JAMUNA BANK

Internship Report On

"General Banking Activities of Jamuna Bank Limited"

Submitted to:

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Letter of transmittal

16 February 2021

Dr. Seyama Sultana

Associate Professor

School of Business & Economics (SoBE)

United International University (UIU)

Subject : Request for the appreciation of the internship report.

Respected Madam,

I completed a three-month internship at Jamuna Bank Ltd. (Bhola Branch). As per your requirements, I'd like to submit my internship report. I would also like to draw your kind attention to the fact that I have tried my best to collect and arrange all the information necessary for the study, and I have tried my utmost to live up to your expectations for completing this report.

May I, therefore, wish and hope that you would be gracious enough to accept my effort and oblige thereby.

Thanking you!!

Sincerely Yours,

Azgor Hossen

ID: 111 161 331

Certification of similarity index

Declaration of the student

I am Azgor Hossen and I would like to inform you that my article on the "General Banking Activities of Jamuna Bank Ltd" is for internship purposes. Since this is a necessary aspect of delivering a temporary work report in my BBA program. In addition, I was directed by my administrator Dr Seyama Sultana, Associate Professor, United International University, School of Business & Economics (SoBE) (UIU).

Azgor Hossen

ID : 111 161 331

Bachelor of Business Administration

Major in Marketing

United International University

Acknowledgement

I would like to express my gratitude to Dr. Seyama Sultana, Associate Professor, School of Business & Economics (SoBE), United International University (UIU), my respectable administrator, for her support, guidance, helpful supervision, guidelines and for persuading me to carry out this document.

In addition, I am thankful for his helpful advice to my supervisor, MD Rezaul Islam. His curiosity in my subject material, his passion, helped me achieving a respectable outcome. For his co-operation, I would like to thank him for giving me the necessary details to work on this project.

I am also thankful to the Human resource department of Jamuna bank Ltd for permitting me to work in this Bhola Branch. Therefore I am also grateful to MD Riaz Uddin, Manager of the Jamuna bank, Bhola Branch.

In addition, I would like to thank anyone who cooperated with me by supplying me with the correct details. Jamuna Bank Limited has a role as an accomplice to development. The essential qualities of JBLL are transparent and brisk decision-making, proficient execution party, happy customers, internet banking, good internal control, speculation expansion and so on.

Jamuna Bank has furnished its Banking administration with a top initiative and the board position. In the wake of doing this assistant report I have discovered that the vast majority of the clients of this org. have positive fulfillment towards its administration quality. Along these lines, it is normal that the help quality of Jamuna Bank Limited will be expanded step by step and it will accomplish greater ubiquity.

It was an extraordinary opportunity for me to work in this reknowned organization. The knowledge I have got will be needed for me in my upcoming career goals.

Executive summary

To provide an student with good job experience and an opportunity for evaluating the use of academic knowledge into real world, an internship program is necessary. It’s a good practice between theory and practice to complete this program. It’s a three month internship program with Jamuna bank Ltd. I have got to know different banking functions and day by day banking operation during the completion os the internship program.

The goal of this report is to obtain and gather knowledge of the activities of JBL. Both primary and secondary was used for completing this report.

I clarified the introductory part of the 12th chapter, which is the basis of the proper execution of the entire study. I addressed the "company and industry preview" in Chapter 2, including the company profile with Jamuna bank Ltd's history and also its vision, mission, priorities, core values, policy, ethical philosophy, products and services, SWOT analysis and organ operational network.

Also there is industry analysis on porters five forces study. In the chapter 3 I have explained the general Banking activity. Basically is have discussed the working experience of my internship period in JBL which is the core part of this report. It also includes my Job position, duties, contribution to the departmental functions, my observation and evaluation, skills applied and new skills developed application of my academic knowledge. The last chapter is on recommendations and a conclusion.

So In the end I evaluated that Jamuna Bank Ltd provides better service to its customers and it also play vital roles in our countries economy.

List of Tables

List of Abbreviation

UIU	United International University
BBA	Bachelor of Business Administration
HR	Human Resource
JBL	Jamuna Bank Limited
CSR	Corporate social responsibility
A/c	Account
L/C	Letter of credit
PO	Pay order
BOD	Board of director
B/L	Bill of leading
HO	Head office
MD	Managing Director

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Chapter 1: Introduction

1.1 Introduction

To complete the degree, an internship is expected. It's a proposal to have some work experience in real life. As an understudy of the BBA program, everybody wants to taste a program of temporary work experience. The main objective behind the scenario is to open the understudies to genuine work experience and this study is focused on realistic knowledge of their overall financial operation.

The primary objective of this review is to transform academic experience into real life. Since there is some comparison between theoretical experience and actual working life. Business financial institutions are critical backers of a country's economy. So, we can conclude that financial institutions are a foundation for profit making that retains whatever authority is required to regulate and store singular use. They collect stores at the lowest conceivable cost and provide advances at a more exorbitant cost, as the value of bank advantages is concerned.

In each individual's financial institute and financial system, there should be a few thoughts. Customer satisfaction is one of the main things in this organization. In its desired working climate, an entity without the assistance of customer cannot fulfill its ness. So, it is important to prosper the business resulting from enhancement to the high administrative caliber. This organization is one of the key organizations of financial services nationally.

1.2 The rational of a study

As many commercial banks are now joining the market, immense competition is growing in the financial sector. It is very important to apply various strategies to attract more customers. For that reason, these institutions now have more and more different words for their customers. The truth, however, is that the downgrade in interest rates and the rising rate of inflation make it difficult for banks to find the market. So, the top government is now on the road to addressing these circumstances.

1.3 Background of the report

For undergraduate students, an internship is a compulsory requirement. I was related to the daily activities of this organization in this program. I spent 3 months with the association. This report was about me and every information I collected as my approved manager during my internship program on the regular financial exercises, academic awareness, and under the close supervision of my inner assistance. The report was designated as "General Banking Activities of Jamuna Bank Limited"

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1.4 Objectives of the report

The primary objective is to audit the general banking movement of Jamuna Bank Ltd (Bhola Branch) through the fulfillment of the BBA program requirements. There is more to the objective of this learning than this**.** Those are as follows:

- Knowing the right image of the organization.
- To explain the academic details in actual working life.
- Digging into the thorough banking process.
- Knowing that the information system operates between various departments.
- Educated about Jamuna Bank Limited's general financial exercises.
- Knowing how true work life feels.
- Increasing practical experience to assist in future career building.
- Realize the section in which the Jamuna Bank operates with sufficient performance.
- Discovering their financial successes.
- To find out the drawbacks that can and should be recommended to be overcome.
- To propose further creative actions that can be carried out.
- To suggest more visionary act which can be undertaken.

1.5 The method of study

The information required for leading the research have been gathered from the primary sources just as secondary sources. In such manner data have been gathered from the annual reports, working in workstation. Additionally in gathering the vital information, care has been taken so all the factors that may somehow or another can't influence the targets of the research. The data that I utilized in this investigation is gathered by the following way :

The sources of primary and secondary data may be shown as under:

A. Primary Sources:
   - Practical Deskwork.
   - Observation in the organization.
   - Up close and personal contact with the authorities.
   - Up close and personal discussion with the customers.

B. Secondary Sources:
   - Manuals of JBL
   - Different publications on banks.
   - Annual Report (last 5 years) of this bank.
   - Past research books and diaries.
   - Documents of General banking

1.6 Scope of study

This report covers the goods and services of the organization, Structure Description, Management and Structure Systemic functions performed by them. It jointly includes the overall financial division's outline, procedures and various functions. As I am an intern there, I was expected to perform various tasks such as opening records, clearing, preparing checks, drafting pay requests, closing accounts, writing LC registers, preparing DR/CR vouchers, and so on. Within this brief time, it is very difficult for an intern to think about the entire financial structures, but I made an honest effort to brainstorm about this area to set up my report just like my real work life. Since the time spent on the temporary job was extremely limited, it was difficult to mask the quality of the assistance from each specialist and the disadvantages. All things considered; this investigation shows an impressive overview of regions within the administrative standard of their legal authority.

1.7 Limitations of the study

Though I gave my wholehearted effort to make the report more meaningful there may be some limitations: These are as follows:

- **Shortage of Time:** Though I got enough help from the others in the office but the time limitation is very much unavoidable.
- **Insufficient information resources:** As it has got very much sensitive sector and confidential information. I got stuck with limitation. Though my supervisor tried his best to give me enough information.
- It is preposterous to expect to get a wide range of data because of true classification. Anyway I have made an honest effort to make the report generally meaningful.
- The research's primary requirement is time impediments. In the present paper, several of the points have proven incapable of being investigated.
- Since the bank work force were extremely occupied, they have no capacity to give me sufficient opportunity to finish the report with enough information.

Chapter 2 : Company and Industry analysis

2.1 COMPANY ANALYSIS

2.1.1 Overview and the history

Jamuna Bank Limited (JBL) turns into a third era bank in this country. It Primarily centers on some particular perspectives like

1. Staying with Time

2. Shift Management

3. Human Capital Growth

4. Creating genuine Customers esteem

It offers business banking organizations in this country. It plays out a critical task to improve the business part. The improvement of this bank is wonderful. Its brand name is to offer brief and smart help to the customers. Jamuna Bank Limited has executed a lot of coordinated web banking structures that make it more straightforward to offer brief sorts of help to the customer.

The bank mostly takes an interest in corporate banking, trade reserve, little monetary venture, account for Travel, retail banking, buyer record and association. Its extent of organization presents fuses vault organizations, cash the board organizations, portions and clearings, laborer government aides, grouping organizations, optimize resources, safe store capacity, and SWIFT for new trade.

Jamuna Bank Limited (JBL) is a Banking Company recorded under the Companies Deed, 1994 of this country with its Head Office as of now at Jamuna Bank Tower; Plot# 14, Bir Uttam A. K.

Khandaker Road, Block# C, Gulshan-1, and Dhaka. The Bank began its activity on the third of June 2001.The Bank started its action on the third of June 2001.
This organization operates a wide variety of banking exchanges to assist the country's currency and trade movement. In addition, these organizations are open to businessmen to create new achievements and BMRE of mechanical units. It is the primary Bengali named private issue bank was created by a party of winning nearby account administrators thinking about a thought of making a model financial relationship with a substitute point of view to offer the respected clients. A wide-running of budgetary associations and inventive things for possible shared unforeseen development and achievement. The supporters have reputed characters in the field of trade, business, and Corporations. The organization is being developed and ran by a group of significantly taught and capable gatherings with isolated association with cash and banking. Bank management tends to concentrate on sustaining and anticipating the customer's wishes. The monetary business situation is moving bit by bit, so the job of the bank is to formulate the plan and the new stuff adapt to the condition of growth. It has quite recently achieved heavenly headway since its establishment. This organization has recently masterminded at the head of value expert associations and is known for its remarkable contribution.

It provides various forms of corporate and private banking services, including all parts of the general population within the space of bearings and regulations set somewhere around the central bank and other regulatory institutions. According to the plans of the license of this country bank, the bank has opened from the beginning it offers to all through Pre-Initial public offering and as such offers to the general society via IPO in 2004. The bank is selected in both Dhaka Stock Exchange Ltd as well as Chittagong Stock Exchange Ltd. The bank exchange hour is 10:00 A.M - 4:00 P.M and operational hours are 10:00 A.M. - 6:00 P.M. from Sunday to Thursday. It remains shut on Saturday, Friday, and govt. events.

2.1.2 Mission and vision

Mission

The bank focuses on meeting its customers different requirements across a variety of items at an actual cost by using suitable development and providing ideal assistance so that viable improvement, decent return, and duty to the country's progress can be ensured with an empowered and skilled labor force.

Vision

To turn into a main financial foundation and to contribute prosperously in the improvement of the nation.

2.1.3 Corporate Slogan

"You're Partner for Growth"

2.1.4 Objectives of JBL

Banks are focused on collecting customer needs at a significant cost through the range of items by using appropriate new technology and providing appropriate types of assistance. So a maintainable increment, sensible return and commitment to the advancement of the nation can be guaranteed. Also, proficient work power. Other objective as followed :

- Using the innovation of Strategic Marketing Plan to promote relationship banking and build up the importance of supervision.
- To remain the best bank in this nation to the degree of competitiveness and greatness of assets.
- To affirmation a satisfactory control of degree in efficiency.
- To keep the opportunity circumstance at a worthy reach (counting any economic danger).
- To meet creating guarantees and obligations, to keep up palatable liquidity
- To look for an amazing game plan of the board by ensuring reliability with moral standards, honesty, and responsibility at all levels.

2.1.5 Core Values

Core values are quite certain and client based that Jamuna bank made to keeps up while it is working. The guiding principle which this org. follows while it is working are unmistakable and client inviting. As indicated by setting up the best help and confronting new difficulties there are some fundamental beliefs been set by the bank which are given beneath according to setting up the best assistance and defying new troubles, there is a specific core value set up through the bank which is given underneath:

Customer concentration	Business morality	Fair mindedness
Trust	Quality	Responsible Corporate Resident
Integrity	Teamwork	Unique Culture
Assurance	Admiration	Courtesy Harmony

2.1.6 Strategic priority

The bank is focused on constant innovative work to stay up with current banking flow. The activities of the bank are modernized to guarantee immediate and productive administrations to the clients. The bank has presented camera reconnaissance framework (CCTV) to reinforce the security administrations inside the bank premises. The bank has acquainted client relations the board framework with evaluate the requirements of different clients and resolves any issue on the spot.

- To ensure customers' optimal savings and organizations to making the best customers' worth.
- To ensure a pleasant circumstance of new exchange continually.
- Focusing on the admission of both standard and nontraditional things and settlement.
- To keep up the idea of the advantage of economical sector.
- Focus on decreasing the cost of store.
- Ensuring a straightforward increment of its organizations for the customers.

- Taking banking to the entranceway of general people.
- Helping mistreated and Providing CSR practices people of the country through the Jamuna Bank foundation.
- To keep up a respectable circumstance in the new market JBL stays mindful of the settlement and remaining mindful of the passage of traditional and non-standard things.
- Investing in high danger business returns.
- Make known to monetary exchanges that are unfamiliar to it.
- Maximizing the financial backer's capability whatever amount as could be considered typical.
- Strengthening systems and methods of risk and guaranteeing the consistent culture.
- Being mindful of the green condition and familiarizing it with each piece of the banking exercises.

2.1.7 Management

JBL is refined by particularly capable people. To make the org moving the authority keeps a significant track. In the organisation, there are 16 chiefs and 4 independent directors. All the chairmen have a higher academic degree and have enormous business information. For good organization, there are numerous alert meetings in the bank. The MD of the Jamuna bank is a person who is exceptionally social democratic, enthusiastic and has a huge involvement with this financial industry.. He is continually persuading to the representatives for their better presentation and bringing creative thoughts and techniques into this bank. The leading body of chiefs and top administration are continually becoming more centered around their client's requirements and discover the better answer for fulfilling these requirements. At present JBL has gotten more remarkable, notable, and accomplishing different accomplishments inside its brief period. Presently, this bank is one of the top business banks in this nation by offering better types of assistance and its great presentation.

2.1.8 Ethical principles

The ethical rule is considered as perhaps the main bits of any affiliation. Not only for making as much as advantage or pay yet JBL is similarly taking thought for some ethical advances which is enough saving the bank for its world. Also for keeping it adequate.

- Cautiously observe all the laws and guidelines anywhere in the bank's territory.
- Being sensible with an identical open entryway for all the accomplices.
- Maintain strong security of customer singular information.
- Maintaining the corporate culture among the specialists and getting ready for workshops and exhibitions.
- Projects should be very conditional and appropriate.

2.1.9 Products and services

Time Deposit Arrangements	**Tourists Cheque**	**Money-saving arrangements**
Western Union money transfer	SME Loans	Hire buy
SMS Banking	Industrial Finance	WCF
Inward and outward Remittances and Collection	Import and Export taking care of and Finance	24-hours Banking: QCash ATM office
Online service	Credit/Debit card service	Islamic Banking
Loan Syndication	Venture Banking	Lease Finance
Project Finance	One-stop service	e Personal Loan for Female
Commercial Banking	Trade finance	JBL DPS Plus

Stock market scenario of jamuna bank

The total Sales 30.33.Whereas Capital Expenditure 1.18, Working Capital 43.62 and Tangible Book Value 22.77.

2.1.10 Service Marketing Mix of Jamuna Bank Limited

7'Ps of Marketing Mix

- Product
- Price
- Place
- Promotion
- People
- Process
- Physical Evidence

Product

Schemes of Deposit	**Project Finance**	**Hire Purchase**
Remittance and Reception	Corporate finance Services	Corporate Banking
Loan Schemes	Operating Lease	International Banking
Taking Import and Export Finance	Woman's Financial Loan	24-hours Banking: Q-Cash ATM facility Etc.

Price

6.10% 5 years of Lakhpati Deposit Scheme
6.10% 5 years of Kotipati Deposit Scheme
7.35% 15 years of Triple Growth Deposit Scheme
6.10% 5 years of Mudaraba Hajj Savings Scheme
6.10% 5 years of Millionaire Deposit Scheme
7.00% 10 years of Double Growth Deposit Scheme
6.25%5 years of Pension Deposit Scheme
6.25% 5 years of Rural Deposit Scheme

Place

By creating monetary divisions in the necessary and charming regions, this bank manages its store, distinctive saving plans, credits, and numerous organizations to their customers nationwide. It gave a great deal of tendencies to the customer's advantage straightforwardness of undertaking banking over the whole country. Likewise, they have: 132 branches the nation more than, 300 ATM corners the country over, and Simplicity of internet banking administration.

Promotion

This bank taking some special exercises or procedures for securing their new clients. Some special exercises are the accompanying as that:

- They utilize web-based media stages for their advanced publicizing reason.
- Taking a blogging approach that builds a respectable profile and establishes this bank's supremacy.
- Giving Special client benefits that set up their image picture for other people.
- Utilizing Video Content Campaigns for their advancement.
- Taking Some Direct Marketing activities.

People

There are a group of 2,443 bank officials nationwide and they are seeking to provide their customers with quality forms of assistance. Here involved like :

- Chairman Board of Directors
- Managing Director
- Deputy Managing Director
- General Manager
- Deputy General Manager
- Assistant General Manager
- Senior Principal Officer
- Principle Officer
- Senior Officer
- Officer
- Junior Officer
- Staffs**.**

Process

- Applicants fill out the application structure issued by the bank .
- He/she is expected to sign the signature card .
- A record holder should introduce the candidate .
- The trustworthy position looks at the structure of the mentoring and application.
- Deposit issuance should be brought in cash .
- In the wake of setting aside the cash one checkbook, deposit book, an ATM card is given.
- The File Opens.

Physical evidence

Actual proof in Jamuna Bank Ltd. insinuates generous, perceptible touch centers (Staff's clothing, Ac, pen, papers, seat, table, logo, sign, pictures, region, yearly reports, pictures, corporate handouts) which clients will insight before they get or purchase the service of organization from banquet room and in the organization area.

2.1.11 Jamuna Bank's SWOT Evaluation

STRENGTH

1. It has just developed a positive role in the country's banking industry. In this region, it is one of the key private sector business banks. In the area of profit and deposites, this bank has just shown an enormous growth.
2. It has a shrewd organizational culture. The working environment is kind, instinctive and easygoing. Furthermore, there are no covered impediments or cutoff points while pass on between the transcendent and the delegates. This organizational culture provides the workers with a phenomenal motivating factor.
3. It offers quick and quality assistance contrasted with the others banks of this country.
4. It is working fourth the era of digital money with mechanization measure.
5. Having extremely proficient and experienced heads to take care of the basic issues.

6. It has the standing of being the supplier of good quality support of its likely clients.

Opportunity

1. To reduce the business risk, their business portfolio needs to be expanded. The administration will consider choices to start vendor banking or expand into the field of rental and security.
2. The primary monetary market is directly influenced by the behavior in the secondary monetary market. In the primary monetary market, banks act. Public financial operation is supervised by interest in the secondary market. Public-economy operation regulates the Bank's sector.
3. A possibility in retail banking lies in the idea in which the expanded population of the nation is increasingly finding out how to accept customer accounts.
4. It can get new items and servicers for growth.
5. It can set up more branches to capture more nationwide customers and extend their administration.
6. It can work all the duties more easily by selecting more diversified individuals.
7. As they effectively have a large number of exporters and shippers on their trust, it can broaden unfamiliar trade exercises.

Weakness

1. The big rule is that the institution does not have an unmistakable declaration of purpose and a basic course of action. They do not have any techniques built to decide whether they need to focus on retail activities or become a corporate institution. With a good realistic main structure, the method of things to come should be settled now.

2. As far as time is tight, they need to emphasize that more. Aggressive advertising campaigns need to be pursued.

3. There is no progress or way forward for some portion of the job at this organization. There is also an absence of creativity in individuals occupying those roles. This is a vulnerability of this organization that there is a gathering of unsatisfied staff.

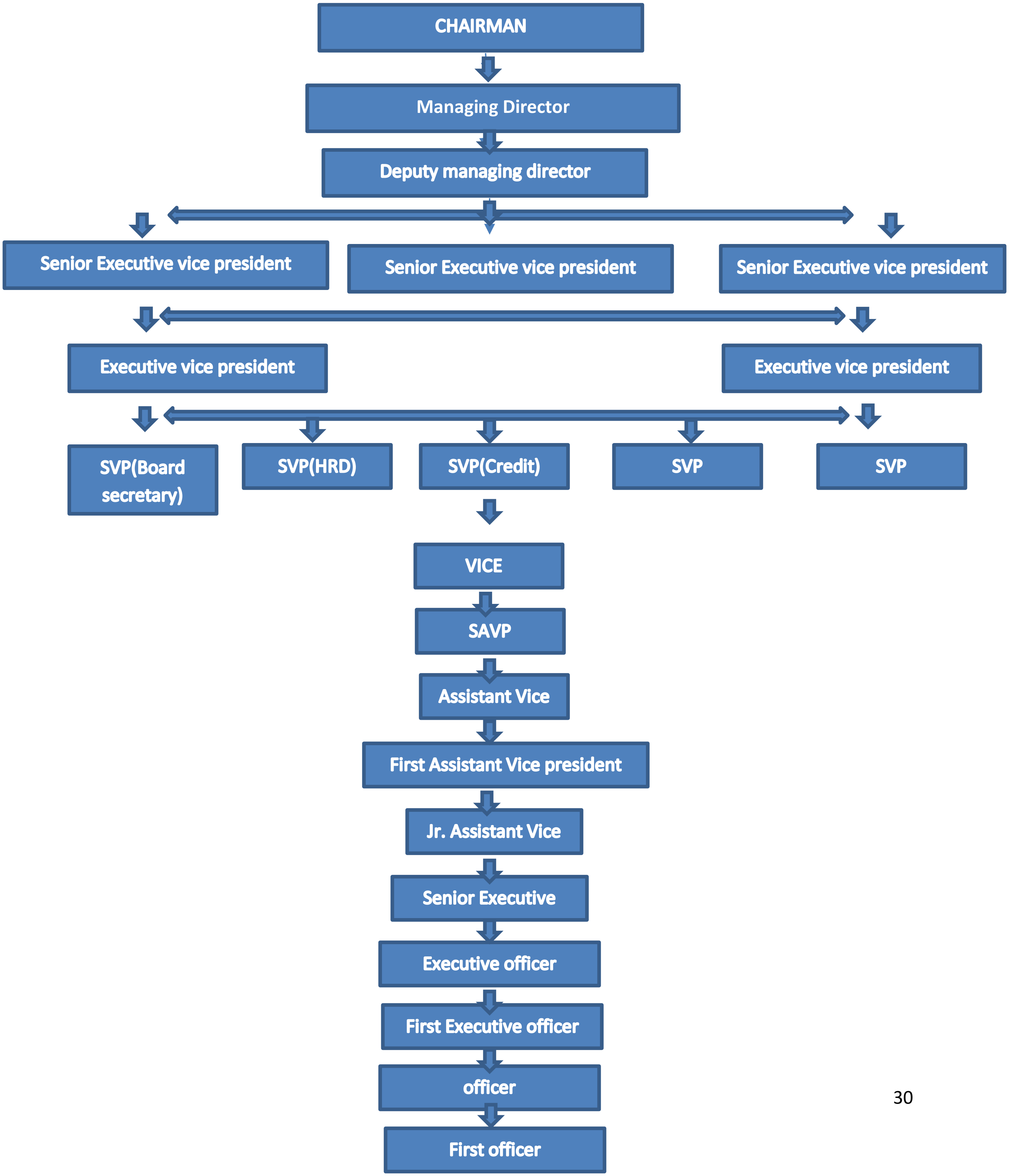
4. A lack of contemporary embellishments for computerized financing.

5. When receiving repeated reports and having a bad effect on the association, they actually perform simple procedures in a different trade division.

Threats

1. This bank is critically challenged by all supporting international banks and upcoming foreign and private banks. The power of competition will increase more on the off chance that occurs, and banks should build methodologies to go up against these neighboring and unknown banks.
2. The mid-level representatives' low remuneration bundle to carry down the level status will not sustain the morale of the employees. Great quality employees then leave the organization and it affects the association in general.
3. Democratic weakness and independent conservatives.
4. Consistent government pressure factor for lowering loan fees.
5. Country's Bank's latest expectations and policy.
6. Issue of money exchange with an unknown country.
7. It can very well to be said that top administration officials have banking skills and expertise. It has great changes, so the future customers are taken into account. Exquisite weather encourages the skill of the staff. Other than this bank, there is sufficient resources, high interest and altruism for the DPS and Savings record.

2.1.12 Operational organogram Network



2.2 Banking Industry investigation

2.2.1 Detail of banking industry

This country is a country on the rise. A fundamental part of the monetary growth of a country is recognized by the financial section. The banking system of a nation can well be seen as a pointer to its economic growth. For today's trade and commerce, the financial infrastructure built around and it is important. As of today, these types of institutions are as important as simple experts to support the sound budgetary conditions of a country as supervisors of open resources.

Later in 1976, the organization's approach to this kind of industry, surrounding with money-related organizations had shifted. That year, a private fragment was required to acknowledge a more remarkable economic potential than before. Similarly, to provide more credit for closing by experts, the private banking division was implemented. Despite the apparent State-owned Commercial Banks (NCBs) operating in the area, the public authorities have agreed to approve the development of private commercial banks in the neighborhood (PCBs).

Types of Banks

Our list includes a total of 57 banks, while 48 and 9 are private and public, individually. 54 Industrial as well as 3 banks in a separate class involved here, 9. Nearly 48 homegrown banks are currently operating in BD with foreign viable banks.

1. Local Banks in Bangladesh
2. Specialized Banks in Bangladesh
3. Private Banks in Bangladesh
4. Commercial Banks in Bangladesh
5. Public Banks in Bangladesh
6. Foreign Banks in Bangladesh

2.2.2 Size, pattern and development of the industry

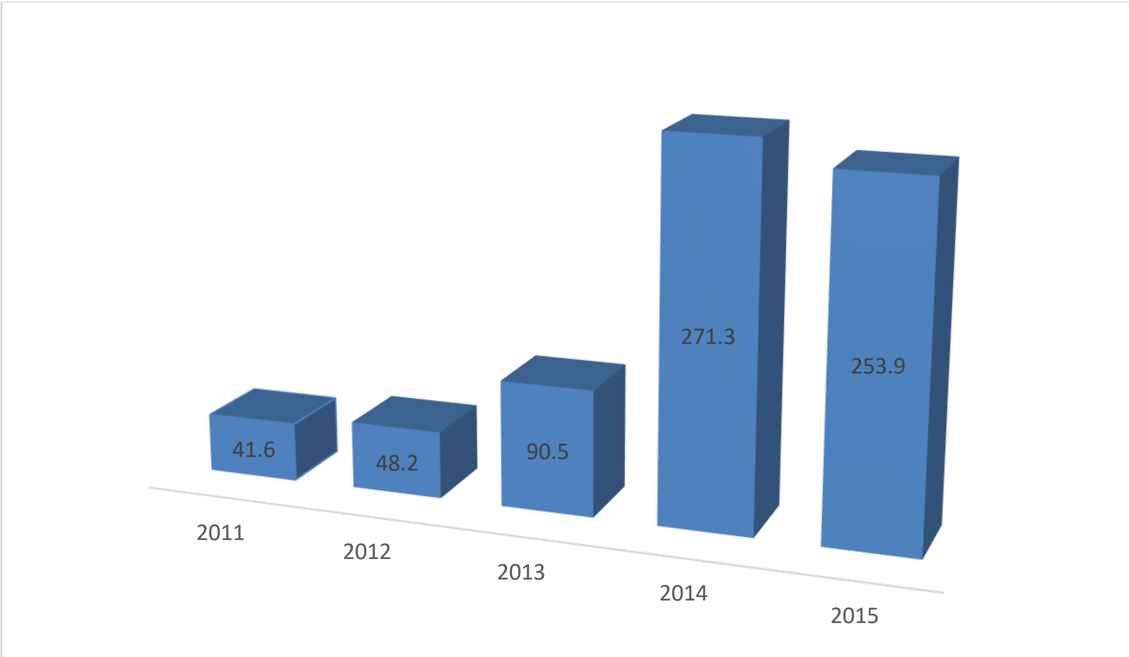
The total market of a sector can be regulated from various points of view, such as Entire Revenue, Size of Creation, Consumer Calculation, etc. the business size fragment is extremely fleeting when both the aggregate amount of stores and advances are taken into account. As of now, the financial location of this Country is making its level.

The financial portion and its organizations have actually been updated. The financial business of this country is as of now in the creating stage. At present, a part of the features of the change process is self-evident. It is equally obvious that the premium in banking organizations in this country has expanded day by day over the course of a few decades. This fact is extremely affected by the expanding measure of banks.

In prior days the monetary balances were kept up high and there were stores of work to keep up a record and taking bank organizations.

Provided that the pullback process does not give an impression of being unnecessarily far away from all the stages of the business life cycle, we can recognize that the monetary enterprise is taking the stage of growth.

In any case, all banks are now using the network to preserve consumer preferences and can use online banking for more promising services.



Growth rate of banks

2.2.3 Exterior Economic components

Economies of All monetary enterprises (banks) are related to one another. Payment sources whether the economy gets by continuously or barely during the period of the collapse. It affects how impressively public banks can trigger or spending stream caught on interfaces when customers get or spend money at banks. Then again, the banks faces the outcome if swelling increases sharply; extension impacts money value and induces transition.

United States dollar, for example, affects distinctive financial systems, cash or model management approaches and swelling prices in different countries. By then, if inflation increases, the money's buying effect will be lower on the grounds that the money's buying effect is a more moderate by extension.

The credit cost of the bank will move in particular in speculation accounts, store announcements, and various items. Bank deals now to pay less premium, the annual rate yield would be striking at any rate. An uptick in currency trade rates is common, but it incorporates pressure that frequently grows.

2.2.4 Technological variables

As of now, all finished technology is fundamentally available. Various enormous tasks of financial endeavors are currently accomplished on the web. The middle stage and consumer records of developments play data headway and, on the web, a few associations will get in through. As of now, the greater part of the financial institutions is providing their applications to make it easier for the offices to be smooth and helpful, for example, record details, cash movement, and portion of bills or full check. Cells can channel checkbooks and banks can now develop their strategy in their area. It eliminates the probability of putting aside cash and working hours as well. Currently, customers can take out their cash via the ATM card anytime and it is now bringing amazing achievement to this kind of industry.

2.2.5 Entry Barriers

This country's monetary business is improving. The risks of possible rivals are therefore respectably high. In order to destroy those rivals, standing associations have set up some entry tests and made it expensive and difficult to join the business. Unwavering efficiency, money saving advantage, economies of scale, and organizational bearings are the traditional barriers to entry. Brand reliability is striking in this country. Generally speaking, a good customer of a region or government bank does not go for a worldwide or new bank at all. Especially the way they have been doing the business for quite a while, the vast majority of association banks and some neighborhood banks understand the scale of the industry and they have infinite branches anywhere over the globe. Financial institutions as a whole are now working toward achieving economies of scale. The law of government is useful for new growth and new banks. This element is not unreasonably fundamental.

2.2.6 Power of supplier

Bargaining power can be assessed as a risk when the suppliers can compel up the worth that an association must remuneration higher for what they give or decrease the quality. This cycle definitely pushes down the association's benefit. In any case, if the suppliers are delicate, by then, it might be an opposite cycle. Supplier power in the monetary business is low. For the bank, the principal supplier of resources is the benefactors. Bank furthermore builds up its save from the chiefs. Accordingly, the nature of the supplier's depends upon the accompanying elements:

1. The threats of forwarding incorporation
2. The number of provider

2.2.7 The Power Analysis of Consumer

The negotiating power of the buyer can be affected further when the buyer demands low prices from the company or partnership with a high nature of goods or administrations. However, it turns into an exceptional open gateway for the affiliation if the customer becomes poor that they can create their expenditures and render a higher profit in the current situation.

Throughout the financial sector, when they take loans from the bank, customers become buyers. In the monetary market, the buying power is low. Factors are liable:

1. The number of up-and-comers on credit: There are no acceptable market developments in our nation for up-and-comers. In our financial area, there are over 50 banks to pay for the

loans. Banks are then set up nearby with their inactive currency and wide as useful credits, in the hope of advance applicants.

2. The exchanging cost : In our real economy, low switching cost. Inferior Trading costs make the company more sought after.

Threats of a substitute

The risks of replacement are low for the most part in the financial zone or do not impact such a huge amount in the store or withdrawal practices because each financial has provided a comparative office of these movements and These administrations are similarly giving different non-banking affiliations on different exercises such as defense policy, common properties, and fixed stores, nor does banking affiliation do it anyway. The other element in this industry is the 'threats of payment technique'. Some org compels on higher loan interest, while another non-financial association provides loans with low interest rates. So, it is probably at present the biggest threat to this kind of industry.

Rivalry among industries

The cash-related organizational industry has been nearby for a long time and almost every person who wants banking organizations has them as of now. Financial institutions should also seek to trap customers from rival banks. By offering lower subsidies, upper interests, financial suggestions and more vital facilities than their competitors. This indicated the possibility of the venture, the valuable association in the banking industry will undoubtedly be seemed. Also In general, large banks would like to acquire or converge with various Banks than to go through the display and advertising of cash.

Chapter 3 : Internship Experience

3.1 Internship experience

I was consigned to the Bhola Branch of JBL to complete my temporary job program. In my impermanent job program, I worked as a front desk employee to give general monetary activities to this branch. However, most importantly, I observed how to work in a load of pressure. This realistic course is fundamental for the advancement and availability of a person prior to going into the business field.

3.2 Position, duty and responsibility

During this brief period, it is very difficult for an intern to manage the whole general banking exercises. In any case, I made an honest effort to supervise and carry on these obligations in order to fulfill my temporary job program properly.

Different Types Of Account Opening	Preparing Voucher
Remittance Incoming/Outgoing	Inward , Outward writing
To Issue Cheque Books	Providing the Bank Statement
Locker Services	Write Pay Order
Supplementary	Maintaining card records
Thanks Latter Sending	Closure Of Accounts

My activities in Bank

3.2.1 Segment of initial registration

The bank's fundamental and crucial program is account creation. After opening an account, the link between a banker and his client commences. This is the primary zone of a division since it gets ready tools for speculation by opening the records vault Various standards and rules are followed and various guidelines are followed while opening an account. Through this segment, a client may open various types of accounts. For example :

1. **Current deposit**
2. **Saving deposit**
3. **Fixed deposit**

Account opening procedure

Step 1 : The account should be properly introduced by Any one of the following ;

1. An existing Current Account holder of the Bank.
2. Officials of the Bank not below the rank of an Assistant officer.
3. A respectable person of the locality is well known to the Manager Sub-Manager of the Branch concerned,

Step 2 : Receiving filled up an application in the bank's prescribed form mentioning what type of account is desired to be opened.

Step 3 :

1. The form is filled up by the applicant himself/herself
2. Two copies of passport size photographs from individual are taken, in case of firms photographs of all partners are taken
3. Applicants must submit required documents
4. An application must sign a specimen signature sheet and give a mandate
5. Introducer's signature and accounts number - verified by the legal officer

Step 4 : Authorized Officer accepts the application .

Step 5 : The minimum balance is deposited - only cash is accepted.

Step 6 : The account is opened and a Cheque book and pay-in-slip book is given.

Papers prerequisite for opening an account

Individual / Joint Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Identity (copy of passport)
4. Joint Declaration Form (For joint a/e only)
5. Employee's Certificate (in case of service holder)

Partnership Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Partnership letter duly signed by all partners (Sign should be similar as stated in Partnership Deed).
4. Partnership Deed duly certified by Notary public
5. Updated Trade license

Proprietorship Account

1. Introduction of the account
2. Two photographs of the signatories duly attested by the introducer
3. Valid copy of Trade License
4. Rubber stamp
5. TIN number certificate
6. Identity (Copy of passport)
7. Permission letter from DC/ Magistrate (in case of newspaper)

Limited Company

1. Introduction of the account
2. Two photographs of the signatories duly attested by the Introducer
3. Valid copy of Trade License
4. Certified (joint stock) true copy of the Memorandum and Article of Association of the Company duly attested by Chairman or Managing Director
5. Rubber Stamp (Seal with designation of each person)
6. Certificate of registration (In case of Insurance Company - Obtained from department of Insurance from the Peoples Republic of BD)

Club / Societies Account

1. Introduction of the account
2. List of Existing Managing Committee
3. Registration (if any)
4. Two photographs of the Signatories duly attested by the introducer
5. Two photographs of the Signatories duly attested by the introducer
6. Permission letter from Bureau of N.G.O.(In case of N.G.O. A C)
7. Registration (if any)
8. Rubber Stamp

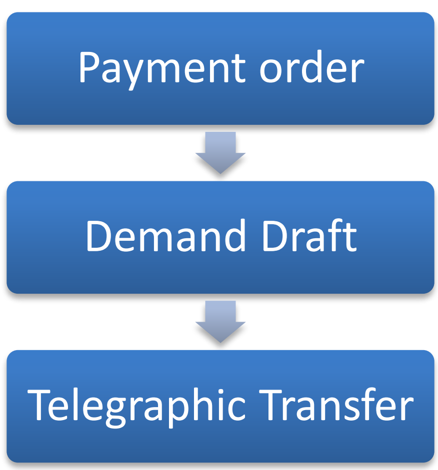
Closing of an Account

(Some Aspects Are Responsible For Closing The Account)

1. If the customer is desirous to close the account,
2. If the JBL BANK finds that the account is inoperative for a long duration
3. if the court of JBL BANK issues garnishee order.

3.2.2 Local remittance segment

The essential tools used through the transfer of assets from this institution are



The fundamental three elements are explained like :

Points	Pay Order	Demand Draft	TT
Explanation	Pay Order gives the payee the right to claim payment from the issuing bank	Demand Draft is an order of issuing bank on another branch of the same bank to pay a specified sum of money To the payee on demand.	The issuing branch requests another branch to pay specified money to the specific payee on demand by Telegraph /Telephone
Payment From	Payment from the issuing branch only	Payment from ordered branch	Payment from ordered branch
Generally used to Remit fund	Within the clearinghouse area Of issuing branch.	Outside the clearinghouse area of Issuing branch. Payee can Also, be the purchaser.	Anywhere in the country
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Payment Process of the paying bank	Payment is made through clearing	1. Confirm that the DD is not a forged one. 2.Confirm with sent advice 3.Check the 'Test Code' 4.Make payment	1.Confirm issuing branch 2.Confirm Payee A/C 3.Confirm amount 4.Make payment 5.Receive advice
Charge	Only commission	Commission + telex charge	Commission + Telephone

1.3 Commitment to departmental capacity

During my temporary job period at JBL, I performed numerous duties. I assemble bunches of experiences by working various activities and attempt to add to our regarded agents like performing as a worker of general banking activities and performed different assignments, for example, different kinds of account opening, remittance giving, to issue checkbooks, giving locker service, , thanks latter sending, preparing voucher, giving the bank statement to the customers, composing pay orders on register book, keeping up and adjusting of all security papers, accounts shutting, calling to the clients for verities reasons, discovering error in account opening form, prepare to checkbooks, files reorganized, LC writing, and so forth.

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3.4 Evaluation

The evaluation of this organization is explaining below :

1. Assignments are never left for the next day.
2. With better-working systems and related arrangements within, the work cycle can be completed more efficiently.
3. The branch manager assesses every worker bias free.
4. Every employee is punctual and they are highly aware of time
5. Great performance is always inspired by all
6. Interaction with their clients are very responsive .
7. Every single representative has a specific arrangement of accomplishments.

3.5 Skills applied and new skills developed

It is my pleasure, as an intern, to work for this organization. I have worked in this branch at an entry level role and I made a sensible effort to do every job even more effectively by using my general skills such as Microsoft office skills (MS Word, PowerPoint, and Excel), web-based media knowledge skills, relational skills, writing skills, strong communication skills. For working of this association, I have grown additionally numerous abilities from here like I have learned genuine working experience failing to meet expectations this branch, to think about the corporate life, improve my correspondences abilities, found out about the banking software systems(FLORA), build up the fundamental thought of the banking area, improve the capacity to work under pressure, to know about how the clients handle at any circumstances, figure out how the items or administrations offerings to the clients and Inside the time frame.

3.6 Application of academic knowledge

The academic knowledge I used for performing the activities are given below :

Context of general banking: Every branch is part of the main bank. Customers will then remember their financial data from different branches. I used my academic data at the place of my general banking through Deposit Pension Scheme and Fixed Deposit Receipt because it needs to find the rate of revenue for a particular person at a specific rate for a specific period of time.

Division of Credit: Basically they give loans in this section. I have used my comprehension of extent assessment into the credit office. I used the conditions of current extent, fast extent, etc. In this way, these things I can use however working in the credit division. In the credit division like all the banks this bank also follow the loan giving capability and all the other factors connected with the loan.

Chapter 4 : Conclusions and Key Factors

4.1 Recommendation

1. Interpersonal relationship should be worked among the representatives and superiors.
2. Its capacity should prepare up their HR staff, with the goal that they can get an unmistakable plan about bank information.
3. The clearing ought to be appropriately online.
4. Pay setup should be altered for the support of the staff contrasting and the other private banks.
5. JBL ought to pull in new little L\C party and new client by various offers and advancements.
6. They ought to have own R&D division.
7. Advertising strategy ought to be more grounded.
8. Must have solid execution report which ought to be exceptional.
9. For smooth activity in unfamiliar division, JBL should enroll more powerful and talented HR.

4.2 Conclusion

This country's banking sector is already on the right track. Bankers contribute a great deal to the growth and progress of the country than they did in previous years. Banking turns out to be increasingly crucial in triggering capital and other assets for the financial development of this country. This bank has achieved the status of the top banking activity in this co-operation as an entity. The report shows that this bank's platform is being extended step by step. In particular, this bank's unfamiliar trade division plays a vital role in advancing the country economically. In the event that they keep this advancement proceeding, it will be a top entertainer bank among the private business banks in this country through their dynamic help and solid authority. The association is significantly more organized compared with some other neighborhood bank working in this country. It has a standing as an accomplice for development. Quick decision making, effective group of execution, satisfied clients, web based banking, effective interior control, enhancement of ventures and so on are the major qualities of this bank. I discovered after doing this internship report that the majority of It's customers have a favorable opinion of its administration efficiency. Therefore, the service quality of this bank is expected to be expanded step by step and it will gain greater popularity among individuals in the future.

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Appendix-A:

JAMUNA BANK

Human Resources Division

November 10, 2020

Ref. NO.	HRD: 2020 /313
Student Name	**Mr. Azgor Hossen**
Education Level	**BBA**
University Name	**United International University**
Branch/Division	**Bhola Branch**
Location	**Barishal**
Cell Number	**01830720854**

Subject: Acceptance of Your Internship

Dear Mr. Hossen,

Congratulations, we are pleased to inform you that you have qualified to carry on a three-month-long internship program with Jamuna Bank Limited with effective from November 12, 2020 at our Bhola Branch.

Since this internship is prerequisite of your Graduation / Post Graduation, kindly follow the guidelines designed by your University. Furthermore, overall banking knowledge and functions are available at branches.

Kindly be advised that you will not be provided any conveyance / allowance and your presence be required five working days at regular office hours.

Sincerely yours,

M. Salim Mollah
First Assistant Vice President

Copy for kind information and necessary action:

-The Head of Respective Branch/Division
-Director
-Internship File

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