchange department, I used different types of charts, tables and graphs. To do that analysis I used different types of computer software like Microsoft Word and Microsoft Excel.

Findings of the study:

After finding out the data problems of the study were pointed out and they were shown under concerned heads. Recommendations were suggested there after to overcome the problems.

Final report preparation:

On the basis of the suggestions of my honorable supervisor some deductions and additions were made and final report was prepared thereafter.

1.7. Limitation of the study

I have tried my best to provide with all necessary information about Jamuna Bank Limited but the main problem faced in preparing the paper was the inadequacy and lack of availability of required data. This report is an overall view of General Banking & Foreign Exchange Operations and performance evaluation of The Jamuna Bank Ltd. But there is some limitation for preparing this report. These barriers, which hinder my work, are as follows:

- Difficulty in accessing latest data of internal operations for data security.
- Some information was withheld to retain the confidentiality of the bank.
- Since the bank personnel are very busy with their activities, as a result they were unable to provide much information about the report.
- Respondents were very much busy. So they were not so interested to fill a questionnaire attentively.
- I was placed to this department for only 3 months of time and working like a regular employee hindered the opportunity to put the better effort for the study.

- Learning all the banking functions about General Banking within just three months was really tough.
- Consolidated data related to the study were not available for the current year.
- So the most of the information is used from the previous years.

With all of this limitation I tried my best to make this report as best as possible. So readers are requested to consider these limitations while reading and justifying any part of my study.

Chapter two

PROFILE OF JAMUNA BANK

2.1. History

Jamuna Bank Limited (JBL) is a Banking Company registered under the Companies Act, 1994 with its Head Office at Chini Shilpa Bhaban, 3, Dilkusha C/A, Dhaka-1000. The Bank started its operation from 3rd June 2001. The Bank undertakes all types of banking transactions to support the development of trade and commerce of the country. JBL's services are also available for the entrepreneurs to set up new ventures and BMRE of industrial units. Jamuna Bank Ltd., the only Bengali named new generation private commercial bank was established by a group of winning local entrepreneurs conceiving an idea of creating a model banking institution with different outlook to offer the valued customers, a comprehensive range of financial services and innovative products for sustainable mutual growth and prosperity. The sponsors are reputed personalities in the filed of trade, commerce and industries.

The Bank is being managed and operated by a group of highly educated and professional team with diversified experience in finance and banking. The Management of the bank constantly focuses on understanding and anticipating customers needs. The scenario of banking business is changing day by day, so the bank's responsibility is to device strategy and new products to cope with the changing environment. Jamuna Bank Ltd. has already achieved tremendous progress within only eight years. The bank has already ranked as one of top quality service providers & is known for its reputation.

At present the Bank has real-time centralized Online banking branches (Urban & Rural) throughout the Country having smart IT-Backbone. Besides these traditional delivery points, the bank has ATM of its own, sharing with other partner banks & Consortium throughout the Country.

The operation hour of the Bank is 10:00 A.M. To 6:00 P.M. from Sunday to Thursday with transaction hour from 10:00 A.M. to 4:00 P.M. The Bank remains closed on Friday including government holiday

2.2. Vision & Mission & Corporate Slogan Vision:

To become a leading banking institution and to play a pivotal role in the development of the country.

Mission:

The Bank is committed to satisfying diverse needs of its customers through an array of products at a competitive price by using appropriate technology and providing timely service so that a sustainable growth, reasonable return and contribution to development of the country can be ensured with a motivated and professional workforce.

Corporate Slogan:

Your Partner for Growth.

2.3. Core Value

1. Customer focus
2. Integrity
3. Quality
4. Team work
5. Respect for the individual
6. Courtesy
7. Commitment
8. Respective citizenship
9. Business ethics
10. Unique culture

2.4. Ethical practices

- We strictly comply with all rules and regulations.
- We provide fair treatment to all stock holders.
- We maintain strict secrecy of customers accounts
- We listen to our customer and work for their requirement.
- We provide adequate disclosure of corporate information and operation results to shareholders for taking suitable investment decision.
- We ensure work under highly motivated team spirit and fellowship bond
- We do not encourage projects which are not environment friendly

- We extend financial assistance to poor, helpless and distressed people as well as provide sponsorship to sports culture and health-care and community development venture as we are responsible corporate citizen of the country.

2.5. Jamuna Bank chronicles

April, 2001	Incorporation of the Company
June 03, 2001	Commencement of banking business
June 03, 2001	First Branch opening at Mohakhali
October 25, 2003	First Islamic Banking Branch opened at Nayabazar
December 11, 2003	Licensed as a Primary Dealer
March 28, 2004	First Dividend Declaration for Income Year 2003 @ 10%
December 12, 2005	Initial Public Offering
April 12, 2005	Listed with Dhaka Stock Exchange
April 17, 2006	Listed with Chittagong Stock exchange
March 31, 2008	Jamuna Bank Foundation
October 16, 2008	Space purchased for establishing Corporate Head Office of Gulshan
June 15, 2009	Launching of SME Division
July 29, 2009	Launching of first SME / Agri Branch
September 15, 2009	Laying Foundation Stone of Old Home
December 22, 2009	Obtained Off Shore Banking License
December 23, 2009	Jamuna Bank Capital Management Limited (Merchant Banking)
December 25, 2010	Jamuna Bank Model Village (Singpara, Thakurgaon) Jamuna Bank Securities Limited (Brokerage House)
April, 2011	Jamuna Bank Solar Village (Char Terakata, Kisharganj)
February 20, 2010	Opening of Jamuna Bank Foundation After Care Centre (Anti Drug Hospital)
November 11, 2011	Jamuna Bank Foundation Medical College & Hospital at Rupshi, Narayanganj.

2.6. Growth themes of JBL

There are three themes of JBL for their growth

- Introducing card network and electronic banking.
- Expanding personalized services.
- Building strong presence in the market with reputation.

2.7. Organizational Structure

JBL is managed by highly professional people. The present Managing Director of the Bank is a forward looking senior banker having decades of experience and multi discipline of knowledge to his credit both at home and abroad. He is supported by an educated and skilled professional team with diversified experience in finance and banking. The management of the bank constantly focuses on the understanding and anticipating customers’ needs and offer solution thereof. Jamuna Bank Limited has already achieved tremendous progress within a short period of its operation. The Bank is already ranked as one of the quality service providers and known for its reputation.

The full hierarchy of Jamuna Bank Ltd. is given below:



2.8. JBL Corporate Culture

Employees of JBL share certain common values, which helps to create a JBL culture.

- The client comes first.
- Search for professional excellence.
- Openness to new ideas & new methods to encourage creativity.
- Quick decision-making.
- Flexibility and prompt response.
- A sense of professional ethics.

2.9. Future Trust of JBL

- Full on-line banking.
- Introducing more innovative products and services.
- Opening new branches including Islamic banking branch.
- Dealing Room Service for Corporate Customers and high net worth individuals.
- Expansion of business network at home and abroad.

2.10. Strategies

- To manage and operate the bank in the most efficient manner to enhance financial performance and to control cost of fund.
- To strive for customer satisfaction through quality control and delivery of timely services.
- To identify customers credits and other banking needs and monitor their perception towards our performance in meeting those requirements.

- To revive and update policies, procedures and practices to enhance the ability to extend better services to customers.
- To train and develop all employees and provide them adequate resources so that customers needs can be responsibly addressed.
- To promote organizational effectiveness by openly communicating company plans, policies, practices and procedures to all employees in a timely fashion. To cultivate a working environment that fosters positive motivation for improved performance.
- To diversify portfolio both in the retail and wholesale market. To increase direct contact with customers in order to cultivate a closer relationship between the bank and its customers.

2.11. Objectives

- To earn and maintain CAMEL rating strong.
- To establish relationship banking and service quality through development of Strategic Marketing Plan.
- To remain one of the best banks in Bangladesh in terms of profitability and asset quality.
- To introduce fully automated systems through integration of Information Technology.
- To ensure an adequate rate of return on investment.
- To keep risk position at an acceptable range (including any off balance sheet risks)
- To maintain adequate liquidity to meet maturity obligations and commitments.
- To maintain a healthy growth of business with desired image.
- To maintain adequate control systems and transparency in procedures.
- To develop and retain a quality work force through an effective Human Resources Management System.
- To ensue optimum utilization of all available resources.
- To pursue an effective system of Management by ensuring compliance to ethical norms, transparency and accountability at all levels.

2.12. Products & Services

2.12.1 Corporate Banking

The motto of JBL's Corporate Banking services is to provide a personalized solution to our customers. The Bank distinguishes and identifies corporate customers' need and designs tailored solutions accordingly. Jamuna Bank Ltd. offers a complete range of advisory, financing and operational services to its corporate client groups combining trade, treasury, investment and transactional banking activities in

one package. Whether it is project finance, term loan, import or export deal, a working capital requirement or a forward cover for a foreign currency transaction, our Corporate Banking Managers will offer you the accurate solution. Our corporate Banking specialists will render high class service for speedy approvals and efficient processing to satisfy customer needs.

Corporate Banking business envelops a broad range of businesses and industries. You can leverage on our know-how in the following sectors mainly:

- Agro processing industry
- Industry (Import Substitute / Export oriented)
- Textile Spinning, Dyeing / Printing
- Export Oriented Garments,
- Sweater. Food & Allied
- Paper & Paper Products
- Engineering, Steel Mills
- Chemical and chemical products etc.
- Telecommunications.
- Information Technology
- Real Estate & Construction ·
- Wholesale trade
- Transport · Hotels, Restaurants ·
- Non Bank Financial Institutions
- Loan Syndication ·
- Project Finance · Investment Banking
- Lease Finance · Hire Purchase · International Banking ·
- Export Finance
- Import Finance

2.12.2 Personal Banking Division

- Personal Banking Division (PBD) introduces to the customers with a variety of products. Our PBD continuously meets the challenges of developing new products and services to match the specific requirements of customers.
- Personal Banking Division (PBD) issues both VISA Debit Cards and VISA Credit Cards. VISA is the renowned Card brand in the earth. Jamuna Bank Limited is a principal member of VISA Worldwide. Remittance Cell is another successful wing of the Personal Banking Division. Our product range includes:
 - VISA Debit Cards - You can now avail the convenience of VISA Debit Card. It is the easiest and the most secured way of utilizing your money for 24/7 retail purchases as well as cash withdrawal.
 - VISA Credit Cards - The JBL Credit Card gives you a fast, convenient and reliable way to pay, 24 hours a day, wherever you are in the world.
 - VISA Classic
 - VISA Gold
 - International Credit Cards – JBL International Credit Cards (VISA) allows you flexibility and convenience when you travel internationally. The VISA International card entitles you to exclusive discounts worldwide.
 - VISA Dual (Gold)
 - JBL Remittance Cell – “Remit Fast” is the motto of JBL Remittance Cell. It provides the best & faster services to its customers and connects the world through the renowned money exchange agencies. Such as Placid Nk Corporation, Moneygram Payment System Inc., Raffles Exchange Ltd.UK, Euro Bangla Money Transfer (UK) Ltd., Moneylink,UK, Homelink Remit (UK) Ltd., Rumana Money Services. Customers can avail improved pricing on remittance.
- Bank Transfer
- Instant Cash
- Spot Cash

- □ To offer our customers a greater banking convenience, we have introduced many modern banking facilities and some are under developments that include:
- With our large ATM network including non-branch ATM across the country you have the privilege of round the clock withdrawal and other account services at your convenience. Customer can enjoy higher ATM withdrawal limit each day.
- No fees on retail purchase and can use our Credit Cards at thousands of retail outlets around the world. There will be no commission charge on the endorsement of foreign currency for self and spouse.
- Our customer service agents are available on 365 days to offer assistance for you. Just connects to our agents and satisfy your banking needs anytime of a day or any query that you might have.
- Connect with us:
- You're most welcome to drop by any of our branches or simply call at (88) 01713 067771, (88 02) 956 4587, (88 02) 956 2773 or (88 02) 957 0912 to ask for it. Our Sales Executive is always available at your doorsteps.
- Terms and conditions apply

2.12.3: International Trade Finance

International Trade forms the major business activity undertaken by Jamuna Bank Ltd. The Bank with its worldwide correspondent network and close relationships with key financial institutions provides an extensive trade services network to handle your transactions efficiently. Our key branches throughout the country and Offshore Banking Unit (OBU) are staffed by personnel experienced in International Trade Finance. These offices are the focal point for processing import and Export transactions for both small and large corporate customers. We offer a complete range of Trade Finance services. Our professionals will work with you to develop solutions tailored to meet your requirements, through mobilizing our full range of trade services locally, and drawing on our global resources. We can offer you professional advice on all aspects of International Trade requirements, namely:

- Issuing, advising and confirming of Documentary Credits.
- Pre-shipment and post-shipment finance.
- Negotiation and purchase of Export Bills.
- Discounting of Bills of Exchange.

- Collection of Bills.
- ☐ ☐ Foreign Currency Dealing etc.

2.12.4: Offshore Banking Service

Jamuna Bank Limited offers the following range of Offshore Banking services :-

- ☐ ☐ Foreign Currency Deposits (Non Resident entities and NRBs),
- ☐ ☐ Loans in Foreign Currencies,
- ☐ ☐ Credit Facilities including Trade Financing,
- ☐ ☐ Negotiation / Purchase of Export Bills.,
- ☐ ☐ Discounting of Export Bills.
- ☐ ☐ Corporate Treasury Services etc.

2.12.5. List of Foreign Correspondents

To provide International Trade related services we have Correspondent Banking relationship with 728 locations of 207 world reputed Banks throughout the world having substantial credit line to facilitate trade finance activities. Our main Correspondent Banks are: Commerzbank AG, Bank of China, BHF Bank, BNP Paribas, KBC Bank NV, Citibank N.A., Standard Chartered Bank, Bank of New York, Bank of Nova Scotia, Duetche Bank, Habib American Bank, Habib Bank AG Zurich, Bayerische Hypo VAREINS Bank, HSBC, Woori Bank, Bank Of America, Mashreq Bank PSC, Nordea Bank AB, Royal Bank of Canada, UBS AG, Union De Banques Arabes ET, Francaises, Wachovia Bank NA, Forties Bank S.A/NV, Svenska Handelsbanken, Bank of Ceylon, Banca Toscana, ABN Amro Bank, Commonwealth Bank of

Australia, Danske Bank A/S. Absa Bank Ltd., Agricultural Bank of Chaina, Banca Intesa SPA, Banca Italo Albanese, Banca Popolare Commercio E Industria SPA, UniCredit Group, Commonwealth Bank of Australia, Bank Madiri (Europe), Bank of Cyprus, Bank of Bahrain and Kuwait, Bank of Jordan Ltd, Blue Nile Bank, Commercial Bank of Kuwait, Commercial Bank of Qatar Ltd., Development Bank of the Philippines, Dexia Bank SA, EON Bank Berhad, First International Merchant Bank PLC., Foreign Trade Bank of North Korea, Foreign Trade Bank of Vietnam, Hiroshima bank, HVB, Hungary RT, ICICI Bank, Industrial and Commercial Bank of China, ING Bank NV, Islamic Bank of Yemen and for Finance & Investment, Korea Exchange Bank, National Commercial Bank, Shinhan Bank, State Bank of India

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(Canada) Bank of Tokyo Mitsubishi UFG, UBAE Italy, FIM Bank, United Bank of India, Bank of Bhutan, Allied Bank Philippines, National Australia Bank Ltd, Bank Of Shanghai, Bank of Communication, Mizuho Corporate Bank, Nordea Bank, UBI Banca, Intesa Sanapaoli SPA, Kookmin Bank, Korea Exchange Bank, Bank of Newyork, EON Bank Berhad, Development Bank of Phillipines, Islamic Development Bank, Asian Development Bank, Abudhabi Commercial Bank, Dubai Islamic Bank etc.

2.12.6:NRB- Banking & Foreign Remittance

Jamuna Bank Ltd is one of the most technologically advanced private commercial bank in the country having wide branch & associate network throughout the Country. All the branches are running with real-time Online and ATM facilities to settle their transaction from remote areas. We have dedicated NRB desk to ensure personalized services to the valued customers at branch & Head Office Level. We have an admirable Remittance Tie-up with a good number of world renowned Exchange Houses and Banks throughout the World to facilitate the Remittance services to the beneficiaries in both as Instant Cash (payment over the counter) and Account credit. Besides our 66 branch network and ATM outlets throughout theCountry, we have also a strong Remittance Settlement Network with different associate Banks, NGOs and Post Office, which cover more than 1000 remote locations throughout the Country. Our main purpose is to cater to the needs of NRBs & their beneficiaries offering different products and services both deposit and investment like, FC A/C, NFCD A/C, FC Term Deposit, Wage earner's development Bond, USD Premium Bond, USD Investment Bond, Govt. Treasury Bond, Investment in Capital Market through None Resident Investment Taka Account (NITA), Monthly Deposit Scheme, Monthly Income scheme, Double/ Triple growth deposit Scheme, Lakhpoti Deposit Scheme, Millionaire Deposit Scheme, Kotipoti Deposit Scheme, Education Savings Scheme, Marriage Deposit Scheme, Consumer Credit, etc. Prioritizing the needs of NRBs, we are in process to offer different personalized products & services by establishing JBL own Exchange Houses in different Countries like UK, USA, Malaysia, Singapore, Italy, Spain, Australia, Japan, etc.We value our customers to provide prompt & efficient services offering best competitive price for their hard-earning Foreign Currencies to facilitate Bangladesh bound remittance Globally.

List of Exchange Houses of JBL with their services:

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Sl No.	Name of the Exchange House	Location	Offered Services
1	Money Gram Payment System	Global	Instant Cash
2	Placid NK Corporation	USA	Instant Cash & Account Credit
3	Fast Remit	Malaysia	Instant Cash & Account Credit
4	Raffles Exchange	UK	Instant Cash & Account Credit
5	Money Link U.K. Ltd	UK	Instant Cash & Account Credit
6	Home Link	UK	Instant Cash & Account Credit
7	Euro Bangla Money Transfer (UK) Ltd	UK	Instant Cash & Account Credit
8	Rumana Money Services	UK	Instant Cash & Account Credit
9	ZENJ Exchange Co. (Turbo Cash)	Bahrain	Instant Cash & Account Credit

2.12.7: Real State Financing

Home ownership is a basic need and a dream of every individual. Since housing industry plays a vital role in the national economy, our bank has come forward for Real Estate financing for Individual as well as Developers. The main objective of Real Estate Financing is to promote Real Estate Developers and Individuals.

Scope of Real Estate Loan:

- For Construction of Residential Building [CRB]
- For Construction of Commercial Building [CCB]
- For Flat Purchase [FP]
- For Building Purchase [BP]
- For Developers [DEV]

Purpose:

- Construction / Extension / Renovation of Residential / Commercial Building.
- Purchase of Building /Flat /Office Space /Chamber /Shops.

Eligibility:

- Salaried Individuals and Professionals
- Self -Employed professionals
- Businessman
- Wage Earners or other professional serving abroad

Maximum Age Limit: 70 [Seventy] years at the end of loan tenor.

Minimum Income :

- Net Income/Take home salary will be at least Tk.40,000/-[forty thousand] per month.

Maximum Loan Size :

- For Flat Purchase Tk.75.00 (seventy five) lack
- For Building Purchase/Construction of Residential Building Tk.100.00 (one hundred) lack

Maximum Loan Tenure : Up-to 15 (fifteen) years including 01(one) year grace period.

Maximum Loan Ratio:

- 50% of total Purchase Price for Flat / Building.
- 60% of total Construction cost for Residential/Commercial Building.

Requirement:

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- Registered Mortgage and Original Title Deed.
- Registered Irrevocable Power of Attorney (RIPA) in favor of JBL.
- Documents stated in the sanction advice.

2.12.8: Credit Facilities

The main focus of Jamuna Bank Ltd. Credit Line/Program is financing business, trade and industrial activities through an effective delivery system. Jamuna Bank Ltd. offers credit to almost all sectors of commercial activities having productive purpose. The loan portfolio of the Bank encompasses a wide range of credit programs. Credit is also offered to major thrust sectors, as earmarked by the govt., at a reduced interest rate to develop frontier industries.

Credit facilities are offered to individuals including housewives, businessmen, small and big business houses, traders, manufactures, corporate bodies, etc. Loan is provided to the rural people for agricultural production and other off-farm activities.

Loan pricing system is customer friendly.

Prime customers enjoy prime rate in lending and other services.

Quick appreciation, appraisal, decision and disbursement are ensured.

Credit facilities are extended as per guidelines of Bangladesh Bank (Central Bank of Bangladesh) and operational procedures of the Bank.

2.12.9: Shop Finance Scheme

Objectives:

01. To enable the small business community to run the business smoothly
02. Facilitating expansion of the existing businesses
03. To improve the banking habit of self employed persons
04. To diversify bank's lending to Small & Medium Enterprises (SME) which are considered as less risky and help community developments. It may be noted down that the government is also encouraging investment in SME sector.

Categories of eligible business:

- i) Grocery/departmental/whole sale store
- ii) Confectionary/bakery (owned by the bakers)
- iii) Stationary shops
- iv) Cloth materials & small local garment traders
- v) Shoe makers/shops
- vi) PVC & plastic product traders/small manufacturers
- vii) Tiles/sanitary items retailers
- viii) Computer/Photostat/Cyber Café.
- ix) Electrical & electronic items retailers
- x) Pharmacy
- xi) Gift shop/cosmetics shops
- xii) Restaurant/fast food joints
- xiii) Hardwire shops
- xiv) Glass/ceramic retail outlets
- xv) Sports kit retailers
- xvi) Photo studio
- xvii) Rod, Cement & C.I. Sheet (Tin) Shop
- xviii) Engineering Workshop
- xix) Fertilizer & Pesticide shop

Maximum Loan Amount:

- 1) Up to a maximum of 10.00 lack in single case or 60% of possession value
(distress value to be considered) whichever is lower. However, loan size will depend

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on creditworthiness of the borrower and the decision of the sanctioning authority.

2) Branch Manager must verify the amount of possession money actually paid before recommending such proposal.

Tenure of the loan limit:

Minimum 01 year - Maximum 03 years from the date of disbursement of the loan

Eligibility criteria:

The applicant must fulfill the following criteria to be eligible for loans and advances under the scheme:

- i) Shop owner must run the establishment himself, having at least three years of successful business experience
- ii) Valid lease deed for a minimum period of 03 years up to 05 years
- iii) Satisfactory conducted deposit account with JBL for minimum 03 months.
- iv) To deposit the daily sales proceeds in the account maintained with JBL
- v) Agree to abide by credit rules & regulations of JBL
- vi) Furnishing net-worth of the applicant/client .
- vii) Clean CIB
- viii) The bank reserves the right to accept or reject any application without assigning any reason whatsoever.
- ix) The intending borrower /loanee shall apply through the letter head of the business firm or through a plain paper requesting the branch manager for sanction of loan under the Shop Finance Scheme

Security:

- i) Simple deposit of valid lease deed of agreement of the shop.

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ii) A tripartite agreement to be signed in between leaseholder/shop owner/Bank- to the effect that the leaseholder cannot rent out or transfer the leased property without the written consent of the Bank.

iii) The lease deed between the landlord and the borrower must be duly executed & the original lease deed should be kept in the Bank as part of document.

iv) Lease must contain provisions enabling the landlord to forfeit the lease and enable the bank to enforce a right to sell the possession of the shop to liquidate the default debt (if any).

v) Letter of disclaimer by the landlord to facilitate the bank to liquidate the default loan (if any)

vi) Equal numbers of post dated cheque covering amount of each loan installment
Insurance

All borrowing customers' inventory i.e. Stock-in-trade will be insured against Fire, Rsd & other risks with the Bank's mortgage clause cost of which will be borne by the shop owner/client/borrower.

Repayment Schedule:

Repayment schedule should be as under:

i) In case of 01 year, 10 monthly installments for the loan limit up to Tk. 3.00 lack with 02 month grace period from the date of disbursement

ii) In case of 02 year, 22 monthly installments for the loan limit up to Tk.6.00 lack with 02 month grace period from the date of disbursement

iii) In case of 03 year, 34 monthly installments for the loan limit above Tk.6.00 lack with 02 month grace period from the date of disbursement

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2.12.10: Q-Cash Round The Clock Banking

Jamuna Bank Q-Cash ATM Card enables you to withdraw cash and do a variety of banking transactions 24 hours a day. Q-Cash ATMs are conveniently located covering major shopping centers, business and residential areas in major cities. The network will expand to cover the whole country within a short span of time. With your Jamuna Bank Q-Cash ATM card you can: Cash withdrawal Round The Clock from any Q-Cash logo marked ATM booths.

POS transaction (shopping malls, restaurants, jewellaries etc)

Enjoy overdraft facilities on the card (if approved)

Utility Bill Payment facilities

Cash transaction facilities for selective branches nationwide

ATM service available in Dhaka and Chittagong Withdrawal allowed from ATM's of

Jamuna Bank Ltd., AB Bank, The City Bank, Janata Bank, IFIC Bank, Mercantile

Bank, Pubali Bank, Eastern Bank Ltd. respectively

And more to come Is Q-Cash

Is Q-cash Secure?

Yes, Q-Cash is fully secure. Q-Cash cardholders can only carry out transactions on

Q-Cash ATMs with Personal Identification Numbers (PIN). The PIN is a unique 4-

digit number that allows you to access your account. You can change your PIN

anytime from ATM machine. In case you have lost your card, transactions cannot be

done without the PIN.

In line with the issuance of Q-cash products JBL is going to introduce VISA card very

soon.

2.12.11: Lease Finance

Lease means a contractual relationship between the owner of the asset and its user for a specified period against mutually agreed upon rent. The owner is called the Lessor and the user is called the Lessee. Lease finance is one of

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the most convenient source of financing of assets viz machinery, equipment vehicle, etc. The user of the assets i.e. Lessee is benefited through tax advantages, conserving working capital and preserving debt capacity. Moreover, Lease is an off-balance sheet item i.e lease amount is not shown in the balance sheet of the lessee and does not affect borrowing capacity. Leasing enables the lessee to avail the services of a plant or equipment without making the investment or incurring debt obligation. The Lessee can use the asset by paying a series of periodic amounts called “lease payment” or “lease rentals” to the owner of the asset at the predetermined rates and generally in advance. The payments may be made monthly or quarterly. Jamuna Bank Ltd., the highly capitalized private Commercial Bank in Bangladesh has introduced lease finance to facilitate funding requirement of valued customers & growth of their business houses. Lease Items Vehicles like luxury bus, Mini bus ,Taxi cabs cars, Pick-up, CNG three wheeler etc

- Factory equipment.
- Medical equipment
- Machinery for Agro Based Industry
- Construction equipment
- Office equipment
- Generators, Lift & Elevators for commercial place.
- Sea or River Transport.
- Computer for IT Education Center.

2.12.12: SWIFT

Jamuna Bank Limited is the member of SWIFT (Society for Worldwide Inter-bank Financial Telecommunication). SWIFT is a member owned co-operative, which provides a fast and accurate communication network for financial transactions such as Letters of Credit, Fund transfer etc. By becoming a member of SWIFT, the bank has opened up possibilities for uninterrupted connectivity with over 5,700 user institutions in 150 countries around the world.

SWIFT No.: JAMUBDDH

2.12.13: Trading of Government Treasury Bond & Other Govt.

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Securities

Jamuna Bank Limited has been nominated as a Primary Dealer by the Bangladesh Bank for trading 5 years & 10 Years Treasury Bonds and other Government Securities.

1. Eligibility criteria:

(i) Individuals and institutions resident in Bangladesh, including provident funds, pension funds, bank and corporate bodies shall be eligible to purchase the BGTBs.

(ii) Individuals and institutions not resident in Bangladesh shall also be eligible to purchase the BGTBs, with coupon payment and resale/redemption proceeds transferable abroad in foreign currency subject to fulfillment of conditions as mentioned in the Bangladesh Govt. Treasury Bond Rules-2003.

2. Loan facility:

JBL offers loan up to 95% of the present value of the bond/other securities against lien of the above instrument for their customers. Interested Financial Institutions/Corporations/Insurance Companies/ Individuals are requested to contact the Bank in the following address:

01. Mirza Elias Uddin Ahmed,

Executive Vice President

Treasury Division

Head Office

Dhaka.

Tel: 9558966, 7160053. PABX 9570912-16 Ext.103, 113.

02. Any of the following Branches of the Bank:

DHAKA DIVISION				CHITTAGONG DIVISION			
1	Dilkusha Br.	Dilkusha, Dhaka	9565608, 9551419	1	Agrabad Br.	Agrabad, Chittagong	031-727727
2	Mahakhali Br.	Mahakhali, Dhaka	9889273 -4, 9899455	2	Khatunganj Br.	Patharghata, Chittagong	031-625454
3	Sonargaon Rd. Br.	Sonargaon Rd., Dhaka	9670655	3.	Jubilee Road Islamic Banking Br.	Jubilee Road, Chittagong	031-616266
4	Moulvi Bazar Br.	Moulvi Bazar, Dhaka	7315025 -6, 7315974 -5	1	Sylhet Br.	Zinda Bazar, Sylhet	0821-725409
5	Shantinagar Br.	Shantinagar, Dhaka	8355649	2	Goala Bazar Br.	Goala Bazar, Sylhet	08222-87352-3
6	Gulshan Br.	Gulshan-2, Dhaka.	8852540	3	Beani Bazar Br.	Beani Bazar, Sylhet	08223-88022
7	Dhanmondi Br.	Dhanmondi, Dhaka.	8613920				
8	Nayabazar Islamic Br.	Nayabazar, Dhaka	9568989	1	Naogaon Br.	Sadar Rd, Naogaon.	0741-61840
9	Foreign Exchange Br.	2 DIT Avenue, Motijheel, Dhaka	9554474	2	Mahadevpur Br.	Mahadevpur Naogaon.	07426-75137-8

2.12.14. Online Banking

Jamuna Bank Limited has introduced real-time any branch banking on April 05, 2005. Now, customers can withdraw and deposit money from all branches located throughout the Country. Our valued customers can also enjoy 24 hours banking service through ATM card from any of Q-cash ATMs located at different location throughout the Country. All the existing customers of Jamuna Bank Limited will enjoy this service by default.

Key features:

- Centralized Database
- Platform Independent
- Real time any branch banking
- Internet Banking Interface
- ATM Interface
- Corporate MIS facility

Delivery Channels:

- Branch Network
- ATM Network
- POS (Point of Sales) Network
- Internet Banking Network

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Chapter Three

General Banking Activities

3.1 Account Opening

Before discussion about account opening, first we have to know different types of target customers of Jamuna Bank Ltd.

- Individual
- Partner
- Joint stock
- PublicSector

Trustee/clubs/ associates / and different types if institutions.

Jamuna Bank Ltd. offer different types of account for their target groups. These are as follows

1. Current account
2. Saving account
3. Monthly savings Scheme
4. Fixed Term Deposit account (FDR)
5. Short term deposit (STD)

Following are broadly explaining all this type of account:

3.1.1. Current Account (CD):

Current account is that type's account where depositor can withdraw his deposited money at any time there is no restriction. Current account can be divided into four types, such as:-

- I. Individual current account
- II. Proprietary current account

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III. Current partnership account

IV. Current account for limited companies.

In the below given the requirements which are need for opening current account:

I. For individual current account: -

- Two copies passport size photo
- An introducer, who have an account in JBL, Dilkusha Branch.
- Ward commissioner or chairman certificate or national ID card.
- Mention sources of earnings.

II. For proprietor current account: -

- Trade license
- TIN number
- An introducer, who have an account in JBL, Dilkusha branch
- Seal of the applicant required
- Ward commissioner or chairman certificate or National ID card.

III. For current partnership account: -

- Partnership agreement
- Trade license
- An introducer, who have an account in JBL, Dilkusha branch
- Ward commissioner or chairman certificate or national ID card.

IV. Current account for limited companies: -

- Memorandum and articles of association of the company

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Power of attorney

Resolution of the board of directors.

Following documents which is certified by the chairman of the company:

List of directors

Certificate of commencement of business

Certificate of incorporation.

3.1.2 Saving account (SB):

Saving account is that account whose interest rate is higher than current account and

saving account can be open by individual, joint name or club, association etc.

i. Requirements for opening individual saving account:

Two copies pass port size photo

Passport number no (if any)/ National ID card.

TIN number (if any)

An introducer, who have an account in JBL, any branch

Name of nominee

Two signatures on the specimen signature card.

ii. Requirement for opening joint saving account:

Two copies pass port size photo (both parties)

The amount can be received by any person signature or two persons

signature jointly

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An introducer who maintaining an account in the JBL, any branch

Ward commissioner or chairman certificate

Three copies others laws/ rules and regulation duly certified by the chairman.

iii. Rules for opening saving account:

Account opening money at least 500 taka.

If deposit holder wants to close his/her account then he should pay 100

taka as cancellation charge.

Savings account interest rate is 8% (for urban and rural)

In case of saving account cheque book is 10 leaves.

3.1.3 Monthly Savings Scheme (MSS)

Savings is the best friend in bad days. Small savings can build up a prosperous future.

Savings can meet up any emergencies. JBL has introduced Monthly Savings Scheme

(MSS) that allows saving on a monthly basis and getting a handsome return upon

maturity. If anyone wants to build up a significant savings to carry out you're

cherished Dream, JBL MSS is the right solution.

3.1.4. Fixed Term Deposit account (FDR)

Fixed term deposit (FDR) application form has been used both for application form

and as a credit voucher for the bank. In case of FDR specimen signature card used and

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client give three signatures on the specimen card. In the case of FDR it is clearly mention that when this amount will be withdrew account holder receive principle amount plus interest.

FDR account holder gets a FDR slip that is provided by the JBL officer. FDR slip contains name of account holder, deposited amount, and interest, and time of maturity. If depositor withdrew his money before maturity date he does not get any interest. If account holder lost FDR slip then indemnity bond is required to issue a duplicate FDR slip. FDR account can be open by individually or joint name, In the case of FDR holder death, his nominee will get the amount.

The following documents duly completed shall be obtained from the customer at the time of opening different types of accounts as applicable:

a) Individual/ joint.

- Account opening form as applicable duly filled in.
- Specimen Signature Card.
- Two photographs duly attested by introducer.
- Nominee Form (if nomination given by the account holder).Mandate or Authority Form (if a third person is authorized to operate the account).

b) Proprietorship Firm

- Account Opening Form.
- Specimen Signature Card.
- Copy of Trade License
- Two photographs duly attested by introducer.

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Proprietorship Rubber Stamp against all signatures of the proprietor.

c) Partnership Concern

Account Opening Form.

Specimen Signature Card.

Copy of Trade License

Partnerships Deed

Two photographs of each partner duly attested by introducer.

Partnership Rubber Stamp against all signatures of partners operating the accounts.

Partnership letter.

d) Private Limited Company.

Account Opening Form.

Specimen Signature Card.

Copy of Trade License.

Copy of Memorandum and Articles of Association duly attested by the Managing Director/ Chairman of the Co.

Certificate of Incorporation.

List of Director as per return of Joint Stock Company with signature.

Resolution of the Board for opening account with the bank.

Photographs of each of the authorized signatories.

e) Public Limited Company

Account Opening Form.

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- Specimen Signature Card.
- Copy of Trade License.
- Photograph of Directors and account operators other than Director.
- Certified copy of Memorandum and Articles of Association.
- Certificate of commencement of business.
- List of Directors as per returns of Joint Stock Company with their signature.
- Resolution of the Board for opening account with the Bank.
- Certification of incorporation.

f) Clubs/ Association/ Society etc. (Non-Trading Concerns)

- Account opening Form for current account or SB accounts.
- Specimen Signature Card.
- Certified copy of Bye laws/ constitution of the organization.
- List of the Executives of Managing Committee with their signature and present and permanent address.
- Resolution of the Committee for opening account with the bank.
- 2 Photographs of each operator of the account.

g) Corporation/ Autonomous Bodies/ Govt. Organization

- Account Opening Form as applicable.
- Specimen Signature Card.
- Copy of the Act or Ordinance Showing authority to open account.
- Letter from the authorized persons in absence of the Board.

h) Account Of Constituted Attorney

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Account Opening Form (As applicable)

Specimen Signature Card

Power of Attorney

A copy of Power of Attorney shall be taken and entered in the Power of Attorney Register in serial order. The serial number is to be noted along with Banks name on the Power of Attorney. Original may be returned and the copy to be attached with Account Opening Form.

3.1.5. Short Term Deposit (STD)

Short term deposit account interest is calculated at daises and its interest rate is 7.00 %.

Documents required for opening short term deposit:

- a.** Two copies of pass port size photo.
- b.** TIN number
- c.** An introducer who has an account in JBL, Dilkusha branch.
- d.** Trade license.
- e.** Ward commissioner or chairman certificate.

Every day, authorized officer check out which (MSS, FDR, STD) account interest has to pay. He credit voucher for interest excise duty. On every (MSS, FDR, STD) account holder has to paid 105 govt. tax, another interest. Here authorized officer issued one debit voucher and one credit voucher

3.1.6. New Schemes

Marriage Deposit Scheme

Marriage of children, specially daughter is a matter of great concern to the parents. Marriage of children involves expense of considerable amount. Prudent parents make effort for gradual building of fund as per their capacity to

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meet the matrimonial expense of their children specially daughters. Parents get relief and can have peace of mind if they can arrange the necessary fund for marriage of their children, no matter whether they survive or not till the marriage occasion. It can be a great help to the parents if there is any scope of deposit of a modest amount as per their financial capacity, which grows very fast at high rate of interest

yielding a sizeable amount on maturity. With this end in view JBL has introduced Marriage Deposit Scheme, which offers you an opportunity to build up your cherished fund by monthly deposit of small amount at your affordable capacity.

Eligibility:

- Marriage Deposit account can be opened in the name of children below the age of 18-years along with legal guardian.
- For opening a marriage deposit account, maintenance a savings account with JBL is required.

Lakhpati Deposit Scheme

To become a lakhpati is a dream to most of the people of Bangladesh specially to the lower and lower middle class income group. We experience our expectations and wants are enormous in nature in our small span of life. To meet our deposit and wants we need right plan. Keeping the above in mind JBL has introduced “Lakhopati Scheme” which has flexibility in report of maturity and monthly installment as per affordable capacity.

Millionaire Deposit Scheme

It is a dream for many small savers to become a Millionaire. The word „Millionaire' is really exciting. This dream can be a reality if you have a calculated plan and strong determination. JBL has introduced „Millionaire Deposit Scheme' which has flexibility in respect of period and monthly deposit as per your affordable capacity for giving a sum of Tk.1.00 (one) million i.e. Tk.10(ten) lac at a time.

Eligibility:

Millionaire Deposit account can be opened at any Branch of JBL For opening a millionaire deposit account, maintenance a savings account with JBL is required. Customer can deposit monthly installment through any of our online branches. Under standing instruction system, Customer can deposit money automatically his accounts.

Kotipati Deposit Scheme

To become „Kotipati' is simply a dream for the most of the populace of Bangladesh. It is realizable for high income group who have strong determination and savings habit. If you decide and plan to save money from your regular income, you can own Tk1.00 crore easily by making a planned savings. In this regard, JBL has introduced “Kotipati” Deposit Scheme” offering the savings plan fit to your income and to execute your dream to be a Kotipati by monthly deposit at your affordable capacity. You can take advantage of the “Kotipati Deposit Scheme” from JBL and plan for your golden future accordingly.

Double/Triple Growth Deposit Scheme

For people who have cash flow at this moment and want to get it doubled/tripled quickly JBL has introduced Double/Triple Growth Deposit Scheme that offers to make

Double/triple money within 6(six) years and 9.5 (nine and a half) years respectively resulting a high rate of interest

3.2 Cash Department

Payment through cash: Clients give their cheque with their signatures are justified with specimen signature cards. If the signature is correct, then A/C number is posted into the computer and required balance in their account.

Payment through transfer: This transfer is made through account to account, not in cash. Cash department is the important department of any bank. All the monetary transaction in occurred in this department. The main work of the cash department is the opening of cash. The beginning balance is registered while receiving & paying different amount of cash. (Cash received and cash payment)

3.3 Remittance

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Remittance is one of the main components of banking. The main activities of remittance section are:

1. Telegraphic Transfer (TT)
2. Demand Draft (DD)
3. Payment of Pay order
4. Pay slip

3.3.1 Payment of Telegraphic Transfer.

Receipt of message and payment

- I. The in-charge and the manager verify the test message.
- II. If the test-number, payees A/C number and title of the A/C does not agree a telex is sent to the branch concern asking them to rectify the message with correct test number and other particulars.
- III. If the test-number agrees and all other information is correct, test agreed seal is affixed on the message and signed by the officers.

Where the payee does not have any account in the drawee branch a Pay Order/ Pay Slip is issued in favour of the payee and delivered to his banker on the same day.

3.3.2. Issue and Payment of Pay-Orders.

- I. The customer is asked to fill up the application that is treated as a credit voucher for: Bills Payable Account-Pay-Order issued.
- II. The voucher is given to the customer to deposit the cash with the cashier.
- III. The cashier receives the cash and delivers the vouchers to Remittance Department against initials in his book.
- IV. Pay-Order is prepared and entered in Pay-Order Issued Register. The amount of the Pay-Order is protect graphed.
- V. The Pay-Order number is written on the vouchers.

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VI. Pay-Order Register and the vouchers along with the register are sent to the officer-in-charge for checking and signature.

VII. After officer-in-charge's signature, the pay-order and the voucher are sent to Manager/Second officer for second signature.

VIII. Acknowledgement of the purchasers of P.O. shall be obtained on the back of the counterfoils of the instruments.

IX. The vouchers are sent to Account Department.

3.3.3. Payment of Pay-Order.

Payment in cash: When pay-order is presented for encashment similar procedure is adopted as explained in the foregoing for payment of Demand Draft in cash. It also paid by clearing /transfer delivery /cash transfer Procedure is similar to that explained in parts of Payment of DD through clearing transfer delivery and cash transfer.

3.3.4. Balancing of remittance accounts.

I. D.D. Payable, T.T. Payable, P.O. issued, D.D. Paid Without Advice accounts should be balanced on monthly basis.

II. The balances are agreed with the figures of concerned Subsidiary Accounts.

3.3.5. Issuance of Duplicate Instruments

Issue of duplicate pay-order

I. In addition to obtaining application from the purchaser, a confirmation should also be obtained from the beneficiary to the effect that the instrument has been lost or not received by him/them.

II. Head Office is informed regarding loss of the P.O. for circulation to the branches.

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III. An indemnity bond affixed with special adhesive stamp of Tk.150/- is obtained from the applicant.

IV. A note to this effect is made on the original application form and the Pay-Order Issued Register.

V. The indemnity bond is kept in the "Indemnity Bonds for duplicate instruments issued file."

VI. The Pay Order is issued marked "Duplicate" in Red Ink.

Issue of duplicate demand draft

I. On receipt of application from the purchaser of the draft regarding its loss and issue of duplicate one, the signature of the applicant is verified from the original application.

II. Head Office is informed of the loss of DD immediately and the drawee branch is informed of the loss of draft number and requested to exercise caution by letter or telex. The telex charges if incurred are recovered from customer.

III. On receipt of confirmation from the drawee branch that the draft is still outstanding in their books and that caution is being exercised by them, a duplicate draft is issued to the purchaser after obtaining an Indemnity Bond in Bank's prescribed format.

IV. The draft is issued marked "DUPLICATE" in red ink, repeating the original printed number, striking out the present printed number and giving the original controlling number.

V. A note to this effect is made on the original application form and the Drafts

Issued Register.

VI. Drawee branch is advised regarding issuance of the duplicate draft.

VII. The indemnity bonds are kept in "Indemnity Bonds for duplicate instruments issued File."

3.3.6. Cancellation of Instruments.

Cancellation of pay-order

I. On receipt of application along with pay-order for its cancellation, the signature of applicant is verified from the original application form.

II. Before the pay-order is cancelled it is ascertained that no duplicate pay-order has been issued. The pay-order is cancelled and kept with the debit voucher.

Cancellation of demand draft

I. On receipt of application along with the Demand Draft for its cancellation the signature of the applicant is verified from the original application form and the genuineness of the Demand Draft is examined.

II. Before the draft is cancelled it is ascertained that no duplicate draft has been issued.

III. The draft is cancelled bearing out the signature thereon, and a note to this effect in red ink is made in the original application form and the Drafts Issued Register and initialed.

IV. The cancelled draft is attached with the debit voucher.

V. The branch concerned is advised to this effect with instruction to send IBCA for the cancelled Demand Draft.

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VI. On receipt of IBCA the entry in Sundry Assets Account-DD cancelled is reversed.

VII. No draft should be allowed to be cancelled without obtaining prior confirmation from the drawee branch.

3.3.7. Local Remittance

The offers various kinds of remittance all over the country through its branch network.

Telegraphic transfer, traveler's cheque and draft and cheque can do remittance. There are two types of remittance as are:

Inward remittance: When one bank sends this T.T., MT, T.C, or cheque to another bank within the country it will be called inward remittance.

Outward remittance: When one bank got this T.T, M.T, T.C and cheque from any bank outside the country then it will be called outward remittance.

3.3.8 Foreign Remittance

Jamuna Bank Ltd. has a network of 19 branches in Bangladesh and 4 more branches are going to be added to network soon. Remittance services are available at all branches and foreign remittances may be sent to any branch by the remitters favoring their beneficiaries. Remittances are credited to the account of beneficiaries instantly through Electronic Fund Transfer (EFT) mechanism or within shortest possible time. Jamuna Bank Ltd. has correspondent banking relationship with all major banks located in almost all the countries/cities. Expatriate Bangladeshis may send their hard earned foreign currencies through those banks or may contact any renowned banks nearby (where they reside/work) to send their money to their dear ones in Bangladesh. To facilitate sending money in Bangladeshi Taka directly, Jamuna Bank Ltd. has Taka Drawing Arrangement with many banks/exchange companies in different countries. The expatriate Bangladeshis may send their money in BDT through the branches/subsidiaries of Jamuna Bank Ltd.

3.4. Issuing Cheque Book

There are three types of cheque book in JBL those are:

- Ten leaves cheque book used only for savings account.
- Twenty five leaves cheque book is used for current account.
- Fifty leaves cheque book use for current account but this is provided those depositors who are loyal customer or those transactions have done randomly.

3.4.1. Cheque book issue to a new account holder:

New account holder has to fill up an application form which is provided by JBL. After verifying depositor signature the authorized officer put branch seal and put his/ her signature than date, name of the account holder, account number, cheque number and recorded in to register book When all this function is successfully completed the client gets his cheque book and put his signature on the register book.

3.4.2. Cheque book issue to an existing account holder:

When an existing deposit holder wants to withdraw anew cheque book then should be give a requisition slip to the bank which he get from previous cheque book then authorized officer verifying deposit holder signature. After verifying signature authorized officer put branch seal and put his/ her signature than date, name of the account holder, account number, cheque number and recorded in to register book then client gets his cheque book and put his signature on the register book.

3.4.3 In the case of lost cheque book:

It has been observed that when a cheque book has been lost by account holder, then account holder must have filled an indemnity bond which has been authorized by introducer. Instruction for stopping payment of any cheque shall be obtained from the account holder in writing.

- ❖ If stop payment instructions are received over telephone or Telex a provisional note in respect thereof shall be kept with cancellation officer, pending receipt of written instructions from the account holder. Should the cheque be presented in the meantime, the same should be returned with objection “drawers confirmation required”.
- ❖ The date and time on which those instructions received shall be marked on the letter and signed by an authorized officer.

- ❖ The signature of the account holder shall be verified on the letter and accordingly the cancellation officer/ posting officer will be asked to insert the cheque number and stop payment in the computer terminal.
- ❖ Meanwhile if the cheque is already paid the account holder shall be informed immediately.
- ❖ An acknowledgement Memo in Bank's printed format may be issued to the account holder as to the actions regarding stop payment.
- ❖ The stop payment letters received from the party shall be filed in the "stop payment file".
- ❖ When a stopped cheque is presented for payment, the remark "Payment Stopped by drawer should be written in bold letter in red ink across the face thereof and returned to the payee with return memo under usual manner.
- ❖ Revocation instruction regarding "Stop Payment" shall be obtained from the account holders in writing. The signature of the account holder shall be verified with the signature on the previous letter.
- ❖ The Stop Payment instruction shall be revoked from the account by withdrawing the cheque number from computer system and note to this effect shall be made on the letter for reference.
- ❖ The revocation letter shall be filed with the previous letter which contained "Stop Payment" instructions.
- ❖ The revocation instruction shall be acknowledged by sending a letter to the account holder.

3.5. Payment of Instrument,

3.7 Payment of Instrument, Dishonor of Instrument.

Scrutiny of cheque / voucher.

Before posting in the computer system, the cheque/ vouchers are to be checked by the concerned officer with reference to the following:

3.5.1. Cash Cheque.

- The cheque is drawn on the bank and branch where it is presented for payment.
- The cheque is an open cheque i.e. uncrossed.
- In case it is an order cheque (Payable in cash) the payee is identified to satisfaction.
- It is not postdated, undated or stale.

- The words and figures tally.
- The cheque is duly signed by the drawers.
- Cuttings and alteration have been authenticated under full signature of the drawer.
- There is no over writing whatsoever.
- Any material part of the cheque is not mutilated.
- The cheque is not unusually of huge amount and also withdrawal is not rare and sudden. In such cases the matter should be brought to the notice of the Manager by the posting officer.
- The cheque leave bears the initial of cheque book issuing officer.

3.5.2. Cash Debit Voucher.

In case of cash debit voucher, the following points should be checked:

- It is signed by the authorized officer along with the Manager.
- It is signed by the payee on the reverse and payee's signature is verified.
- It bears the Stamp "Pay Cash".

3.5.3. Clearing Cheque.

In case of clearing cheque, it is checked that: -

- Collecting Bank's Clearing Stamp bearing correct date is affixed on the face of the cheque and the cheque is presented in the 1st or 2nd clearing as stamped.
- The collecting bank's discharge is correct.
- Other points similar to those as explained above are followed.

3.1.5.4. Transfer Delivery.

The following points to be checked:-

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- The Transfer Delivery Stamp is affixed on the face of the cheque and bears correct date.
- The collecting bank's discharge is correct.
- Other points similar to those explained above are followed.

3.5.5. Cash Transfer.

It shall be checked that: -

- The Cash Transfer Stamp is affixed on the face of the cheque.
- Branch discharge is correct.
- Branch crossing seal is applied.
- Other points similar to explain above are followed.

3.5.6. Voucher.

It shall be checked that:

- It is correctly written and dated.
- Two attorney holders sign it jointly.
- Amount in words and figures tallies.
- Appropriate head of account is given together with computer number.

3.5.7. Cancellation of Cheques.

- The cancellation officer should be an authorized officer of the bank/ branch.
- She shall keep all Specimen Signature Card under his effective control during transaction hours.
- The cancellation officer shall retain only the signature cards admitted by the authorized officer in serial order.
- Before passing any cheque, the signature of the drawer must be verified. In case, signature of the drawer differs, cheques shall not be passed unless the drawers confirmation is obtained or a reference is made to Manager for his instruction.

- The cancellation officer shall not pass any cheque unless cheque is posted in the computer system.
- He/ she should check the irregularities of the cheque if any.
- The cheque series number with Prefix should be checked to safeguard fraud and forgeries.
- The cancellation shall be done by drawing a redline across the signature of the drawer of the cheque. He/ She shall sign in full in red ink near the drawer's signature.
- Cheque over Tk.50, 000/- shall be cancelled by two authorized officers jointly. Branch must issue office order regarding cheque passing schedule according to its size and volume of work load. The cancellation officer shall follow the schedule in variably.
- In case of cash payment cheque a "Pay Cash" stamp shall be affixed on the cheque and signed by the cancellation office Payment of cheques after banking hours should be discouraged. Payment to the drawer only may be made in special cases as deemed by the Manager. The cheque should be paid after ascertaining sufficient balance in the account and on completion of other formalities. However, such cheque should bear date of actual payment or prior to that date.

3.6. Dishonor of Cheque/ Instruments.

Bankers are under legal obligation to honor customer's cheque if funds permit. If they honor a cheque through oversight when there are no funds. To the credit of the drawer's account Bank may lose the money. On the other hand, if they dishonor it through inadvertence they may pay damage for wrongful dishonors. Therefore, it is incumbent upon the bankers to proceed with caution in the matter of dishonoring cheque drawn on them. A banker is not under statutory obligation to give a written answer on a dishonored cheque. But as per practice, as well as agreement of Banker's Clearing House a banker should return it with Return Memo giving the appropriate reason for the dishonor. While giving such reasons, due care should be taken to see that the credit of the customer is not damaged by an unwarranted/ exaggerated answer. It should also be ensured that such reason does not mislead the payee. In the event of dishonoring a cheque it must be entered in the Cheque Returned Register and the authorized officer must sign in the register and the Cheque Return Memo.

The following reasons are generally used for returning cheque/ instruments:

a. Effects not cleared, please present again.

b. Not arranged for

- c. Payee's endorsement required.
- d. Payee's endorsement irregular.
- e. Payee's endorsement illegible.
- f. Drawer's signature differs from specimen recorded in the office.
- g. Endorsement requires bank's confirmation.
- h. Alteration requires drawers signature in full.
- i. Cheque is post dated.
- j. Cheque is out of date.
- k. Exceeds arrangement.
- l. Amount in words and figures differ.
- m. Crossed cheque must be presented through bank.
- n. Payment stopped by the drawer.
- o. Full cover not received.
- p. Vernacular endorsement requires confirmation
- q. Instrument Mutilated/ Requires confirmation.
- r. Banks discharge irregular/ required.
- s. Not drawn on us.
- t. Funds insufficient.
- u. Cheque incomplete.
- v. Clearing stamp required.
- w. Clearing date irregular.

3.7. Interest Application.

Computerized branches need not require calculating interest manually. The computer system will guide officials as per program incorporated. Branches need to pass vouchers only where needed to balance the figures. Interest rates however will be decided by Head Office from time to time.

3.8. Balance Inquiries & Statements.

3.8.1. Balance Inquiries.

- The account holder may enquire about his/her balance in the account. The client may be advised to fill and sign the Balance Requisition Slip (BRS) or to produce the Letter of Authority (LOA) duly signed by the account holder.
- The signature of the account holder shall be verified on the BRS or LOA before disclosing the balance.
- If a slip is required to be sent by mail or hand, it shall be sent in a closed envelope addressed to the account holder.

3.8.2. Balance Certificate.

In the event of a balance certificate required by an account holder, he/she may be provided with such certificate as per computer print report recorded by the branch against his/her written request. Certificate may be delivered as per instruction of the account holder.

3.8.3. Balance Confirmation.

- In a computerized system of accounts, the computer program will provide print report of balance confirmation of Accounts along with a sub-joined part. It will contain the full address of the account holder. The balance confirmation shall be dispatched to account holder in a window envelope. Follow-up should be made to get back the sub-joined part duly signed by the account holder.
- On receipt of the confirmation from the party regarding his/her balance duly signed, it shall be preserved in a file after verification of signature. Balance confirmation for debit balances in case of over-draft, cash Credit and/or loan accounts shall be dealt with separately. The sub-joined part to be received from clients duly signed by them and preserved in their document file after verification of signature.

3.9. Closing of account

For different reasons, the account holder(s) may request for closure of his/ their account with the bank. On receipt of such letter of request for closure of account, the Manager should ascertain the reasons to satisfy himself that the constituent is not severing his relations for grievance from the bank which may possibly be redressed. If for genuine reason the account holder(s) approach for closure of his/their account, the following steps shall be taken:

- ❖ The application shall be received together with unused cheque leaves.
- ❖ The signature of the account holder shall be verified
- ❖ The number of unutilized cheque leaves shall be noted on the letter.
- ❖ The Manager shall approve closure of the account and ascertain liability position (if any) and closing charges at prescribed rate to be recovered.
- ❖ The account holder may be requested to withdraw the balance on deduction of he charges. Other wise the balance payable may be paid by way of pay Slip /Pay Order in favor of the account holder
- ❖ After closure of the account, "Account Closed" Stamp shall be affixed on the account opening form, S.S. Card and in the Account Opened and Closed Register with date under signature of an authorized officer.
- ❖ The Account opening form together with S.S Card and the request letter shall be retained in Account closed file to be maintained in branches for Current and Savings Accounts separately.
- ❖ If the balance is paid by way of Pay Slip/Pay order, the debit advice may be delivered to the account holder either by hand or by mail.
- ❖ The unused cheque leaves shall be destroyed by authorized officer and shall be recorded on the application for reference under joint signature.
- ❖ The unused cheque leaves shall be entered in the A/C Opening Register and the running number of the account shall be drawn reducing the closed account on each day.

3.10 Clearing.

Clearing Department plays a vital role in General Banking. This department receives cheques, DD, P.O. etc from depositors attached with a deposit slip. Then these instruments are posted in the „NIKAS“ Computer. After posting those instruments, are segmented bank wise. Eleven separate branches of JBL with in Dhaka sent instruments to the local branch (Dilkusha Branch) for collection along with the floppy

disk in which particulars of the instruments are described. Then the authorized officer of the local branch accumulates all information in a floppy and the instruments of twelve branches (including the local branch) are segmented bank wise. All instruments are now ready for collection at the 1st clearing house. There are two types of House:

- 1st Clearing House and
- Sameday clearing House

CONDITIONS FOR SAME-DAY CLEARING

- The Instrument's value must be over Tk.5 lack
- The respective branch of the bank must be with in 2 K.M of Bangladesh Bank.

3.10.1 Outward clearing:

All cheques, demand drafts and other credit instruments tendered for the credit of customers account will be delivered by the depositor at the clearing counter. Any deposits received by post will also be sent over to the clearing counter. The counter officer shall at the time of receipt examine such deposits carefully to ensure that: The name of the account is very clearly written on the Deposit slips. The particulars of deposits such as cheque numbers, names of bank etc. are properly entered on the deposit slip. The depositor has signed the Deposit Slip. On item deposited payees discharge and the chain of endorsement, are in order.

- a.** All cheques and other instruments will be crossed immediately on receipt with the banks special crossing stamp. Items intended/selected for the next day's clearinghouse will be branded with the bank's clearing stamp with date. If the deposits are made at a time when it is too late for these to be presented to drawee banks the same days the stamp "Too late for today's clearing" will be affixed on the counter foil.
- b.** All branches of Jamuna Bank Limited are computerized and operate in Clearing House with computer Floppy. All clearing items will first be sorted out bank-wise and then entered in a computer printed slip prescribed for the purpose. These Schedules/Slips are in fact list of cheques etc. delivered by Jamuna Bank Limited to other banks through the clearing House.

- c. All these slips are summarized in a bigger computer print out which reflects in details the instruments etc. presented by the bank to Clearing House and contains the names and account number to which the credits will be posted. These sheets serve the purpose of a Clearing House Register.
- d. Bank also prepare, another summery sheet (Validation Sheet) from computer which contain the total a number of cheque etc. delivered to different banks in the Clearing House and cheque received from different banks with correct total of amount.
- e. The Credit vouchers should then be released for posting in the computer. It will be the responsibility of Deposit Department, however, not to allow any drawings against such items before the fate is definitely known. Reversal entries for any clearing item returned unpaid should invariably be made by a separate debit voucher.
- f. All clearing item will be passed through the bank's Local Office/Main Branch's Account with Bangladesh Bank.
- g. Entries to be passed by Local office/ Main Branch.
- h. Other branches routing their Clearing Instruments shall send a Clearing House Floppy to Local Office/Main Branch supported by IBDA for the total amount.
- i. Local Office/ Main Branch shall respond the IBDA to the debit of their account with Bangladesh Bank/Sonali Bank in a consolidated manner.
- j. In case of return of cheque unpaid in the Clearing House, Local Office /Main Branch shall issue IBDA on the branch which lodged the cheque in clearing to reconcile the accounts.
- k. All IBDA's originated in connection with Clearing House shall invariably be responded on the same day and under no circumstances shall be kept pending.

3.10.2 Inward Clearing.

- I. Local Office/Main Branch shall receive cheque etc drawn on Jamuna Bank Limited branches from the Clearing House. On receipt of the cheque etc. they shall segregate the same branch-wise

and issue IBDA on branches against total amount of cheque etc. and shall arrange delivery of the IBDA together with the cheque etc. within Clearing House time schedule.

- II. Branches shall send the cheque dishonored by them supported by IBDA issued on Local Office/Main Branch, within Clearing House time schedule for enabling Local Office/ Main Branch to return these instruments in the 2nd Clearing House (Return House).

3.10.3 Transfer Delivery.

- I. All such instruments drawn on easily accessible local Branches of JBL (say within Dhaka city) and deposited for credit of customer's account shall be treated as "Transfer Delivery".
- II. Jamuna Bank Limited is yet to introduce transfer delivery system of collection amongst its branches in Dhaka. Till such time the branches shall continue to collect proceeds through outward bills for collection procedure as laid down in bills chapter.

3.10.4 Internal Transfer.

- I. Transfer Book shall be maintained for entering transfer cheque/vouchers.
- II. Serial number shall be allotted both on the debit and credit side of the book, which shall be required for recording the daily transactions. The same serial number shall be noted on the voucher entered in the book including their contra credit and debit voucher and or a set of credit or debit vouchers of a transaction.
- III. Entries in the debit and credit column of the book shall be directly made from the respective debit and credit vouchers. At the end of the banking hours the total of the debit and credit shall be arrived at and tallied with the computer figure in Transfer Head.
- IV. Transfer Stamp is affixed on the face of voucher; Vouchers are released from Transfer book. It is balanced and signed by the writer and Book is checked and signed by the authorized officer. In a computerized system scroll is done by the computer system. But branch shall maintain the Transfer Book manually as a safe guard against easy detection of mistakes and issuing vouchers if any.

3.11 Accounting System.

The branches of the bank operate as independent accounting unit. They submit statement of affairs and other prescribed returns direct to Head Office where these are consolidated in the form of a statement showing assets and liabilities of whole Bank as at the close of business on Thursday and at the last working day of each month. The system of transactions of the bank is essentially double entry system of book keeping. But for quick and accurate recording as well as for arriving at daily financial position specialized form of double entry system book keeping, named slip system under self-balancing method is followed by the bank. The golden principle of debiting or crediting is the same as those of double entry system. In the bank, instead of recording transactions in a journal initially, these are directly recorded and posted in the ledger (computer) separating the debits and credits by slips or voucher system.

3.11.1 Half – Yearly Closing & Annual Closing

Half – Yearly Closing.

For ascertaining the financial position of the Bank, accounts are closed as on 30th June every year. For Half-Yearly closing many important accounting jobs are to be done about which a detailed circular is issued by Head Office from time to time. Branches will do the needful as required by the circular.

Annual Closing.

Annual closing of accounts is done as on 31st December every year about which Head Office issues a detailed circular from time to time. Branches will perform annual closing works as per the circular.

3.11.2 Accounting ratios of management use.

Our Bank prepares a Budget every year and each branch is given business goals/targets at the beginning of the year. These goals and targets include business goals in the areas like deposit, advance, foreign

exchange business, non-funded business, ancillary business, profit etc. The performances of the branches in these areas are reflected in their income, expenses, cost of fund, profit etc. Top management, while appraising the performance of the branches, frequently needs much information which may help in judging and rating the performance of the branches and the Bank in the business areas as mentioned above. For helping top management in this exercise, many accounting ratios are to be calculated and analyzed for arriving at decisions for effectiveness and profitability. Not only top management, Branch-incharge or concerned can department also use these ratios for analyzing performance and improving efficiency of the branches or departments and the Bank.

Chapter Four

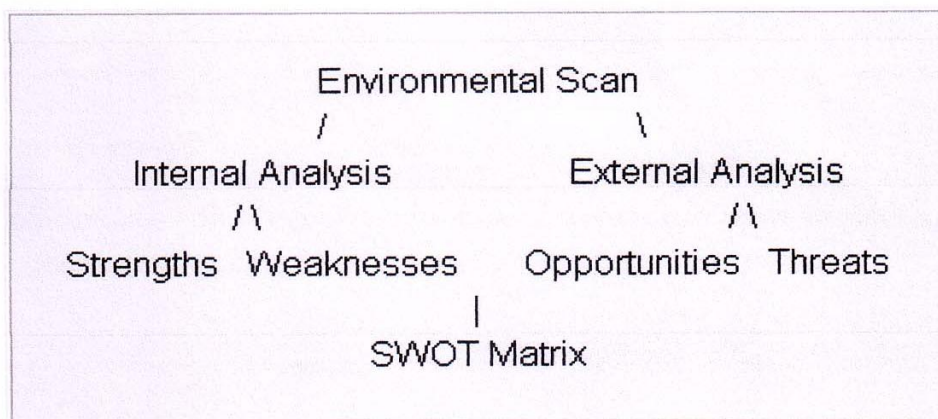
SWOT analysis

4. SWOT analysis of JBL

SWOT Analysis:

The Bank's strength and competitive capabilities can be shown by the SWOT analysis. The SWOT analysis is grounded in the basic principle that strategy – making efforts must aim at producing a good fit between a company's resource capability and its external situation.

SWOT Analysis Framework



4.2 SWOT Analysis of Jamuna Bank Ltd at a Glance

Potential Resource Strength	Potential Resource Weaknesses
<ul style="list-style-type: none"> ✚ Goodwill ✚ Strong Board of Directors ✚ Skilled Employee ✚ Better Service ✚ Less Employee Turnover ✚ Huge Authorized Fund ✚ Huge Reserve Fund ✚ Huge geographic coverage ✚ Strong Promotional activity ✚ Largest Portfolio Among PCBs ✚ Strong Liquidity Position 	<ul style="list-style-type: none"> ✚ Work Manually ✚ Limited Online banking facility ✚ Lack of ATM facility ✚ Lack of internet banking facility ✚ Lack of Strong Initiative to Explore Investment Opportunity Through Research And Marketing ✚ IT & E-Banking Status Dose Not Match With Other Banks
Potential Company Opportunities	Potential External Threats
<ul style="list-style-type: none"> ✚ Good chance of expanding geographically within Bangladesh. ✚ Opportunity to take market share away from rivals by offering new innovative product or services.(such as retail banking, credit card etc) 	<ul style="list-style-type: none"> ✚ Entry of new commercial banks, leasing companies and merchant bank etc. ✚ Competitors are offering more innovative products and services regularly. ✚ Bargaining power of customer is increasing. ✚ Continuous devaluation of money. ✚ Increased Competition In The Market For Quality Assets ✚ Supply Gap Of Foreign Currency ✚ Overall Liquidity Crisis In Money Market

Chapter Five

Major Findings , Recommendations and Conclusion

5.1 Findings: -

- ✓ JBL Sonargaon Road Branch looks forward to a new horizon with a distinctive mission to become a highly competitive modern and transparent institution comparable to any of its kind at home and abroad.
- ✓ Online banking service is limited here.
- ✓ It has lack of training program for their employees ,such as Seminar, Workshop etc.
- ✓ It has shortage of staff.
- ✓ ATM and Quick Cash is important in globalization. But this system are not sufficient in JBL.
- ✓ It has no separate marketing department. But it is very essential in globalization.
- ✓ There are many employees but they're not well trained. Because they have come from various education discipline which is not relevant with this field.

5.2 Recommendations: -

During three-month practical experience in JBL Sonargaon Road Branch, it is not easy to recommend some suggestion to enhance the performance level of the organization. Although Jamuna Bank Limited Sonargaon Road Branch now providing a very efficient General Banking services. There is also room for improvement to provide their services even better. On the basis of my observation I would like to present the following recommendations:

- JBL authority should train up their HR personnel, so that they can get a clear idea about banking knowledge
- There should be adequate number of computer to serve the general service to the customers. Employees should be more expert & trained to use the Flora software.
- JBL's clearing should be properly online. Credit card should be available for the general customers of JBL.
- Salary structure should be revised for the satisfaction of the employees comparing with the other commercial private banks.
- Capital structure should be stronger to serve properly.
- To encourage customers to use On-line banking facility this service charge should not be taken charge from the customers.
- Customer service of bank has a greater impact on its customer. To provide smarter customer service they need a call center department is very popular now a day.

- Jamuna bank can introduce some new schemes for their consumers like student saving account, Hajj scheme, etc.
- JBL should have to improve their financial condition so that they can provide consumer loan, such as: car loan, house loan, education loan etc.
- General Banking operations of other banks are more dynamic and less time consuming. JBL should take some initiative to compete with those banks.
- Funds should be available in the vault so that customer can withdraw their money on demand.
- Build new offices or make the adjustments in the interior design so that customers along with the employees do not feel congested and can work freely.
- Though customers are satisfied with the courteousness, warmly greeting is replaced by the artificial one. Proper warm greetings, more polite and helpful behavior could get the highly satisfied customer.
- Long-term training very much required for the officials.
- With all the above-mentioned recommendations, also require another important thing that is effective and efficient guidance from the Bangladesh Bank.

5.3 Conclusion:-

During the time of my internship program I have gathered lots of practical knowledge and experiences. During my internship program I was assigned to work in general banking department. Jamuna bank Sonargaon road Branch's major concentration is always on quality service not on quantity. Customer focus is their priority not volume of the business. A modern commercial banking perspective is extending business. The rewards are modest; the penalties for bad looking are enormous. Moreover, commercial banks are great monetary institutions, which can play a significant role in welfare of society and country more than any other institutions. Analyzing the whole scenario, which are tried to highlight in this report, we can conclude that, the performance of Jamuna Bank Ltd. is quite satisfactory but there is stillroom for improvement. Understanding this present competitive market pressure the Bank Management should start some special new services to survive in this competitive market. JBL is a new generation bank. It is committed to provide high quality financial services to contribute to the growth of G.D.P. of the country through stimulation trade & commerce, Accelerating the pace of industrialization, boosting up export, creating employment opportunity for the educated youth, poverty alleviation, raising standard of living of limited income group and overall sustainable socio-economic development of the country. JBL offers full range of banking services that include deposit banking, loans & advances, export, import and financing national and international remittance facilities etc. The strategy of Jamuna Bank Ltd. is to add more strength to the company's performance by highlighting the areas where they have the advantage today and where they can grow faster than their competitors. The bank think different to give differentiated service to its customers and try to run business better than every passing day and better than their competitors. Along with maintaining standard level of services Jamuna Bank Ltd. is playing a leading role in economic development of the country I think Jamuna Bank is contributing greatly to the economy of Bangladesh along with high level of corporate social responsibility. Working and get involved in such a reputed bank is really a great pleasure for me. This internship program is obviously helpful for further thinking about my career.

Part three:

Appended part

A: Bibliography

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- □ Annual Report of JBL2013,2012, 2011,2010,2009.
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- □ <http://www.jamunabank.com.bd/contact/contactus.php>

B: Appedixes

Appendix-1:

Financial performance of JBL

JBL a blend of experience and technological excellence is in place to meet varied needs of modern customers. The bank aims at mobilizing untapped money of the country and prudent deployment for productive activities in the form of lending at a competitive interest rates/loan pricing. Towards attainment of its goals and objectives the bank pursues diversified credit policies and strategic planning in credit management. To name a few, the bank has extended micro credit, consumers durable scheme loans, house building loan etc. to cater to the needs of the individuals such which in turn has helped thousands of families. The bank also extends loan in the form of trade finance, industrial finance and project finance, export & import finance etc. The bank's credit policies aimed at balanced growth and harmonious development of all the sectors of the country's economy with top most priority to ensure quality of lending by averting growth of non-performing assets.

Shareholders' Information 5 (Five) Years Key Financial Data & Ratios-JBL

Taka In BDT, Million

Particulars	YR- 2013	YR- 2012	YR- 2011	YR- 2010	YR- 2009
Income statement Information:					
Interest income	9,702.02	9,626.68	8,473.44	5,207.52	3,788.90
Interest expenses	8,752.19	7,787.48	6,310.59	3,726.52	2,888.74
Net interest income	949.83	1,839.20	2,162.85	1,481.00	900.16
Income from Investment	3,330.36	2,007.15	1,404.67	1,152.79	1,361.49
Non interest income	1,355.47	1,438.77	1,296.37	1,112.78	666.34
Non interest expenses	2,666.75	2,078.22	2,046.50	1,335.61	1,013.74
Net Non-interest income & Investment income	2,019.08	1,367.70	654.54	929.96	1,014.09
Profit before provision and tax	2,368.91	3,206.90	2,817.39	2,410.96	1,914.25
Provision for loans and assets	684.02	1,126.38	347.39	344.44	351.05
Profit after provision before tax	2,284.89	2,080.52	2,470.00	2,066.52	1,563.20
Contribution to Jamuna bank foundation	22.85	20.81	12.35	10.32	7.82
Tax including deferred tax	1,126.85	1,017.66	1,127.46	990.18	632.26
Profit after contribution to foundation and tax	1,135.19	1,042.05	1,330.19	1,066.02	923.12
Balance Sheet Information:					
Authorized Capital	10,000.00	10,000.00	10,000.00	10,000.00	4,000.00
Paid up Capital	4,487.54	4,487.54	3,648.40	2,230.09	1,621.88
Reserve & Retained surplus	4,393.40	3,837.29	3,633.11	4,178.10	2,359.00
Total Shareholders' Equity	8,880.94	8,324.83	7,281.51	6,408.19	3,980.88
Deposits (Core & Bank)	97,485.61	79,623.13	70,508.05	60,673.56	42,356.20
Total liabilities	106,800.71	101,353.68	79,783.62	63,605.71	44,750.08
Total liabilities & Shareholders' equity	115,681.65	109,678.51	87,065.13	70,013.90	48,730.96
Long Term Liabilities	33,137.24	15,395.83	13,788.24	11,564.26	14,681.00
Loans and advances	67,669.38	54,887.03	56,611.79	49,734.80	32,287.66
Investments	31,392.20	39,118.93	16,314.93	10,891.02	8,503.44
Property, Plant and Equipment	2,195.05	2,082.03	1,971.72	1,822.66	681.60
Total Assets	115,681.64	109,678.51	87,065.13	70,013.90	48,730.95
Earning Assets	71,948.37	58,969.03	62,461.62	50,886.80	34,961.74
Net Current Assets	61,412.87	53,959.73	54,381.79	44,476.30	31,159.26
Foreign Trade Information:					
Import	52,751.30	57,705.20	55,907.00	61,034.50	46,685.00
Export	64,250.50	68,844.10	57,929.40	41,860.40	21,407.00
Remittance	6,859.00	4,029.00	3,360.03	1,594.11	2,657.64
Guarantee	5,578.10	4,515.30	5,687.20	6,620.00	2,908.50
Capital Information :					
Total Risk weighted Assets	83,421.38	70,448.60	67,041.40	66,839.00	31,170.05
Core Capital (Tier-I)	7,763.33	7,256.39	6,214.34	4,855.51	3,054.14
Supplementary Capital (Tier-II)	1,496.47	1,348.89	1,338.45	1,494.51	943.52
Total Capital	9,259.80	8,605.28	7,552.79	6,350.02	3,997.66
Tier-I Capital Ratio	9.31	10.30	9.27	7.26	9.80
Tier-II Capital Ratio	1.79	1.91	2.00	2.24	3.03
Minimum Capital Adequacy Ratio (MCAR)	11.10	12.21	11.27	9.50	12.83

Shareholders' Information

5 (Five) Years Key Financial Data & Ratios-JBL

Taka In BDT. Million

Credit Quality Information:	YR- 2013	YR- 2012	YR- 2011	YR- 2010	YR- 2009
Volume of Non-performing Loans (NPLs)	5,133.76	5,337.87	1,618.73	905.52	710.86
% of NPLs to total Loan & Advances	7.59	9.73	2.86	1.82	2.20
Provision for Un-classified Loans	937.67	814.67	804.87	718.17	479.83
Provision for Classified Loans	2,256.68	1,698.25	627.30	453.76	465.64
Share information:					
No. of Share of Outstanding	448.75	448.75	364.84	223.01	162.19
No. of Shareholders' (actual)	51,535	51,758	52,903	43,047	18,535
Dividend:	15.00%	14.00%	23.00%	22.00%	37.500%
Cash (%)	-	14.00%	-	-	-
Bonus (%)	15.00%	-	23.00%	22.00%	37.50%
Effective Dividend Ratio	15.14%	15.47%	25.45%	28.75%	41.44%
Market capitalization	7,310.14	9,733.39	9,737.58	12,265.55	8,922.07
Market price per Share (Taka)	16.29	21.69	26.69	55.00	55.01
Earning per Share Taka (EPS)	2.53	2.32	3.65	2.92	5.67
Book value per Share/ NAV (Taka)	19.79	18.55	19.96	17.56	24.54
Price Earning Ratio (Times)	6.44	9.34	7.32	18.82	13.29
Key Financial Ratios Information:					
Operating Performance Ratio:					
Net interest margin on average earning assets	1.45	3.03	3.82	6.14	7.22
Net non-interest margin on average earning assets	3.08	2.25	1.15	2.17	3.24
Earning base in assets (average)	58.09	61.72	72.16	72.30	77.92
Burden Coverage ratio	50.83	64.30	58.34	58.46	51.33
Cost-income ratio	47.32	39.32	42.08	35.65	34.62
Credit-deposit ratio	69.41	68.93	80.29	81.97	76.23
Cost of funds on average deposits	8.65	8.05	8.28	6.09	6.80
Yield on average advances	14.85	16.63	15.31	12.18	13.15
Asset Utilization ratio	5.00	5.37	6.19	6.31	7.29
Leverage ratio (times)	7.63	7.93	8.72	8.75	7.64
Net profit margin (after tax)	20.14	19.72	27.35	28.46	31.53
Current Ratio	1.20	1.59	1.21	1.17	0.97
Debt Equity Ratio	9.11	10.46	10.33	10.56	9.40
Return on risk weighted assets (after tax)	1.36	1.48	1.98	1.59	2.96
Return on average assets (after tax)	1.01	1.06	1.69	1.80	2.30
Return on average equity (after tax)	13.20	13.35	19.43	20.52	30.06
Other Information:					
Number of branches (Incl. SME/Agri Br. & SME center)	91.00	83.00	73.00	66.00	54.00
No. of SME Center	1.00	1.00	1.00	1.00	5.00
No. of Islamic Banking Window	2.00	2.00	2.00	2.00	2.00
Number of employees	2,206.00	2,006.00	1,786.00	1,511.00	1,215.00
Number of foreign correspondents	822.00	818.00	798.00	729.00	735.00
Average Earning Assets	65,458.70	60,715.33	56,674.21	42,924.27	31,315.04
Average Total Assets	112,680.08	98,371.82	78,539.52	59,372.43	40,188.79
Average Deposits	88,554.37	75,065.59	65,590.81	51,514.88	34,832.07
Average Advances	61,278.21	55,749.41	53,173.30	41,011.23	26,662.26
Average Equity	8,602.89	7,803.17	6,844.85	5,194.54	3,070.81

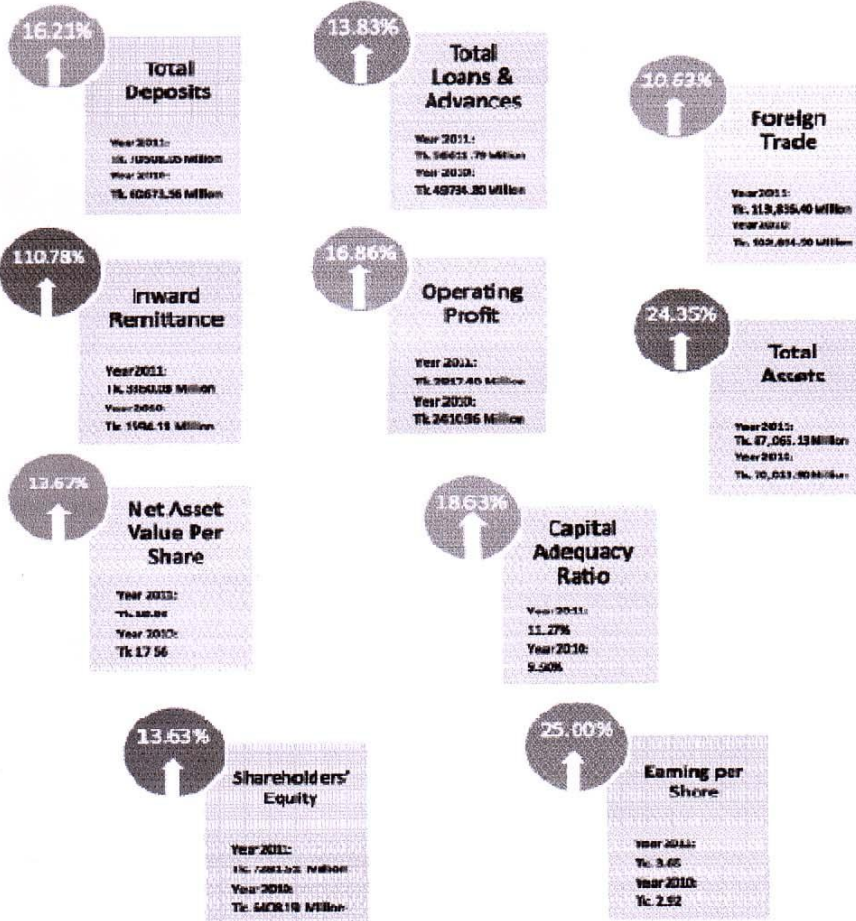
* Previous years figure have been re-arranged to conform present year presentation.

Appendix - 2:

Highlight of achievement in JBL



Highlights of Achievement



Appendix - 3:

Interview with top executive of JBL

Consultation with the Following Persons (JBL, Sonargaon Road Branch):

- Mr. Moniruzzaman Khan (Vice President) and Branch Manager.
- Mr. Md. Abu Bakker Siddiquir (Assistant Vice President),
- Mr. Syed Fayzul Alam (First Assistant Vice President),
- Sonia Akter (Senior First Executive Officer),
- Md. Kamruzzaman (First Executive Officer),
- Mohammad Monir Hossain (Executive Officer).

THE END