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**Internship Report Of The Bank Of Punjab**

**Submitted TO:**

The faculty of Management and Administrative sciences for the fulfillment of requirement of bachelor degree

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**BBA Hons**

**Session 2012-2016**

**Submition date**

**17th January**

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**Signature signature**

**1. ACKNOWLEDGEMENT**

I want to thanks Allah Almighty who gives me the power to complete this project. Also I am thankful to manager of BOP Mr. Ishtiyaq Ahmad Butt for giving me assistance and guidance and the whole family of the bank of Punjab.

**2.Dedication**

I want to dedicate my project to my parents who encourage me and make me able to learn the basic skills and then my friends who supported me in every step of life and my teachers who guide me in every difficulty. and i would like to say thanks to bank manager who increase my learning skills about professional life.

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**4. Executive Summary**

Bank of Punjab is the largest bank of the Pakistan. This report is about bank of Punjab Jalal PurJattan branch. Which is prepared after getting internship in bank of Punjab the objective of this report is to fulfill my study requirements .the report is divided into two portions.

First portion of my report is about mission, vision , values and over view of organization, its products, competitors, business volume, its rewards and success stories, its employees,. Organizational hierarchy its main clients , its contribution towards economic development, PEST analysis, which is about political, economic, social and technological analysis.

In second portion I will describe my activities and tasks which were given to me as an internee in the bank of Punjab. It is also the main portion of my report.

In report I have mention all departments where collect knowledge and skills.

1. **Account Opening Department**
2. **Clearing Unit**
3. **Cash/ Credit branch**
4. **Utility Bills collection**
5. **Remittances Unit**

During internship I have got opportunity to deal with account opening department where I have learnt the process of accounts opening of customers and how to handle different problems about account opening.

I also visited remittance department where I have learnt about foreign remittances, Inward and out ward clearing. Transfer of funds issuance of Demand Drafts and Payment Orders.

In clearing department I have learnt about clearing of cheques, its methods and its requirements inward/outward clearing and also issuance of cheque books to customers

Cash departments have a lot of activities in this department I have learnt about cash receipts/payment. Collection of utility bills posting of all type of vouchers, payments of home remittances, collections of bills, execution of all exchange companies payments, ATM maintenance , dealing of prize bond and it is the first backup system administrator .

After this portion I will summarize my findings about BOP and a SWOT analysis where I will talk about the strength, weakness, opportunities and threats faced by organization after this I will give recommendations And suggestion in the light of my finding at the end of this report there will be a conclusion of all my findings.

**Main Body (Part 1)**

**5.1 Introduction**

Bank of Punjab is a commercial bank, which has 400 branches in Pakistan. It was founded in 1989. Its head quarter is in Lahore 7th-agerton road. It is providing different facilities and services to different people. It is a provincial government institute, which is owned and controlled by the Punjab Government,It deals with government salaries, pensions and treasury payments. my aim of studying this organization is to explore its importance for the country and overall economy. Objective is to answer the questions like How it is working? How it contributes in countries economy how it handles its operations ?how it is dealing with its competitors.

**5.2 Over view of organization**

**5.2.1 History**

Bank of Punjab started its operations on November 15, 1989. The founder of this Bank is MR. Tajammal Hussain Mir, and it is the prominence for their village town Jalalpur Jattan, to which they are belong, initiated the bank .bank is working as a scheduled bank with its 400 branches in all cities , ,major towns and remote areas of the country. Further the bank is in process of opening its new branches in some foreign countries also in the nearest future. The bank provides all types of banking services like remittances. Loans and advances including cash loans, consumer laons, Agri loans, Mortgages finance. Its clients are different business units, different industries, salaried individual, and many other people relating to different types of professions and household people.

**5.2.2 Nature of organization**

Bank of Punjab is a monetarist organization. It deals with the commercial banks as well as the Government of the Punjab, and connected services in Pakistan and tin different foreign countries by its registered agents. The nature of the bank is unique and different from the other banks The banks services are accessible to customers.It is also fulfilling its social responsibilities, as a corporate citizen.BOP is a Government base Organization. Like other commercial banks it is also the follower of State Bank of Pakistan, all prudential regulations are implemented on its operations and sales departments. In involves in the dealing of government profits, gathering and disbursements of salaries on behalf of the Punjab Government, all provincial departments are liable to hold their funds with BOP and maintain their control accounts with this prestigious organization. It provides services in conventional banking methods and also in Islamic banking.

**5.2.3 Business volume, reward honor & success stories**

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**Vision**

“To be a customer focused bank with service Excellence”



**Mission**

“To exceed the expectation of our stakeholders by Leveraging our relationship with the government of Punjab and delivering a complete range of professional Solutions with a focus on program driven products And services in the agriculture and middle markets Through a motivated team"

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**Values**

These are the core values of bank

* **Client**

Clients are primacy of bank.

* **Productivity**

For the wealth of stake holders that let us to continually grow, devote and flourish.

* **Gratitude and incentive**

For higher performing employees

* **Brilliance**

In all things

* **Honesty**

In our dealing

* **Corporate social responsibility**

To improve the lives of society

**Competitors**

The main competitors of Punjab bank are “Faisal bank”, Al-Habib Bank, aaskari bank. Alfalah Bank, Mezan bank, Habib bank, BUL and standard chartered bank of Pakistan, Dubai Islamic Bank, Jahangir Siddique Bank, Muslim commercial Bank, National Bank, Khyber Bank, Bank Islami, allied bank, and Habib Metro bank .

**Customers**

The major customer of the bank are:

* Business Entities
* Commercial Banks
* Agricultural department
* PTCL
* WAPDA
* Hospitals,
* Universities,
* Schools
* Colleges.

**Business volume**

**Average growth rate**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | **2015** | **2014** | **2013** | **2012** | **2011** |
| **Assets** | **21,237,087** | **19326707** | **352698** | **332111** | **280998** |
| **Net income** | **34. Billions** | **10004023** | **4019** | **2143** | **388** |
| **Reserves** | **2081243** | **2081243** | **905** | **1638** | **638** |
| **Investments** | **179592804** | **154874757** | **123956** | **129519** | **92581** |
| **Eps** | **25.44** | **0.41** | **2.36** | **2.63** | **0.66** |
| **Revenues** | **12.07%** | **513 m** | **3001** | **1404** | **523** |

**Sales per business**

|  |  |
| --- | --- |
| **Name** | **Rs in million** |
| **Commercial banking** | **13298** |
| **Trade and sales** | **12672** |
| **Retail banking** | **2837** |
| **Sales** | **32318** |

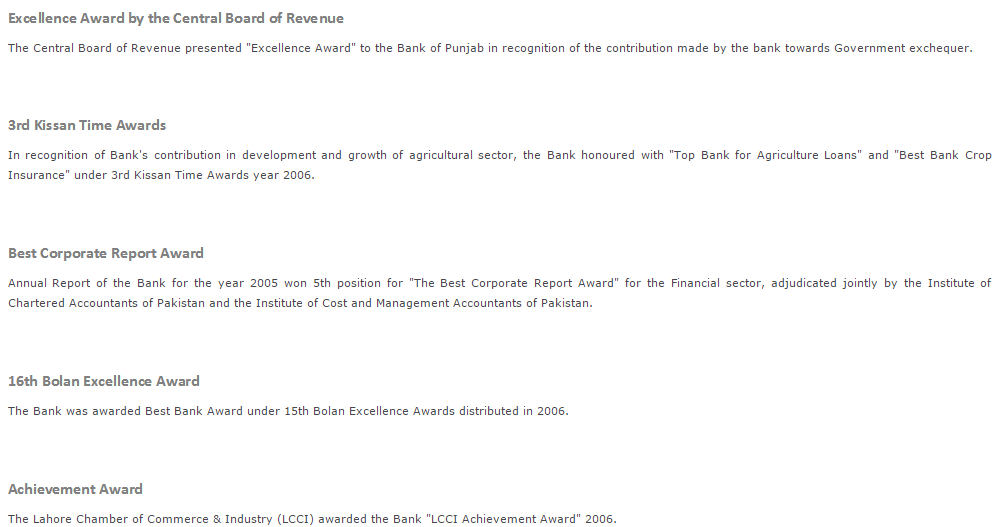
**Shareholders**

|  |  |
| --- | --- |
| **Name** | **Equities** |
| **AKD investment management ltd** | **136659** |
| **First capital investment ltd** | **47180** |
| **GOVERNMENT OF PUNJAB** | **90%** |

**Managers**

|  |  |  |
| --- | --- | --- |
| **Name** | **Since** | **Title** |
| **Naeemudin khan** | **2008** | **president CEO and executive director** |
| **Abdul Ghafoor Mirza** |  | **chairman** |
| **Irfanudin din** |  | **group head operations** |
| **Nadeem amir 1991** | **1991** | **chief financial officer** |
| **Javeed Iqbal** |  | **chief information officer** |
| **Khawaja Farooq saeed** |  | **independent director** |
| **Saeed anwar** |  | **independent director** |
| **Umar saif** |  | **Director** |
| **Muhammad ghanzeeb khan** |  | **Director** |
| **Syed maratib Ali** |  | **Director** |

**Rewards and achievements**

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**5.2.4 Product Line**

**Customer products**

* Fixed accounts
* Saving Accounts
* Current accounts
* Tijarat account
* Asan account

**Commercial products**

* Running Finance
* Cash Finance
* CNG Filling Station Scheme
* Car Lease Financing Scheme
* Karobar Barao Scheme
* Fertilizers Dealers Financing Scheme
* Auto Lease Financing Scheme

**e-banking**.

* Internet Banking
* BOP Quick pay
* Call Center
* Auto Teller machine (ATM)
* Visa Debit Master Card (ATM Card)

**Service**

* virtual banking
* Money Administration
* Treasury
* Western union
* Payment of Utility bills
* Providing statement
* Trade Finance
* Collection of Cheques
* Lockers

**Agricultural services**

* Green Tractor Funding scheme
* Agriculture finance Scheme
* Kissan dost finance scheme
* Second hand tractor finance scheme
* Kissan dost abiari scheme

**Trade Finance**

Trade finance was initiated to facilitate that persons which are involve in import and export of goods. It is a type of global business to capture the importers or exporters bank of Punjab makes trade handling centors in different areas of country like Islamabad Lahore Rawalpindi fasilabad and Karachi

**Fixed deposit scheme**

* Bank of Punjab dimensal term deposit scheme
* Munafa hi munafa term deposit scheme
* Senior citizen term deposit
* Pehly munafa deposit scheme

**Islamic banking**

Bank started Islamic banking in Pakistan name as taqva islamic banking which provides its products and services which are competitive and capable of solving any issues related to sherish under the supervision of sheriah advisor . IBD is providing sheriah complaints and their solutions to their customers

Products ad services are as below:

* BOP taqwa karobar
* Bank of Punjab taqwa car ijarah
* Taqwa mahana amdni account
* BOP taqwa current account

**Cards**

**Cards**

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* Debit card

**Account for Blind person**

Its latest product is accounts for blind people. Now the people who cannot see the world they can open their account at bank of Punjab. Their forms are specific white page, which has pattern of dots that is easily readable by blind person.

**5.2.5PESTL Analysis:**

In pest analysis we check the result of political, economical, social , technological and legal factors which affect our organization.

* **Political environment**

No business can do its operation in unstable and risky political environment. For the prosperity of any business it is necessary that the political environment in which business exits is stable.In Pakistan political environment was not stable. .elections are not held at proper time policies of government changes every year. Banking sector bear a big loss in 2008 stock market collapsed. But in these days govet is stable and showing its interest in banking and investment sectors. Government is investing funds for trades , business man and also for agriculture sector.

As BOP is government bank so it is affected by the rules and policies of government of Punjab. Due to stable government more people are opening their accounts in bop due to trust on government which is very good for bank. Bank earns huge profit ths year due to its shareholder. Its shareholders are increasing day by day because it is providing good services to its customers. Because it is the bank of government of Punjab so it make its policies according to their instructions which are acceptable and highly appreciated in public

* **Economic Environment**

Economic conditions has very savvier effect on any bank economic conditions mostly include unemployment, poverty, growth in inflation rate. Gross national income, gross domestic income, disposable income, circulation of money in any economy.

In our country, the economic condition was not very good due to instability of political environment. But due to stability and starting of new projects countries economy is flourishing foreign governments are investing in Pakistan like pak china corridor due to development of this project Pakistan gain long term profit. Foreign currency is coming in our country inward flow of foreign currency raise the value of our rupee. China invests 40 billion dollars in that project. Due to this project, unemployment rate defiantly reduces, and more people get their jobs. This ultimately affects the banking sector of Pakistan. More people open their accounts in bank and bank can make more profit. Bank launches its new products and gives loans to different induvial and business bodies. People are more involve in opening saving accounts and purchasing bema policies for securing their futures.

Inflation, Exchange rate and diverse tax policies also affects the economy of country. When there is inflation in country people have no money to invest purchasing power become low people have little money to spend so they show no interest to open their account or invest an any sector so bank has to low down its prices interest rate is high for saving accounts and give different loans to facilitate the people.

* **Social Culture**

Culture of any country includes the shared values , attitudes and behavior about what is important for them or not. Every country has its own culture similarly every organization also has its culture how it performs its activities, how they are achieving their goals importance of tasks etc.

In Pakistan people are very rigid about their culture they liking or disliking patterns are associated with their cultural norms they become voilant if their rules, values and norms are hit by any company. So bank has to make its products and its promotion according to country culture.

Because majority of its population is Muslims so bank use different setratgies to capture its customers. Recently bank started Islamic banking alover the Pakistan. During Ramadan it arranges the aftari of local people also at the event of ‘Eid give different loans to its customer for showing its interest for his national culture. At the event of harvesting of wheat or rice bank give different discounts to its customer like agri. scheme. It also give loans and yellow and green cap scheme for its nation. It was also involve in inauguration of motor buses in Lahore and Islamabad, Rawalpindi, through the services of BOP government of Punjab give solar lamps to different school students.

* **Technological Environment**

Growth of technology changes the human life in every sector technology brings changes. The way of business totally changes after the technology revolution Advantage of Technology companies are gaining economies of scale, new discoveries and innovations. Technological advancement become very vital for any organization or bank. Technology makes every thing more fast and assessable due to technology customer can check his balane at home, take its transaction and transfer its funds through online banking, technology became customers more aware about their interests.

BOP is not more advance in technology sector. But they are planning to update their software next year and also starting 100 new branches with tough screen ATM.

* **Legal**

Legal factors include rules, laws, regulations and legal complience.legal compliance is necessary to start a new business and organization and its existence. Polices of bank are set according to the laws of country. Strict rules and laws make ban less efficient. Because due to rules and laws tyhey don’t adopt change and become rigid which is not good for business. Rules and regulations should lenient so can adopt new technology or change aslo tax rate in country affects the banks they charge taxes according to the instructions of government.

**5.2.6Economic contributions:**

* “Bank contributes in countries economy in many ways some of that are as follows:
* The bank provides all type of banking services. BOP is a Government Institute. When it launches new products and services final profit reaches at the account of government of Punjab so government become wealthy.
* It provides loan to its customer at the time of need
* It also provide loan to governmental organizational and semi government as well as private organization in this way it help them to run their business smoothly.
* It launches new product and schemes for former, businesspersons, and students
* It provides housing scheme, car loan scheme,Agri Finance Scheme, Kissan Dost Finance Scheme
* Bank of Punjab Islamic banking made huge profit of 10 billion deposits.
* Every deposit in bank increases the treasury of Punjab government

**5.3Organizational structure**

**5.3.1 Organizational hierarchy**

Chairperson of Board of Governor

Report to

State Bank of Pakistan

Finance Division

HR Division

IT Division

Presiden

Commercial Assets Management

Corporate Assets Management

Risk Management

Hub

Regional Teams

Audit Division

RCAD Department

Credit Administration Division

President of BOP

Special Assets Management

Branches

Areas

Regions

Retail Bankin

International Division

**5.3.2 Number of employees**

Total work force of Punjab bank is 6092

**5.3.3 Main offices**

Main headquarter of Punjab bank is in Gulberg 3 and Egerton, Lahore

The bank is distributed in seven areas

Each comprise no.of branches

* “Lahore district
* Gujranwala district
* Faisalabad state
* Rawalpindi region
* Karachi district
* Quetta region
* Multan area
* Peshawar region”

**5.3.4 Brief introduction of each department**

I started internship on 6th July 2015 and it ended on 20th August, 2015

On first day I was introduced by the manager about various departments, their tasks and responsibilities general KSAO’s and their working. I was also introduced by the major role and responsibilities of bankers. general banking rules and regulations are presented . bank manager also provide me guidance for my whole internship program.

The sectors and their partitions of Bank of Punjab are below:

* Assets Management Division
* Human Resource department
* Retail Banking sector
* Credit Administration Division
* Finance department
* Information Technology unit
* Law division
* Operations Department
* Corporate Banking unit
* Control and Compliance Division
* T&D and research
* Customer banking
* Assessment and audit
* **Retail banking**

Retail banking provides services to the consumers only .In retail banking bank deals with their clients it involves daily transaction directly and indirectly .retail banking give loan to individuals, checking of account balance, providing ATM services, and also debit card facility

* **Credit Administration**

This department is responsible for credit and its related functions. The are involve in allocation of funds, loans to different entities, mortgage. it also deals the documentation of all activities, bills of sale and issuance and maintenance of securities and bonds.

* **Finance Department**

This department controls overall activities related to finance, its allocation, its usage, budget, financial statements of company, record keeping of every financial activity. they have record of every financial ups and downs in company.

* **HRM Department**

Human resource department plays very important role in any organization. It is accountable for the recruitment and decruitment of employees and as well as their training and development. It also involves the retaining of employees through different benefits and incentives. Bank of Punjab is providing on the job and off the job training to its employees. They are training them with in working hours and conduct seminars where trainers train them. Last year they train 4000 employees and make them efficient work force for bank.

* **Law division**

Law unit has lawyers who do their jobs on the behalf of bank. In any case provide guidance and resolve law related issues of bank

* **Training and development**

T&D is related to training and development of its employees. Training is about enhancement of skills, which are related to their current job life, and development is for their future. T&D motivated employees by giving different benefits and enhance employee involvement and satisfaction. Whenever bank launch new product or software they give training to their employees.

* **Operations unit**

Operations department controls the all functions of branch. It is involve in dealing of remittances, clearing, inward/outward clearing, and authorization of all activities in bank, cash transfer and payment.

* **Audit and Inspection unit**

This department is related to the inspection of bank branches. Audit team visit the branch and inspect its financial statements identify the factors of profit or loss of bank its payments, credits, each thing which affects and related to the bank. They check every voucher of bank after assessment of every aspect they give their opinion about bank. .

It is of two types

* **Internal audit**

In internal audit bank has its own audit department who continuously audit the banks financial statement

* **External audit**

External audit is done by external team which audit the companies yearly statements

* **Information Technology Division**

Information technology department of bank controls and record the data related to bank. They have the backup of all systems related to bank. They also monitor the security of bank like cyber-crime.

**5.3.5 Comments on organizational structure**

* **Separation of departments**

The bank is distributed into divisions and that divisions are further sub divided. this structure helps managers to control the activities of division. Each division is accountable for its operations.

* **Extent of Control**

Extent of control among hierarchical structure is clearly distinct. Each department reports to the significant department and then this chief department reports to the head office.

* **Accountability**

Good accountability is possible for this type of structure

* **Communication channel**

Communication channel among the organizational departments is well defined vertical and horizontal communication among departments is very useful.

**Main Body (Part 2)**

**5.4 Internee Work:**

In this portion I will thoroughly explain the activities and tasks, which I perform during my internship period it includes the Introduction my office, supervisors which coordinate my activities, weekly work schedule, description of each department their wok related activities their operations.

**5.4.1 Introduction of office:**

The branch where I completed my internship is located at shahbaz pur road jalal pur jattan. The branch code is 0051.all Operations of the branch are organized by Branch Manager and Operations Manager. The other staff include cahier, grade 1 officer. Grade 2 officer, and grade 3 officers.

**5.4.2 Details of Supervisors:**

During my internship, I have visited many departments the detail of my supervisors and their work is as follow.

**LIAQAT ALI (MANAGER)**

* Correspondence with head office, regional office,branches and general branch’s business development and profitability.
* Posting/ authentication of account opening
* Rectification of audit irregularities along with OM
* Authentication of movement of dormant/ inoperative account o acive
* Backup officer for taking offsite to home.
* Designated officers to inform HRD regarding late comers in branch
* Backup official to arrange all drawers/ cabinet keys.
* Supervision of CCTV cameras
* Updating of staff salary amendments.
* Supervisor of ATM maintenance
* Custodian of duplicate keys of branch draws and cabinets.

**MUHAMMAD AKMAL (BOM)**

* To assist the branch manager in development work
* Custodian of master cash key “B”
* Custodian of test key part 1
* Branch compliance officer
* Posting/ Authentication of account opening
* Issuance and Payment of TDR and calculation of profit
* Checking of daily vouchers and supplementary sheets
* Authentication of vouchers
* Preparation of Monthly General/Advance statements
* Rectification of Audit irregulatries/ correspondence
* Maintenance of leave record register
* verisys
* carrier of off sight backup for home
* supervision of all type of operational matters
* signing of computer generating statements
* maintenance of general balance book
* preparation of indent for security stationary, printed stationary and computer stationary.
* Voucher movement register
* Stop payments of cheques/ instruments with all related work
* HO A/C reconciliation
* Supervisor of ATM maintenance
* Any duty assign by bank Manager

**HIZAR KHAYAT (OGII)**

* To assist the branch manager in development work.
* Inward/outward Clearing and maintenance of record.
* LBC/OBC.IBC lodgment, realization and maintaining of register and all files.
* Issuance of cheese books and ATM cards
* Supplementary sheets
* Maintenance of voucher register.
* Maintenance of Nadra log book.
* Inward mail related work.
* Generator log book.
* All assignments of a branch system administrator.
* Execution of all month end/ quarter/ half year end system steps.
* Up keeping of branch computer Hardware of all type.
* Compilation/ counting/ stitching of daily vouchers / supplementary sheets.
* Dispatchment of outward mail with proper maintenance of dispatch registers.
* Scroll of utility bills.

**FAIQA ISHAQ BUTT (OG III)**

* To assist the branch manager in development work.
* Authentication of start of day in the system.
* Account opening
* Scanning and uploading of SS cards
* Issuance of payments of TDR and calculation of profit
* Issuance of DD,TT,MT,PO
* Posting/ authentication of receipts, payment and transfer vouchers.
* FDR issuance.
* Entry of online vouchers
* Start of the day in system
* Any duty assigned by BM.
* **MUNIBA MUNIR (GBO)**
* To assist the branch manager in development work
* Inward/outward clearing & maintenance of record.
* LBC/OBC/IBC lodgment, realization and maintenance of register &all files.
* Issuance of Cheque books& ATM cards.
* Supplementary sheets.
* Voucher register maintain.
* Maintenance of Nadra log book.
* Inward mail related work.
* Generator logbook.
* All assignments of a branch system administrator.
* Execution of All month end/ quarter end/ half year end system steps
* U keeping of branch computer Hardware of all type
* Compilation/ counting/ stitching of daily vouchers
* Dispatch of outward mail with proper maintenance of dispatch register.
* Scroll of utility bills.

**Signature**

**MUHAMMAD AFZAL (OG IV)**

* To assist the branch manager in the development work
* Cash receipts/ payments and collection of utility bills as per procedure.
* Preparationof cash related book send cash position memo.
* Sorting of cash as per SBP instructions and preparation of Cash & fortnightly NBP statements.
* Posting of all types of vouchers (DD, CDRs Receipts, Payments, And Transfer vouchers)
* Collection of utility bills.
* Collection of fees
* Payments of home remittance.
* Backup system administrator.
* Prize bond dealer.
* Custodian of cash key “C”
* ATM maintenance.
* Backup of start of the day officers.
* Any duty assign by the bank manager.

**SHAFAQAT ALI (MESSENGER**)

* To assist the branch manager in development work.
* Serving of tea etc. to branch staff and customers
* Purchasing of entertainment stuff/ other stuff for the branch from the market.
* Getting valid bills / receipts and paying the seller on the same day.
* Arrangement of quotations of Misc. items (for bank use) from the local market.
* Arrangement of repair of branch equipment etc
* Posting of branch mail from local post office.
* To carry mail/ clearing & collection instruments to other office
* Keep he kitchen neat and clean
* Keeping all the branch record well in manner.
* Any other assignment assigned in due course.

**AZHAR IQBAL BUTT (GUNMAN)**

* Foolproof security arrangements as per H.O instructions.
* Quarterly testing of Guns
* To assist the branch manager in development work
* Audit rectification related to the security arrangements

**MUHAMMAD ADREES (GUNMAN)**

* Fool proof security as per H.O instructions.
* Quarterly testing of guns
* To assist the branch manager in the development work
* Audit rectification related to the security arrangements.

**5.4.3 Weekly timetables:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Day** | **Date** | **Activity** | **Signature** |
| 8 june 15 | Monday to Monday | Account opening |  |
| 23 June to 30 June | Monday to Monady | Accounts |  |
| 1 July to 7 July | Monday to Monday | Remittance department |  |
| 8 July to 21 July | Monday to Monday | Clearing department |  |
| 22 July to 29 July | Monday to Monday | Bills collection |  |
| 30 July to 1o aug | Monday to Monday | Advance and credit department |  |
|  |  |  |  |

* **Starting and ending dates:**

I started internship on 6th June2015 which over on 20thjuly 2015

**5.4.4 Name and duration of department:**

I did internship in bank for 6 weeks during internship bank officers trains me in their specific areas like account opening, clearing department, remittances, bills collection.

1stday was the starting day I was introduced by all the staff I also give my introduction and my universities’ brief introduction. Then the operation manager gave me briefing about their all department and their work.

From 8thjune 2015 to 15thjune 2015 I have spent time in account opening department where I have learnt the skills of filling the account opening form, and its procedure.

From 23rdjune 2015 to 30th june 2015 I visited the Accounts Division in which I have learnt how to use Physical Factions of Accounts Department. Like manual in which all record of accounts are kept.

From1stjuly 2015 to 7thjuly 2015 I spent my time in remittances department where I know the types of remittances, how to fill the remittance form and procedure of transfer with in country and outside the country.

From8thjuly 2015 to 21thjuly 2015 I learn the different types of clearing like inward , outward, inter-city and outer city clearing.

From22thjuly 2015 to 29thjuly 2015 I worked in Bill Collection department where I have learnt how to collect and pay the bills of collection to their related companies like WAPDA. NADRA, PTCL etc.

From30thjuly 2015 to 10thsep 2015 I worked in Advance and Credit (Finance department) where at I learnt about the distribution of resources in different portfolios. That department transactions each thing which is related to Funding (money).

Remaining time of my internship I have spend this time in different sectors where ever I want to go and learn skills.

**5.4.5 Description of Department:**.

**Account opening department**

In this branch, I operated for the period from 8june 2015 to 15 june 2015. This is concerned with accounts of customers and dealing with all problems regarding to accounts.

**I Account Opening Method:**

* **Account Opening Form**

The customer who wants to open his accounts in bank approach the bank and account opening form is given to him as an initial requirement for account opening. He fill the form and signed at different places.

* **Finishing of form**

After Account opening form is done in all aspects duly signed by the customer and checked by the bank officer it is send to the operational manager for cross check after the compliment of OM it is consider as complete

* **Specimen signature card**

Specimen signature card is required for opening the account in bank. It is the specimen of client signature, which helps the bank to classify either the sign in cheese for payment, is correct or not

* **Signature Alteration Form**

In case signature differs from the signature of client at check bank take alternate signature of customer

* **Electronic Inspection**

Banks officers are associated with internet to the NADRA , NAB And OF AC website where they verified the career of his customer’s social circle . If the record of the person is fine then the officer confirms it by his signature and stamp.

* **Confirmation and authentication**

After all the formalities are being completed and all documents, forms, verifications are being attached with the account opening form for the final review the form is authorized by the branch manager or OM. If account opening form is incomplete headquarter return it back to branch.

* **Account number**

Account number of customer is made by head quarter after account opening officer online fills the form at that time account number is allocated to customer .number of account is printed on the Cheque book application. address for thankfulness.

* **Issuance of gratitude letter**

When account has been opened bank issues the letter of thanks to customer for using its services and products.

* **Issuance of cheque book**

Bank issues the first cheese book of customer which has 25 leaves bank take no charges for first Cheque book. After this bank presented different types of cheese books which have 5o or 100 leaves according to the request of customer for this service bank charge some dues from the account of customer.

* **Cheque book charges**

Charges of Chequebooks are according to the number of leaves it have. Rs 5 is the charges of each leave. The cheese books are of various types according to the need of customer.

* **ATM charges**

ATM charges are charged once in a year. And these are deducted as per instructions of head quarter mentioned in schedule of charges. Beside this No additional charges are deducted from the customer.

If the customer is using banks ATM machine for his transaction in a local area no charges are deducted. If the customer is using another banks ATM machine than the charges must be debited from customers account.

* **Process for Closing Account**

If customer wishes to close the account, he fills an account closing form and signs the form, account balance must be zero, branch manager give approval for closing the account Specimen card is occupied back and is attached with the form and account is closed.

* **Method of issuance of Bank Statement**

A demand slip which is given by the customer and it is duly signed by the customer the period for which the customer wants to take the statement. After confirmation of sign Bank Statement is issuedto the customer and bank subtracted some charges from the account of customer for this service.

* **Technique for ATM/PIN Issuance**

Bank provides ATM facility to its customer it is very easy to avail ATM facility if u have an account in bank you can withdraw any amount from your account where ever you are just go to ATM machine and enjoy the facility. For issuance of ATM card you have to sign the ATM form bank officer enter your data in data base within 15 days bank receives ATM card from head quarter and it is handed over to customers.

**Types of Accounts**

**Senior citizen account**

The citizen of 55 years or above can open this account.

It has unlimited transactions.

Account can be opened with balance of 1o thousand.

**BBA(basic bank account)**

* “There is no revenue on this account.”
* “The account is available especially for customers like students, and business customers.
* “one thousand balance is required for account opening. “
* “no limit of retaining balance in account . if balance is zero for next six months the account will be closed..”
* “2 free transactions are allowed to account holder. Later charges are deducted from account. “
* “Can use free ATM facility..”
* “e-banking facility to check the account balance and statement of account.. “
* “SMS Alert facility is available.”
* “Free Utility Bills Deposit Facility through BOP ATM Network, BOP Phone Banking and self –service IVR system is available.”

**Current account**

**Features**

* “This product is for all individuals, organizations, trust . private companies, semi or government organizations.
* “Unlimited debit transactions.
* “Free of cast e-banking facility for checking balance.”
* “SMS alert facility is available.”
* “Free Utility Bills Deposit Facility through BOP ATM Network, BOP Phone Banking and self -service IVR system is available.”

**LCA**

“This product is for all individuals, organizations, trust . private companies, semi or government organizations for life insurance.

**Features**

* “This is no profit bearing account with value added services on maintain quarterly as well as monthly minimum average balance of 5000/-
* “Free ATM master debit card.”
* “Free online inter-city/ outer-city cash transfer”
* “Free DD and PO.”
* “Free of cost e banking facility to view bank statement and balance is offered.”
* “SMS alert facility is available “
* “Free Utility Bills Deposit Facility through BOP ATM Network, BOP Phone “Banking and self-service IVR system is available.”
* “Free life insurance shelter which is equal to three time of last month average balance of account with an limit of Rs 2.0 Million.”

**SPA**

This account can be opened by any salaried person whoes organization is involving online payment of salaries through bank.

**Features**

* “This is a nonprofit account.”
* “Customer can get free of cost first debit card.
* “Customer can get free facility of receiving pay for first 3 months. “
* “Free of cast e-banking facility to view bank statement and account balance is available.”
* “SMS alert facility is available.”
* “Free of cost utility bills deposit facility is available through ATM, BOP phone banking or self-service”
* “If customer maintain monthly 50,000, balance can get insurance of 500,000.”
* “Account holder can get loan.”
* “Can avail facility of advance salary.”

**PLS-SB Accounts**

* “The product is available for all type of general public, semi, govt organizations, business entities, and who are eligible to open an account”
* “Account is opened by amount required by bank for account opening.”
* “Profit is calculated on average monthly bases.”
* “Profit is paid semiannually.”
* “no charges are deducted for use of e-banking facility
* “SMS alert facility is available”
* “Free of cost utility bills deposit facility is available through ATM, BOP phone banking or self –service.“

**YLS(youngstours along with parent)**

* Young lion account is opened for child under 18 it facilitates them to enjoy the status of their own account. Students can save their pocket money in their account.
* Minimum initial deposit is according to banks policy.
* No limit of deposits.
* Profit collection is monthly basis.
* Calculation of profit is on daily bases.
* Free issuance of first cheque book.
* e-banking facility is available for account holder.

**BOP Tijarat Account**

It is a account for business purpose every person who has its account in bank can also open tijarat account. It has some features

* Account holder can get free issuance and renewal of debit card.
* Free issuance of demand draft
* Free of cast issuance of payment order.
* Deposit and withdrawal of funds is free for customer.
* Account holder can get free duplicate account statement.
* No cheque return charges.

**Joint Account**

* A joint account is opened on the behalf of two persons who willingly operate the account. Everyone is accountable for transactions on the behalf of others .
* In joint account customers allows bank for payments or transfer of funds from their account.
* Any one of them can get money from bank. But on the cheque their should be sign of both partners.
* If bank gets contradictory statement from both partner they can freez the transfer of funds.
* On the case of death of one partner the joint account can be changed in single account.

**Transfer of funds through ATM**

* Customer can transfer funds without visiting bank.
* 24/7 service is available.
* You can minimum transfer amount of 500,00

**Online cheque deposit**

* Customers can deposit their cheques through online facility at any branch.
* Outward clearing is also acceptable

**Accounts division**

I visited this department and worked from 23 june 2015 to 30 june 2015.

This department is responsible for budgeting of finance, record keeping of all revenues, expense, and other operations related to finance accounts department keeps record of all vouchers. After physical inspection of records the entries are posted in computer. Computer generates the daily report of all transactions

Accounts department make all reports on daily, monthly or weekly basis. Accounts department of bank is very complicated it is very difficult to understand its fuctions and operations.

They made the balance sheet of bank which shows its liabilities capital and assets. They also prepare the cash flow and profit statement of bank at the end of month. For preparation of these reports they require daily reports of all vouchers, cash payment, transfer of funds, remittances of all types.

This department records everything, which involve finance like maintenance of office, refreshment facilities like tea, coffee, biscuit for customers as well as bank staff.

**ii. Remittance Unit**

I visited the remittance department t1 july 2015 to 7 july 2015

Remittance unit is involve in the allocate Remittance department relocations the fund form one bank to another bank and one place to another place. In this department collection, take place. Bank of Punjab transfer money from one place to another place by way of payment order, demand draft, inward collection, outward collection, local cheque clearing system

* **“Demand Draft**

Demand draft is useful for persons who wasnts to transfer its funds for a person who lives in outside the city. Demand draft is for that person who have not its account in but the person who is getting demand order must have its account in bank. He gets demand draft by the demand of payee. “

* **“Payment Order**

Payment order is make for payment within the city. Person who transfer funds and who will receive the funds should be in same city. Payment order can be usefull for cash, clearing and fund transfer.”

**iii. Clearing Department**

I did training in clearing branch from 8thjuly 2015 to 21 july 2015

Clearing department deals with the clearing of dfferent types of cheques inward clearing , outward clearing, same day sclearng and inter city clearing, in this desk I receive the cheques which required clearing .handle clearing register where entries have been made about clearing it required different types of stamps after stamping all cheques they are sent to NIFT which is “national institutional facilitation technology”

**“NIFT**

NIFT stands for **National Institutional Facilitation Technologies**. Clearing house of SBP (state bank of Pakistan) has moved a part of its work to private institution names NIFT. NIFT is involve in the collection of cheques, demand draft, pay order, travelers cheques etc. from all branches of different banks within city through its carriers and send them to the branches on which these are drawn for clearing. NIFT make a slip for every branch and send it to each branch as well as to State Bank of Pakistan where accounts of Banks are settled.Cheque returned unpaid will also be handed over ti NIFT rider .the outward clearing will be handed over to them along with list against acknowledgement. Nift charge each bank on the number of instruments of clearing handled through them.”

**Types of clearing**

* **“Outward clearing:**

When cheques of bank of Punjab are deposited in other banks like habib bank so they sent back to our branch for verification of cheeque. After verified the cheques bank debited the account of its customer and credited the a head office account. Bank prepares the slip of clearing after clearing the cheese and attach it with cheque.”

* **“Inward clearing:**

When the cheques of other banks are deposited in bank of Punjab then it is also paid by nift it is called inward clearing. On receipt on inward clearing from the NIFT the branch credit the cheque to account holder and debit the HO account. The clearing slip shall then be prepared for each bank in which the number of each instrument along with the amount shall be written.”

* **“Inter-bank clearing**

When the Cheque is presented outside the city in same country the clearing is known as inter city clearing. (with in the cities of one country). this is also carried by the NIFT.”

* **“Inter -bank clearing**

This happens when a cheque of same bank is presented in a branch where there is no service of NIFT then it is called IBC. Charges of IBC are mentioned in the schedule of charges displayed in every Bank.”

* **“Outer-bank clearing**

This happens when a cheese is from another bank and branches where the service of NIFT is not available. Charges of OBC are stated in the schedule of charges exhibited in every bank.”

* **“Same day clearing**

This service is provided by the NIFT to its customer banks in order to transfer and paid the cheque Same day The cheques to b clear in a same day have a stamp which showing they are funded in a same day. Charges are stated in the schedule of charges displayed in every bank.”

**iv. Bill Collection Department**

I operated in Bill for Collection from 22 july 2015 to 29 july 2015

Bill collection department involves the payments of bills. Customers take their bills here and departments receives the payment of bills. One officer credited the account of that company whose bills are collected by the bank they also handle the cash payments of all types of cheques, bills of exchange like DDs and payment orders .they also charge little amount for their services.

**v. Advance and Credit Department**

I operated in advance and credit section from 30 july 2015 to 10 aug 2015

“Advances and credit branch has very importance in bank they give and take loans, advances to different business, and importer or exporter. Before giving loan they make some verification about the character of borrower, his capacity, amount of pledge, or the worthiness of property which he give as pledge. When bank satisfied about these entire things they give the person loan.”

**Rule of giving Advance**

5 things must be kept in mind while giving loan to a person borrowers i.e. security, liquidness, remuneration, disposal income, and appropriateness.”

**Lockers**

Bank also has lockers facility for its customers there are different types of lockers available according to the need of the customer or their account type. Few of them are as follows:

* **Small locker**

It covered amout up to 250,000/- The charges of this locker is 2500 annually

* **Medium locker**

It covered amout up to 500,000/- The charges of this type of locker is 3500 annually

* **Large locker**

It covered amount up to 750,000/- The charges of medium locker is 4500 annually

* **Extra-large locker**

It covered amount up to 1000,000/- The charges of this type of locker is 7000 annually

During office hours keys shall be physically kept by the officers incharge and after business hours it should be delivered back to manager/ manager operations.

No locker can rent out to any intending licensee who is not maintaining his or her CD/PLS account in the same branch from where he is availing lockers facility.

**5.4.5 Description of task and projects:**

During internship in bank, I have done many tasks many responsibilities are undertaken by me which are as follows:

* Filling of account opening form

I have filled the A/c opening forms of different customers .Filling of form which require all related data of customer it needs very care you have to pay fully attention while filling the customer account opening form

* Verification of form

Verification of form and data through different sites such as NAB and NADRA

* Online filling of form

To generate the account number of customer online filling of form is require which also include very precision and care.

* Checking of customer balance

Checking of customer balance through any computer system of any officer where I was working.

* Filling of cheques of customers

Some customer are illiterate so they cannot fill their cheques so I have to fill the cheques of customers and take their stamps dually on cheques

* With draw the amount of cheque

Some time I also withdraw the amount of cheese of our close customers.

* Filling of remittance form

I have filled al types of remittance forms like payment order, demand drafts or local cheese clearing.

* Stamping different documents

In bank you have to stamp all documents o I also stamps different documents

* Preparing the cheque books of customers

Customer name and the date of issuance of cheese books have must mentioned at front of cheque books I also prepare the cheques books for our customers.

* Allocation of ATM card to customers

I prepare and allocate ATM cars to customer. I had inform them through call for the arrival of their atm card. I also stamped the ATM card envelop.

* Different customer services
* Posting of bills
* Checking of vouchers

Bank prepare its weekly vouchers like receipt voucher, payment voucher, DD voucher, PO voucher, sales vouchers and purchase vouchers.

* Posting the credit/ debit balance of all transitions in register

Bank have separate register for all record and timely maintained its registers I kept record of all registers and whenever found spare time I post the transactions in their registers

**5.4.6 Summary of learning**

**5.4.6.1 Skills and qualification extended by me:**

During internship, I have learnt different skills which are very vital for banking sector. Without these skills you cannot stand anywhere. these skills are necessary for every professional person.

Some of KSAO’s are as follows:

**Knowledge**

Knowledge include the knowledge of general rules procedures their names which if applied makes job’s performance good like knowledge of

* **Federal rules and regulations**

For job in banking sector, you must have enough knowledge of federal rules regulations. You should know about the current scenario of country which things are supported by government and which thing is prohibited by government.

* **Operational system and procedures**

Operations performed by organization and knowledge of its procedures are very important for bank. Each and every employee should know about operational system and its procedures. Like Use of technology If you are poor in the knowledge of operations and procedures you cannot deal your customers well.

* **Budget and Accounting principles**

Banks are involve in direct dealing with government governmental rules, regulations and procedures effect banks internal rules and regulations. Every employee must have the knowledge of budget of country because in budgets government announce future planning most importantly interest rates , foreign currency rates are anticipated in budget so the knowledge of budget is very important. Secondly the knowledge of accounting is also required bank deals with credit, debit its all transactions are based upon accounting principles so a banker must have good grip on accounting principle which is the basic requirement of his job. If you have poor accounting knowledge you have to suffer very problems which ultimately affects your job.

* **Skills**

Skills are the learnt capabilities that one can utilize in his or her job to perform better. Uses of mental, physical and verbal process that can be quantifiable. Skills can be learnt through on the job training or class room training, some skills require for banking jobs are

* **Communication skills**

Communication skill is the vital skill for any job it is the ability to transfer information or message from one place to another. It is verbal or nonverbal. nonverbal includes written information while verbally you can communicate through gestures, body language, and tone of voice. It is the basic skill for any profession. In bank you have to communicate with customers you have to satisfy them understand their problem and communicate your message properly it is all done by good communication skills sometime promotion of employees depends upon his/her good communication skills the way he or she behave how they attract customers their dealing style all these things matters a lot for not only banking sector but for all other sectors also.

* **Intellectual skills**

Intellectual skills involve how quickly you can grasp new concepts, good learning ability and behavior difficult situations. In bank your must have good intellectual skills. Things changes rapidly you must enhance your intellectual skills so that you can move with technology. Assimilating new information, managing a data, and meeting with client is very important in banking sector.

* **Innovation**

Innovation is highly prized ability to identify new opportunities to develop the business. a banker must have a strong entrepreneurial skills to think innovatively and made decision at the spot. Innovation is key to success if staff is highly qualified and innovative they try to bring new innovations in organization good will of organization increases through its staff and their services their behaviors, if staff is innovative bank can get competitor edge over other banks. Your bank become market leader due to its innovations. You can attract maximum number of customers toward your bank and can enjoy the status of market leader with maximum market shares.

* **Resilience**

Banker must be resilient in nature a person who can easily overcome a difficult situation a person who can handle pressure and can work in intense pressure in banking sector the job is very tough routine is very boring you have to complete your daily task before leaving your desk this type of job sometimes make a person unsatisfied and less motivated. A resilient person can handle this situation easily.

* **Global out look**

A global outlook is very important in banking sector a person who can operate in international context give preference upon others. A banker must have knowledge of different languages so that he can deal worth international organizations. Global out is not about speaking to an international client in their language but also understand their market and their environment he have good knowledge of socio economic trends.

* **Enthusiasm**

In highly strict environment when two persons have equal qualification the job is given to most intellectually enthusiasm person. And in banking sector a banker should be most enthusiastic personality. How energetic you are while performing your task, self-motivation and self- management are also part of enthusiasm. Based on this characteristic you can get promotions and incentives.

* **Loyalty**

Show your loyalty for your organization as well as your customer. Bank demands your loyalty first. A banker keeps all records of its customer and his organization in organizations point of view he knows each thing about his organization if he is not loyal with his bank the bank can bear a savvier loss. And the same case is with clients. Banker have to build good and strong relations with his clients

* **Ability**
* Ability is the competency to do an activity either mental or physical. Abilities are not observed through actions it includes
* **Plan and organize work**

A banker has ability of planning and organizing things in a good manner.

* **Cognitive ability**

The ability to analyze problems and its causes is very important for the proficiency of any job. A banker have good sense of analyzing things and good cognitive ability. Cognitive ability is related to mind it is a mental process of understanding things and solving issues.

**5.4.6.2 Responsibilities undertaken by me:**

I undertake many responsibilities during internship visted almost all departments of bank. I spent one week in each department where I learnt as many things as I could. Every department hold me some responsibilities which enhance my area of knowledge and skills

* Filling of account opening form

I have filled the A/c opening forms of different customers .Filling of form which require all related data of customer it needs very care you have to pay fully attention while filling the customer account opening form

* Online filling of form

To generate the account number of customer online filling of form is require which also include very precision and care.

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* Posting the credit/ debit balance of all transitions in register

Bank have separate register for all record and timely maintained its registers I kept record of all registers and whenever found spare time I post the transactions in their registers

**5.4.6.3 Impact of internship on my life**

By doing internship I have learnt many things, which will defiantly help me in my future, plans if I will do my job in banking sector. The span of my knowledge increased after this activity I gain knowledge about the role of banking sector no nation can survive. The skills and knowledge i acquire during my internship will help me wherever I want to do job in future, because the application of knowledge is almost similar in other business related sectors. The overall internship program is very fruitful or me I have learnt many things, which were very Important for any job I have gained enough knowledge about my field.

**5.4.6.4 Correlation of classroom knowledge and internship activities:**

The activities which I performed during my internship are almost related to classroom knowledge. You were given different tasks and you have to complete these tasks in a given time period. The appraisals are according to your efforts which you put in your task or activity. If you perform good you are rewarded .

I knew the general accounting principles already but the application of these principles and knowledge is in the bank. Some activities are different which I had no idea before the internship . things were interested I gain a lot of knowledge with this internship program.

**6. Conclusion**

**6.1 (SWOT Analysis)**

“It stands for strengths, weakness, opportunities, and threats SWOT analysis is careful assessment of an organization’s internal strengths and weakness as well as its environment opportunities and threats.”

**Strength**

* It is the government bank it is operated by government it build trust of client on bank.
* All types of government accounts are operated by the bank
* It capture maximum market share by indirectly involving other banks and organization
* Salaries and incentives are timely paid to employees as they are satisfied with their organization
* It provides good working environment for his employees
* Its services are good and customers are satisfied
* ATM service of bank of Punjab is the fastest service in Pakistan
* Bank has good accountability over its employees like inspection team can check the branch whenever they want and it is unexpected
* They train their employees time to time
* The bank has good promotional strategy. It takes different test of employee and then promotes them .
* Promotion is also based on good performance
* Bank is starting giving its employees printed ties and baches for increasing their employee commitment toward organization by making them distinguishing among other banks.
* **Weakness**
* It don’t maintain lockers in all branches
* Relationship between employees is not very friendly
* Many employees are not satisfied with their pays
* There is lack of professionalism in employees of BOP
* It should hire its employees according to merit and their skills
* They don’t advertise their policies and schemes in electronic media
* Description of job and division of work is not properly defined
* They do not give much importance to their internees.
* Their software is very old thery should update their softwares.
* **Opportunities**
* They should take advantage of information technology because a lot of opportunities exist in technological advancement
* With the growth of economy many opportunities Aries for bank to expand its business by giving loans and making profits
* Most of the population is under 30 in Pakistan it give an opportunity to bring such innovative ideas which attract young generation
* **Threats**
* BOP is governmental bank so any change in rules and policies of government affects the bank
* Growth and popularity of other Pakistanis as well as foreign banks is biggest threat to the bank of Punjab
* Due to interventions of SBP bank cannot make its policies independently
* Any change in economic or political environment affects the bank.
* All other competitors are using electronic media for their popularity bank is lacking in this field

**6.2.2 General observation of sector**

I select banking sector for my internship . now a days banking sector makes more and profit due to providing new products and services for their clients. there is a tough competition among banks in Pakistan if one bank launch new products others want to launch more innovative then older. They are competing each other’s by using new technology. Banks have their research and development sectors where they invent new products.

bank of Punjab earned 5.6 billion during the first ten months of 2015 with comparison the last year 2014. It gained the huge rise of” 81%” during last year. Likewise the earning per share of the company also raise and reached at the rate of “ 2.35”.

During first ten months of the 2015 bank improved significantly in net interest margin of rs” 8.1 billion” as compare to “4.7” billion during related era of last year . it shows a registered growth of “72%.” The banks non markup interest income also touch near of 5.9 billion as comparison to the last year “1.9 billion” bank shows a tremendous development of” 211 %.”

Total assets of bank as on 30th September 2015 are increased to rs “456 billion” as compare to 31 December 2014 as 420 billion. The deposits of the bank reached at rs “357 billion” as compare to last year 31 December as “342 billion” Total investment and advance were documented at rs “189 billion” and rs “202 billion” respectively..

As they have a vision to take their product name in each and every corner of the country and enable the easy asses of every individual of the country to its banking products and services. Bank of Punjab has 371 online branches now counting “39 Islamic banking divisions “ spread through the country. Bank also has a huge network of ATMs providing 24 hours in 7 days banking services to their customers.

The bank is becoming more and more popular in Pakistan due to its fast and easily accessible services and its innovative products.

**6.2.2Conclusion**

Based on SWOT analysis and my own observation I conclude my internship program is Overall very interesting it enhances my knowledge about banking sector I learnt about activities and operations of bank. it gave me understanding about practical work .

Bank has its 90% of branches in Punjab it also integrates its business in other cities. bank is playing its own part in the development of country but it has lack of professionalism which is its major issue. If they overcome this problem, they can come in the ranking of top banks of Pakistan

**7 Recommendation**

* They should hire qualified staff because in market there is a tough competition on the basis of intellectual and human capital
* Professionalism is the quality that is lacking in BOP. They must teach their employees professional skills
* Communication system should enhances so that employees can share their thoughts with top managements
* HR planning should be done properly forecast and availability of hr should be according to business volume.
* Human resource department must take initiative for securing the future or career of their employee by training and development.
* Promotion criteria should be according to skills and qualifications and on seniority basis
* Salaries should be increased as increase in business volume
* There should be job rotation of employees. Many employees are working at one designation for many years which is not good.

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