

GENERAL ACTIVITIES OF AGRICULTURAL DEVELOPMENT

BANK LIMITED, LAGANKHEL BRANCH

An Internship Report

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Office of Dean

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Bachelor of Business Administration (BBA)

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DECLARATION

I hereby declare that I have completed internship report entitled “**GENERAL ACTIVITIES OF AGRICULTURAL DEVELOPMENT BANK (Lagankhel, Lalitpur)**” under the guidance of **Som Raj Khanal** in partial fulfillment of requirements for the degree of **Bachelor of Business Administration** at Faculty of Management, Tribhuvan University. This is my original work and has not been submitted to any university earlier.

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Signature:

TO WHOM IT MAY CONCERN

APPROVAL SHEET

This is to certify that the internship report

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Entitled:

**“GENERAL ACTIVITIES OF AGRICULTURAL DEVELOPMENT
BANK LIMITED, LAGANKHEL BRANCH”**

We found that Internship report satisfactory in scope and quality for the partial fulfillment of BBA Program, Faculty of Management, Tribhuvan University and thus, approved by the Approval Committee and has been forwarded for examination.

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TABLE OF CONTENTS

<i>DECLARATION</i>	<i>ii</i>
<i>TO WHOM IT MAY CONCERN</i>	<i>iii</i>
<i>APPROVAL SHEET</i>	<i>iv</i>
<i>ACKNOWLEDGEMENTS</i>	<i>v</i>
<i>TABLE OF CONTENTS</i>	<i>vi</i>
<i>LIST OF TABLES</i>	<i>viii</i>
<i>LIST OF FIGURES</i>	<i>ix</i>
<i>ABBREVIATIONS</i>	<i>x</i>
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Objectives	2
1.3 Methodology	2
1.3.1 Organization Selection	2
1.3.2 Placement	3
1.3.3 Duration	3
1.3.4 Activities Performed in the Organization	4
1.4 Limitation of the Study	4
CHAPTER II INTRODUCTION OF THE BANKING INDUSTRY	5
2.1 Background	5
2.2 History and Origin of Banking	6
2.3 Growth of Banking Sector in Nepal	7
2.4 Present Scenario of Banking in Nepal	8
2.5 Types of Bank	8
CHAPTER III INTRODUCTION OF ORGANIZATION	11
3.1 Agricultural Development Bank Limited (ADBL)	11
3.2 Vision, Mission and Objectives of ADBL	12
3.3 Organization Structure	12

3.4 Products and Services Offered by ADBL	14
3.4.1 Deposits	14
3.4.2 Loans and Advances	16
3.4.3 Other services provided by ADBL	18
CHAPTER IV ANALYSIS OF ACTIVITIES DONE AND PROBLEM SOLVED.	20
4.1 Activities Done	20
4.1.1 Customer Service Department.....	20
4.1.2 Remittance Department.....	25
4.1.3 Credit and Loan Department	27
4.2 Problems solved.....	28
CHAPTER V CONCLUSION AND LESSON LEARNT	30
5.1 Conclusion.....	30
5.2 Lesson learnt	30
REFERENCES	
APPENDICES	

LIST OF TABLES

Table 1.1: Duration of Internship.....	3
Table 2.1: List of financial institution in Nepal (2018).....	9
Table 3.1: List of Board Members.....	13
Table 3.2: List of interest rate and minimum balance for A/C opening	15
Table 3.3: List of fixed interest rate provided by ADBL.....	16

LIST OF FIGURES

Figure 3.1: The Organization Structures	13
Figure 3.2: Product and services of ADBL	14

ABBREVIATIONS

ABBS	Any Branch Banking Service
ADBL	Agricultural Development Bank Limited
ADSL	Asymmetric Digital Subscriber Line
ATM	Automated Teller Machine
BBA	Bachelors of Business Administration
BOD	Board of Directors
BLB	Branchless Banking
CDM	Cash Deposit Machine
FOM	Faculty of Management
GDP	Gross Domestic Product
SWIFT	Society for Worldwide Interbank Financial Telecommunication
TU	Tribhuvan University

CHAPTER I

INTRODUCTION

1.1 Background

Education has become the backbone of personal development as well as for the economic development of the country. Due to this reason, many schools and colleges have been established every day with various innovative courses as per the demand. Among the various universities governing the colleges, Tribhuvan University (TU) is one of the oldest universities of Nepal providing a wide range of streams in the educational sector among which management education holds a major position.

With the increasing demand of the management studies, TU has offered various management degrees under Faculty of Management (FOM). Among them the Bachelors of Business Administration (BBA) is one of the most popular program, which was established in 1996. The BBA program focuses on the development of the students through field visits, report preparation, presentation and of course, internship program.

The internship program offers platforms to compare differences in work styles and helps individuals to combine theory with practical work experience (Stephaine,2018). Internship is one of the important component and essential requirements of the four-year BBA Program. As per the course requirement of the BBA program, every eight-semester student must do the internship for eight weeks and prepare the internship report after the completion of the internship in the institution. The general purpose of internship program is to fulfill the requirement of the BBA program designed by the Tribhuvan University. Likewise, the internship provides golden opportunity to generate quality education because it enables us to learn, observe and understand the real corporate world. It may also help bringing out the hidden capability of students and make them able to face the internal as well as external environmental challenges (Hansen, 2001).

This project report has been prepared in accordance to the internship experience gained during the eight weeks in Agricultural Development Bank Limited, Branch Office (Lagankhel, Lalitpur). This report provides information about ADBL regarding working

environment and organization culture. It helps to know how internship program support the students to understand, identify and analyze the importance of organizational process, business environment and real work environment problems.

1.2 Objectives

The main objective of the internship program revolves around gaining insights into career opportunities through interaction, observation and work experience in the organization which further develops the confidence and ability to tackle various problems skillfully in the near future. The main objectives of the study are:

- To understand general activities performed at ADBL.
- To know about ADBL bank's service and their details.
- To get the practical exposure and understand the institutional cultures and value system of the corporate world.
- To gain practical insight of the real working conditions.
- To know about the operating procedures of different departments in a bank.
- To understand the applicability of theoretical knowledge on real work environment.

1.3 Methodology

A systematic approach and methodology are needed in order to do any type of study and prepare report on that study. An intense research has to be done in order to get the appropriate results. This internship report has been designed to give a clear picture of the operations performed in Agricultural Development Bank Limited.

1.3.1 Organization Selection

Internship program is considered to be very important as it provides opportunity to explore business world and gain practical knowledge. It is very tough phase to select organization for an internship. Among various business sectors, internee found banking sector fruitful for our internship. Banking sector matches the requirement and gives opportunity to learn about banking sector. For the internship program, I selected ADBL as it was one of the leading banks and I was confident that working as an intern in ADBL would be very fruitful. ADBL is Nepal's leading bank among commercial bank. It follows the organizational culture at the same time the bank has lots of respect for banking and its

applications. ADBL provides the environment that is necessary for any interning students. So, it pleasure with making the decision about internship at ADBL.

1.3.2 Placement

As per the general rule of being appointed as an internee, it is necessary to drop the college recommendation letter and personal application with Curriculum Vitae (C.V) in Human Resource Department of any desired organization and further a regular follow-up for the same is also necessary. Finally, with the same process and procedures, I choose ADBL for doing internship. Regarding the placement, I was appointed to conduct the internship at the branch office of Lagankhel, Lalitpur. The bank provided placement in Various Department. During the course of internship, I was placed in several departments like Customer Service Department, Loan Department and Remittance Department. Throughout the internship period I got an opportunity to deal with a sort of banking issues prevailing in different section of finance department.

1.3.3 Duration

As prescribed by the Faculty of Management, the duration of internship period has been defined for eight weeks. During this internship period of 8 weeks, starting from 16thJun to 15thAug, 2019. Timing of the internship was from 10.00 AM to 5:00 PM and it was from Sunday to Friday except in days of public holidays. During this period, placement was made at various departments of the bank such as Remittance Department, Customer Service Department, and Loan Department. This internship program has been very fruitful for an internee to get real life experiences of the banking activities of the organization.

Table 1.1
Duration of Internship

S. N	Worked Department	Weeks
1	Customer Service Department	3
2	Loan Department	3
3	Remittance Department	2
Total		8

1.3.4 Activities Performed in the Organization

The major functions I performed in Customer Service Department :

- Assisting customer to fill various forms (ATM, a/c opening, account closing, SMS banking, e-banking, new signature, card renew, KYC).
- Photo, signature card scanning and entering in software.
- Forwarding customer to respective department as per the requirement of customers.

Functions I performed in Remittance Department:

- Handling customer queries about remittance service.
- Providing, collecting and checking the web remit receipt and payment forms.
- Preparing drafts
- Helping the customers fill in details in the form.
- Preparing catalogue of overall files in this department.

The various functions performed in Credit Department are:

- Filling customer information form.
- Entry of performance, APG and Bid Guarantee.
- Entry regarding creditline.

1.4 Limitation of the Study

This study has been prepared on the basis of observations and experience gained during internship period. The following are the limitations of the study:

- The bank's policy on keeping some matters confidential prevented from analyzing different activities.
- The interpretation and conclusion were drawn within the limitations of individual's knowledge and judgment abilities and on the basis of data provided and other published and unpublished sources. So, it may lack the professional and expert touch.
- This study takes into consideration only about general activities and does not include the minor details about each and every activity performed in the bank due to the time constraint.
- Employers are too busy with their desk work so they have less time to make the intern understand the desk job and information.

Hence the above listed are all about the limitation of the study.

CHAPTER II

INTRODUCTION OF THE BANKING INDUSTRY

2.1 Background

Bank is a financial institution that deals with monetary transaction. It accepts deposits from surplus units and provides loan to deficit units. It collects scattered money from public in the form of deposit by providing them certain percent of interest and distributes the accumulated fund to others, who need money by charging certain percent of interest, which is usually higher than the interest that it gives to the depositors. But today in modern world, the meaning of bank is not limited to depositing and lending alone (Shrestha, 2008). Banking sector definitely plays a pivotal role in the overall development of an economy. The functions of modern banking system are multifarious in nature and owing to the shift in emphasis of the functions of bank a different stage of development.

Origin of the Word “Banking”

It is believed that the word Bank originated from the Latin word ‘Bancus’ meaning a bench. Similarly, some believe that it is originated from the French word ‘Banque’ and some to Italian word ‘Banca’ all meaning a bench. Some have stronger belief that it is originated from the German word ‘Banck’. Bank is a financial institution or organization, which deals with money and credit. Bank’s main function is to channelize idle resources into productive sector. Generally, an institution established by law, which deals with money and credit, is called a bank. Due to their critical status within the financial system and the economy generally, banks are highly regulated in most countries. Most bank operate under a system known as fractional reserve banking where they hold only a small reserve of the funds deposited and lend out the rest for profit (Thapa&Parajuli, 2010). Bank is a financial institution whose essential operation is to take deposit from public and lend money towards different productive sectors. It creates credit and also provides facilities to public. It is a financial service institution which plays a major role in the proper functioning of an economy (Manandhar, 2009).

Definition of Banking

Different economists and different associations have defined banking in different ways. Some of the popular definitions are:

According to Prof. Sayers, “Bank is an institution whose debts are widely accepted in settlement of other people’s debts to each other.”

“A bank is an organization whose principal operations are concerned with the accumulation of temporarily idle money of the general public for the purpose of advancing to others for expenditure.”(Oxford, 2001)

According to World Bank, “Banks are financial institutions that fund in the form of deposits, repayable on demand or in short notice.”

2.2 History and Origin of Banking

Mankind has always been seeking security and protection. This need has led him to scientific and technological development on one hand and banking development on the other. The first banking activity was that of merchant who made loans to the farmers and the traders that carried goods to the cities that was witnessed fin the dates back around 2000 BC in Assyria and Babylonia (currently Iraq). Later in ancient Greece and during the Roman Empire lenders based in temples would make loans but also added two important innovations; accepted deposits and changing money. During this period there is similar evidence of the independent development of lending of money in ancient China and separately in ancient India. Then, deposits initially consisted of grain and later other goods including cattle, agricultural implements, and eventually precious metals such as gold, in the form of easy-to-carry compressed plates.

The Banking made its first breakthrough as a public enterprise around the middle of the twelfth century in Italy and the Bank of Venice. The Bank of Venice was founded in 1157 as the first Public Banking Institution. Then, the establishment of the Bank of Barcelona and the Bank of Genoa in 1401 and 1407 respectively followed it. The Bank of Venice and the Bank of Genoa continued to operate until the end of the eighteenth century.

2.3 Growth of Banking Sector in Nepal

The banking history in Nepal has undergone a steady and systematic growth in the financial and economic field of the Nepalese life. Presently also the financial system is still in the evolutionary phase. The existence of unorganized money market consisting of landlords, Shahukars (rich merchants), shopkeepers and other local individual money lenders has acted as obstruction to institutionalized credit. Although these institutions were quite underdeveloped they primarily aimed at mobilizing funds from a wide range of different sources. The local individual, wealthy agriculturalist, landlords, merchants and traders conducted some fragmented and restricted banking activities along with their other business occupation.

Beginning of the “TejarathAdda”

Before the establishment of Nepal Bank Ltd, there was no organized financial institution in Nepal. Therefore, people had relied on borrowings from the unprincipled moneylenders who charged very high rates of interest and other dues. Meanwhile “TejarathAdda” was established which was fully subscribed by the government in the Kathmandu valley. The main reason setting up of this “TejarathAdda” was to provide credit facilities to the general public at very subsidized rate of interest i.e. 5 percent. The “TejarathAdda” disbursed credit to the people especially on the collateral of gold and silver (Thapa,2010).

Beginning of the Modern Banking in Nepal

After the establishment of “TejarathAdda” for many years neither there were any steps taken to locate other financial institutions nor there was any attempt made to expand the services of “TejarathAdda” to the other parts of the country beyond Kathmandu valley. As the “Adda” was established with the sole objectives of providing credit.

The UdhogParishad (Industrial Development Board) was constituted in 1936 A.D. It helped in opening new avenues for the commencement of banking, industry and commerce in Nepal and thus helped to improve the economic condition of the country. One year after its formulation in 1937 A.D. the “Company Act” and the “Nepal Bank Act” were formulated. In the same year, Nepal Bank Ltd, with the cooperation of Imperial Bank of India came in to existence under the “Nepal Bank Act 1937” as the first commercial bank of Nepal. NBL was the only banking institution until the establishment of another

commercial bank called ADBL Bank in 1966 A.D. ADBL, the another commercial bank in the country conducted a wide variety of commercial activities in the country.

Only after 1984, Private Banks were allowed to operate with a license. The Nepal Arab Bank, now Nabil Bank, was co-owned by the Emirates Bank International Limited, Dubai, the Nepalese Government and the Nepalese Public was the first joint venture bank established in 1984. Similarly, the 'Nepal Indosuez Bank', now 'Nepal Investment Bank' in 1987, was jointly owned by the French Banque Indosuez Bank, Nepal Grindlays Bank in 1990 (present Standard Chartered Bank) etc. are some beginner commercial banks in Nepal.

2.4 Present Scenario of Banking in Nepal

The Central Bank of Nepal is shrinking the number of banks and financial institutions (BFIs) and insisting on the BFIs to merge and for acquisition. Small development banks and financial institutions either go for mergers or are being taken over by commercial banks. No new license is being issued to banks and financial institutions by the central bank.

There are 28 commercial banks and 33 development banks in Nepal so far having paid up capital of not less than Rs 8 billion and Rs 2.5 billion respectively. These commercial banks and financial institutions have played significant roles in creating banking habit among the people, widening area and business communities and the government in various ways. Out of the 28 commercial banks, Agriculture Development Bank has the highest paid-up capital of Rs 13.93 arba which is followed by Nepal Investment Bank with a capital of Rs 10.64 arba. Nepal Credit and Commerce Bank has the lowest capital among the commercial banks of Rs 4.67 arba.(sharesansar.com).

2.5 Types of Bank

According to function and nature of bank, in Nepal banks are classified in following types:

1. Central Bank
2. Commercial Bank
3. Development Banks
4. Finance Companies
5. Micro Credit Development Banks

Table 2.1
List of financial institution in Nepal (2018)

Types of BFIs	Class	Numbers
Commercial Banks	A	28
Development Banks	B	33
Finance Companies	C	25
Microfinance Financial Institution& Saving Credit Co-operatives	D	79
		(65+14)

Source: Nepal Rastra Bank, 2018

1) Central Bank

The Nepal Rastra Bank (NRB) was established in Baisakh 14, 2013 B.S. (April 26, 1956 A.D.) as a central bank of Nepal to supervises the banks and financial institutions (licensed by the NRB) in Nepal and guides monetary policy. Nepal Rastra Bank was established in 1956 under the Nepal Rastra Bank Act, 1955, to discharge the central banking responsibilities including guiding the development of the embryonic domestic financial sector (Pathak,2016).

2) Commercial Bank (Class A)

A Commercial bank is a type of Bank / Financial Institution that provides services such as accepting deposits, making business loans, and offering basic investment products. Commercial bank can also refer to a bank, or a division of a large bank, which more specifically deals with deposit and loan services provided to corporations or large/middle-sized business – as opposed to individual members of the public/small business – Retail banking, or Merchant banks.

3) Development Bank (Class B)

The bank which is established for the development of different sectors like industrial, agricultural, infrastructural etc. by imitating the modern system and methodology through financial, technical and administrative assistance is known as development bank. Development banks in Nepal are playing vital roles for the development of economy status of Nepal.

4) Finance Companies (Class C)

In the context of Nepal, there were few insurance companies and Karmachari Sanchaya Kosh working as non-banking financial institution before enactment of Finance Company Act, 2042. Need of Finance Company Act was felt because unauthorized sector was collecting savings from the common public in the name of Upahar and Dhukuti programs. People showed great interest and enthusiasm in these programs but they were cheated by most of the organizers of these programs. Considering peoples' interest in such programs, benefit of mobilizing such savings in productive sector, banking sectors' inability to carry out capital market activities and to meet consumers' need for credit, government felt the need of finance companies and introduced Finance Company Act, 2042. However, no finance company set up till 2049 because the act came into being only in 2049 with some amendments.

5) Micro Credit Development Bank (Class D)

Nepal is a land locked developing country. Many people (25.2%) of Nepal are under poverty region. Most of the poor people lives in rural areas and have little opportunity. Micro finance (Micro Credit Development Bank) could help poor people who do not have any collateral, but willingness to work and a desire to do some business activities from which he/she will acquire employment as well as income.

CHAPTER III

INTRODUCTION OF ORGANIZATION

3.1 Agricultural Development Bank Limited (ADBL)

Agricultural Development Bank Limited (ADBL) is an autonomous organization largely owned by government of Nepal. With the main objective of providing institutional credit for enhancing the production and productivity of the agricultural sector in the country, the Agricultural Development Bank, Nepal was established in 1968 under the ADBN Act 1967, as successor to the cooperative Bank. The Land Reform Savings Corporation was merged with ADBN in 1973. Subsequent amendments to the Act empowered the bank to extend credit to small farmers under group liability and expand the scope of financing to promote cottage industries. The amendments also permitted the bank to engage in commercial banking activities for the mobilization of domestic resources (ADBL, 2017) .

Agricultural Development Bank Limited (ADBL) is a leading financial institution largely owned by Government of Nepal. The bank has been working as a premier rural credit institution since the last three decades, contributing a more than 67 percent of institutional credit supply in the country. Hence, rural finance is the principal operational area of ADBL. Furthermore, the bank has also been involved in commercial banking operations since 1984.

The enactment of Bank and Financial Institution Act (BAFIA) abolished all Acts related to financial institutions including the ADBN Act, 1967. In line with the BAFIA, ADBL has been incorporated as a public limited company on July 14, 2005. Thus, ADBL operates as a "A" category financial Institution under the legal framework of BAFIA and the Company Act, 2053.

The corporate office i.e. Head office is located in Ramshah path, Kathmandu and other branches are located in several parts of the country providing banking services to the local people.

3.2 Vision, Mission and Objectives of ADBL

Vision

To be the pre-eminent bank, providing services throughout Nepal.

Mission

To deliver comprehensive banking and financial services, capitalizing its extensive network in rural areas.

Objectives

To provide quality banking and financial services to clients adopting market driven strategy delivering sustained and competitive return on investment.

3.3 Organization Structure

The Board of Directors is the apex body of the bank. It formulates policies as well as strategies and provides guidance to the management. The Board comprises a total of nine members; four members representing Government of Nepal and four members representing individual shareholders. Besides, one member is nominated by the Board as per the BAFIA. The Board is supported by Audit Committee and Governance Sub-Committee in the area of internal control and good governance respectively.

The day to day operation of the bank is executed by the Chief Executive Officer. The Chief Executive Officer is closely assisted by four Deputy General Managers and 18 Division Chiefs. Moreover, Chief Executive Officer is supported by Assets and Liabilities Management Sub-Committee for various activities related to risk management.

The bank has three-tier organization structure consisting of Head office, Regional offices (ROs) and field offices. Field offices are further categorized into three levels; main branch, branch and sub-branch depending particularly upon their volume of business. The head office is the policy making body at the top, field offices are implementing units at the bottom and ROs with monitoring and supervisory role are in between.

ADBL is also operating a Central Training Institute (CTI) at corporate level in Bode, Bhaktapur under Head Office Structure and five Regional Training Centers (RTCs) with residential facilities in five development regions. The CTI and RTCs conducts training and seminars particularly for enhancing abilities and skills of organizational members.

Structure describes the hierarchy and position within an organization. The organizational structure of ADBL is presented below:

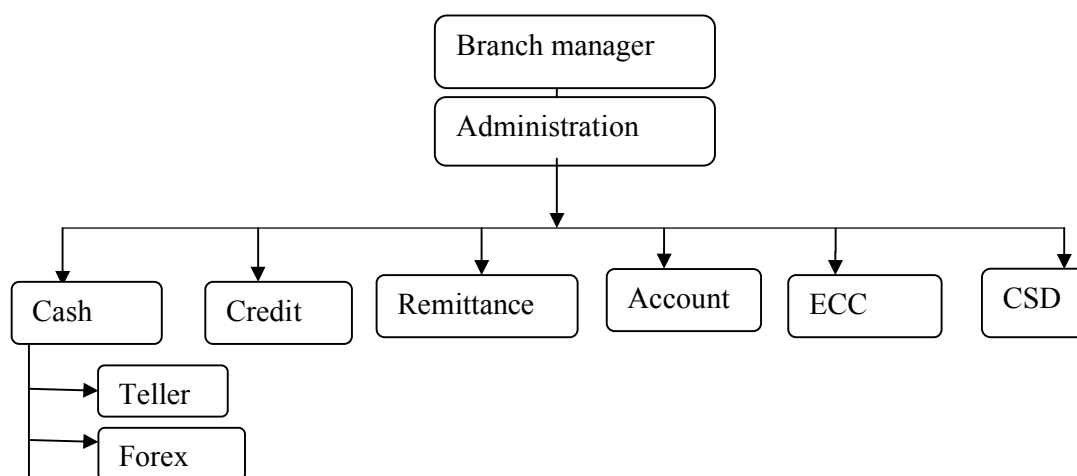


Figure 3.1: The Organization Structures

The Internal Audit Department monitors the work of the branches and regional offices. The organizational structure of ADBL is presented in Table 3.1.

Table 3.1

List of Board Members

SN	Designation	Name of directors
1	Chairman	Mr. Chettra Bahadur Sejuwal
2	Director, Nepal Government	Mr. Janak Prasad Acharya
3	Director, Nepal Government	Mr. Raghuram Bista
4	Independent Director	Mrs. Indira Shrestha
5	Director, public	Mr. Sajeeb Poudel
6	Director, public	Mr. Hari Prasad Parajuli
7	Director, public	Mr. Binod Kumar Guragain

ADBL is also operating a Central Training Institute (CTI) at corporate level in New Baneshwor under Head Office Structure and five Regional Training Centers (RTCs) with residential facilities in five development regions.

3.4 Products and Services Offered by ADBL

As commercial banks, the major products and services are loans and deposits schemes. Besides them, fund transfer, ATM services, ABBS, branchless banking, etc. are also the major products and services of ADBL. The overall products and services are shown below:

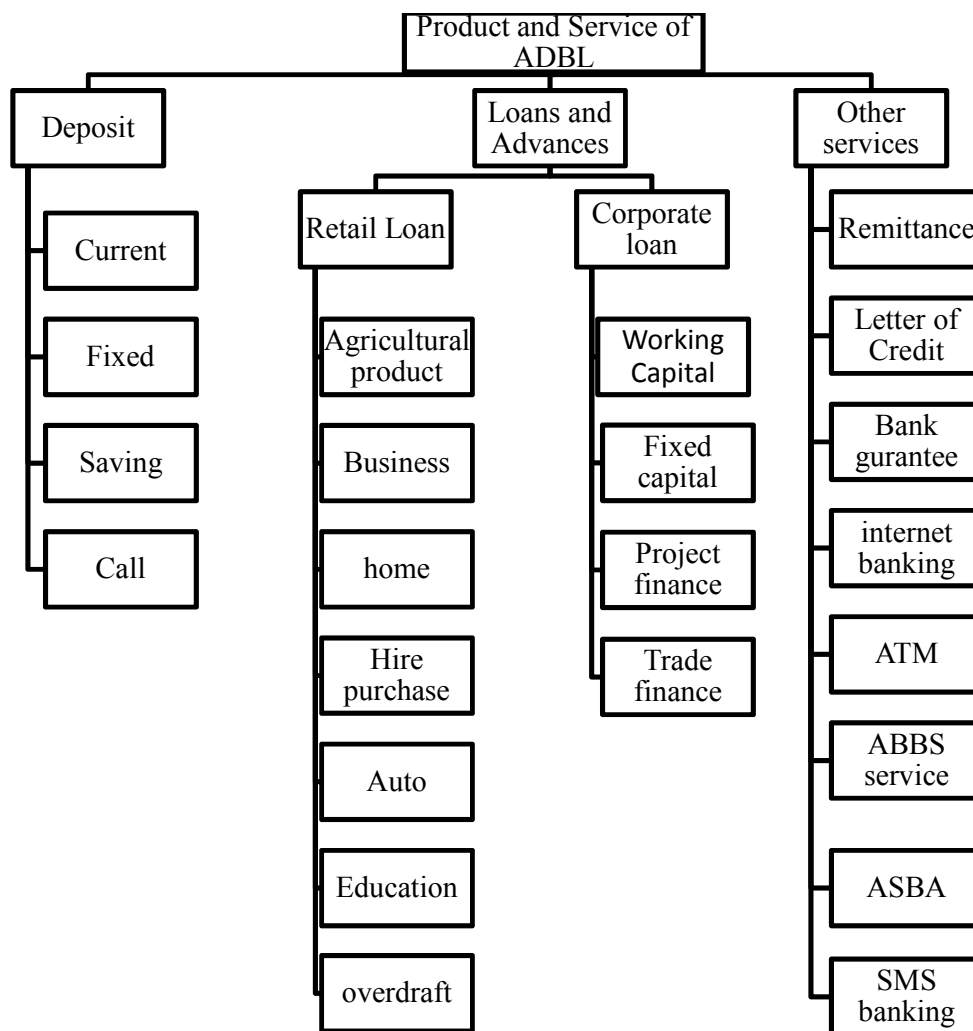


Figure 3.2: Product and services of ADBL

3.4.1 Deposits

ADBL has introduced various personalized products and services that harmonized different banking requirements of its customers. Designed with arrays of features, deposit products of NSBL are one of the best in the market. The deposit base comprises of various types of depositors ranging from general public, business houses to institutional depositors.

At present the following deposit services are provided by ADBL:

Current deposit

ADBL's current account saves you the hassle of carrying cash. Mainly this account is intended for business/corporate houses, this account can be opened from our commercial banking branches throughout the country. This account is non-interest bearing and it comes with a cheque-book-you just need to write a cheque whenever and wherever it's convenient.

Saving deposit

Saving deposit account can be opened in any of our commercial branches. Your interest is calculated and credited to yours saving account on minimum daily balance. Initial deposit ranges are depending upon the branch and its level. Any balance below minimum amount will be liable to incidental charges as fixed by the bank from time to time. Customer opening this account gets a free cheque book. The bank offers Any Branch Banking facilities (ABBS) to its customer.

The interest rate and minimum balance for opening an account in ADBL can be shown in the table:

Table 3.2

List of Interest Rate and Minimum Balance for A/C Opening

Savings Deposit	Interest Rate	Minimum Balance
Saving Account	5.5	500
Sambridhi saving	6	25000
Baa-Ama Saving Account	6.5	50000
Chetansil Nari Saving Account	6	1000
Kishan Saving	6	1000

Fixed deposit

- a) Fixed Deposit can be opened with a minimum balance of NRs. 10,000
- b) Payable on maturity
- c) Penal interest is levied on withdrawal of fixed deposit prior to maturity
- d) Interest is payable quarterly
- e) Tax is deducted at source from the interest on saving deposit as per the income Tax Act, 2058 (2001)
- f) Nomination facility is available

g) Strict confidentiality is assured

The interest rate for fixed deposit can be shown as below:

Table 3.3

List of Fixed Interest Rate Provided by ADBL

Fixed Interest Rate	% P.A.
1 Year(Normal)	9.25
1 Year(Senior)	9.75
3 Years to 5 Years(Normal)	9
3 Years to 5 Years(Senior)	9.5

3.4.2 Loans and Advances

Agricultural Development Bank has different types of lending products which are as follows:

A. Retail Loan

Retail lending is the practice of loaning money to individuals rather than institutions. Retail lending is done by banks, credit unions, and savings and loan associations. These institutions make loans for automobile purchases, home purchases, medical care, home repair, vacations, and other consumer uses.

Retail loan provides finance to fulfill your personal needs. ADBL provide following retail loan facilities

- **Agricultural product loan:**

The loan proceeds may be used for financing a land purchase, farm machines and equipment's, supplies like fertilizers and seeds, poultry, livestock and other similar items.

- **Home Loan:**

The bank provides the housing loan facilities for the construction of house for both residential and commercial purpose and also for the repair, extension, renovation of existing building.

- **Vehicle Loan:**

The bank provides the vehicle loan facilities for the purchase of new vehicle for both commercial and residential purpose. It also provides finance for purchased of used vehicle for both commercial and residential purpose.

- **Educational loan:**

The bank provides the finance to support for the customers education. This finance is provided against the cost of admission and tuition fees, deposit sum, travelling expenses incurred while going abroad for studies, books cost and living expenses.

- **Business loan:**

The business loan provides finance to support or expand you existing business and also to start up your new business. ADBL provide full range of banking solutions to meet your financing needs.

- **Hire purchase loan:**

Hire purchase is a type of contract of purchase in which the seller/financier rents the asset for an agreed period of time in return for a set of monthly installments. The buyer obtains ownership only when the full amount of the contract has been paid to the financier/seller of goods.

- **Overdraft Loan:**

The ADBL provides both revolving (OD) and fixed tenure long term loan (term loan) to fulfill the various personal needs of the customers. The nature of personal loan depends upon the requirement of the customers.

- **Auto loan:**

ADBL's Vehicle Loan with its attractive features and simplicity in processing has been designed with a view to fulfill the dreams of professionals, self-employed, business executives and business houses/individuals who wish to own a vehicle of their own. Under this product, ADBL provide loans facility to purchase new/used vehicles as well as for commercial purpose. It's fast, convenient and hassle-free.

B. Corporate loan:

Corporate loans are loans made to businesses for a specific business purpose. There are many types of corporate loans, and lenders change interest rates for these loans based on risk and market conditions, just like individual loans.

- **Working capital loan:**

A working capital loan is a loan that is taken to finance the everyday operations of a company. Working capital loans are not used to buy long-term assets or investments and are, instead, used to cover accounts payable, wages etc.

- **Fixed capital loan:**

The Fixed Asset Loan is a loan granted to the corporate borrower for the purpose of new construction, expansion, renovation, and/or purchase of fixed assets.

- **Project finance loan:**

Project finance is the financing of long-term infrastructure, industrial projects, and public services, based on a non-recourse or limited recourse financial structure, in which project debt and equity used to finance the project, are paid back from the cash flow generated by the project.

- **Trade finance:**

Trade loans are flexible, short-term borrowing facilities, linked to specific import or export transactions. They are available for firms regardless of the method they use to trade, whether open account, collections or documentary credit basis.

- 1) Livestock Loan
- 2) Small and Cottage Industry Loan

3.4.3 Other services provided by ADBL**1. Cash deposit and withdrawal**

Customers withdraw and deposit cash on their own will in cash department. If the customer has to withdraw more than 10 lakh, they should inform to the cash department a day earlier.

2. Remittance

The fund can be transferred from one place to another, both domestic and international. This facility is used for import/export trade. The payment and receipt in Nepalese and foreign currency can be performed.

3. Bank Guarantees

It is a non-funded facility provided by the bank for its valued clients. There are bank guarantees such as bid bonds, performance bond, advance payment guarantee, custom guarantee, back-to-back letter of credit and credit guarantee.

4. ATM Services

The ATM services provided by the bank are cash withdrawal, fast cash, statement or balance inquiry, and pin code change for the customers.

5. SMS banking

ADBL provides SMS (Short Message Service) Banking service to its valuable Customers. ADBL provides the service from all computerized branches. In SMS Banking service, customer can get account information easily by sending SMS. ADBL SMS banking service also provides the extra services to its valuable customers such as New Product information of bank, Loan alert messages and cash withdrawal notification on customer's request.

6. Any Branch Banking Services (ABBS)

ADBL is now having largest ABBS network with all branches throughout the country. In this banking service, customer having account with ADBL can access their account from any RBB branches which are online or within the network with central node. In ABBS facility customer can deposit, withdraw and remit money from any one branch, which are connected with central node.

7. Internet Banking

Now ADBL is just a click away. Customers can access their account in Agricultural Development Bank Ltd. on their desktop, from any place. ADBL Internet Banking provides wide coverage of services in order to facilitate valuable customers. Balance cheque, utility payment, fund transfer, statement print etc. are some of the facilities under this service.

CHAPTER IV

ANALYSIS OF ACTIVITIES DONE AND PROBLEM SOLVED

4.1 Activities Done

During the internship period in ADBL, there was a rotation system among interns where internee was placed in Loan Department, Remittance Department and Customer Service Department (CSD). However the opportunity to work under different department was very fruitful for the interns as the internee got an overview of the entire major task undertaken at respective department even in short span of time.

4.1.1 Customer Service Department

Customer service is the front desk of any organization, where customers make the first contact with the bank. The image and reputation of the bank depend upon the effective functioning of this department. Customer service is the process by which an organization delivers its products and services to the customers. The staff deployed in CSD should have a fair knowledge of banking so that they may be able to answer any questions raised by the customers. Attracting the potential customers and retaining the existing customers are intended by CSD.

As an intern I had performs various activities in CSD and some of them are described below:

Customer Counseling

Customer counseling is most important functions of customer service department. The efficiency of the customer service department or an organization is the outcome of the quality of the customer counseling that it provides. There are various kinds of products and services available in this organization. This department is also responsible for providing detail information regarding these different products and services.

Staffs in CSD should have information about the various products of the bank and should have good communicating skills as to answer the queries of the customers correctly, precisely and politely.

Account operation

Accounts can be opened in two ways:

1. Individual Account

Any individual capable of entering into a contract can open accounts with the bank. Lunatics, insolvents, drunkards cannot enter into the contracts. Naturally, they cannot be the account holders. Illiterate person, blind, trustee can open accounts, but special attention should be paid to such accounts. Likewise, bank open accounts in the name of minors but they have to be operated by guardians till “minors turn into “majors”.

There are various types of individual accounts such as:

- a) Personal NPR Account, Personal USD Account and can open account in all convertible currencies directed by NRB (For Nepalese and Foreign Citizen)
- b) Joint NPR Account (For Nepalese Citizen)

The basic requirements for opening Personal Account:

- a) Fill in the application form
- b) Agree with the terms and conditions of the bank
- c) Sign the specimen cards
- d) Certified True Copy of Identification Document i.e. Citizenship or Passport
- e) Three photographs of account Holder
- f) Introduction by existing account holders

In case of Foreign National:

- a) Certified true copy of Passport
- b) Documents should be certified from concerned Embassy
- c) Certified True copy of valid Visa
- d) All documents of personal account for all the joint parties

In case of Joint Account:

- a) The party who has not filled the regular account opening form must fill up the addendum
- b) No objection for anyone signature form must be filled

After ascertaining completion of above said documents, the bank assigns an account number, accepts the deposit in the deposit slip (voucher) and issues a checkbook and card to individual(s).

In the case of the illiterate, thumb impression is obtained in the specimen card. Moreover, s/he is required to furnish photograph as well. No checkbook is issued and the account holder is required to visit the bank in person for withdrawal. Terms and conditions should be explained.

2. Corporate Account

There are 4 types of corporate account and documents required for these accounts are as follows:

a) Proprietorship Account:

A business firm registered in the name of a person/proprietor is known as the sole proprietorship firm. The proprietor enjoys all the profit and bears all the loss from the operation of the business.

- i. Registration Certificate
- ii. PAN Certificate
- iii. Citizenship Certificate/Passport

b) Partnership Account:

A business firm registered in the name of more than one individual is known as a partnership firm. The proportion of the share of benefit and loss among the partners is mentioned in the partnership deed.

- i. Registration Certificate
- ii. Citizenship Certificate/Passport (of partners)
- iii. PAN Certificate
- iv. Registered Partnership Deed

c) Corporate Account:

Companies can be both private limited and public limited. They are called limited because their members are limited to the number of shares they hold in the company.

- i. Registration Certificate

- ii. Citizenship Certificate/Passport of Authorized Signatories
- iii. PAN Certificate
- iv. Memorandum and Articles of Association
- v. Board Resolution

d) Account of Institutions/Association/Societies:

Various clubs, social institutions, NGOs, INGOs, projects, different bodies of governments also open accounts with the banks.

- i. Registration Certificate
- ii. Citizenship Certificate/Passport (of partners)
- iii. PAN Certificate (if applicable)
- iv. Constitution and By-Laws
- v. Citizenship/Passport of Authorized Signatories

Points to follow while opening Corporate account:

- a) Legal status of the account holder should be examined to open accounts.
- b) Original documents should be checked and a certified copy should be retained.
- c) Any blank space in the “instruction” and “specimen card” column should be crossed.
- d) An account number is to be assigned.
- e) Deposit to be accepted in the deposit slip (voucher) and a copy to be returned to the account holder.

For fixed deposit account, just an application form is to be filled out as the account holder must normally have any account maintained with the bank. Bank issues a Fixed Deposit Receipt as a proof of having accepted fixed deposit.

Account Closing Procedure:

Opening an account is a contract between the bank and the account holder while closing the account is termination of the contract. The account can be closed with mutual consent, with a notice by the account holder with or without assigning any reason, with prior notice by the bank with valid reason and at the instruction of legal authority.

Different ways of closing the account have been explained below:

1. At a request of the Customer:

If the customer requests for the closure of the account, the bank closes the account after setting off any due to/from the customer. It is the normal practice to receive unused check leaves and cards and other facilities from the account holders.

2. At the initiative of bank:

The bank can close the account with a prior notice to the account holder assigning a valid reason. Bank blocks the operation in the account under following circumstances:

- a) In the case of a valid notice of lunacy or death of the account holder.
- b) In the event of insolvency/liquidation, the credit balance should be transferred to the official assignee.
- c) In the case of receipt of assignment, the letter issued to the third party by the account holder.
- d) In case of the letter received from judicial authority or NRB

A fixed deposit account is automatically closed once the deposit matures. Interest is transferred to nominee accounts directly while the principal is transferred on submission of original fixed deposit receipt.

Points to ensure while closing the account:

- a) Account closure request has been signed by the authorized signatory (ies).
- b) Any due to/from the customer has been set off.
- c) ATM cards and unused check leaves are received from the customers and shredded.
- d) The reason for account closing is received.
- e) To the extent possible, authorized signatory should be asked to visit the bank in person.

Distribution Activities**Statement Print:**

One of the major works done in CSD is to print the statement for customers. Customers are required to fill the inquiry form which contains the Name, Account number, date and authorized signature of the customer in order to get the bank balance statement. Bank balance statement shows the amount deposited and withdrawn by the customers. Bank normally provides the statement paper free of cost. Customers usually wish to take the monthly statement.

Benefits of Statement:

- a) To help customer know about the use of the fund in a chronological manner.
- b) To act as an evidence if any discrepancy occurs in the transaction.
- c) To assist customers in knowing a different kind of charges charged by the bank.

Provided Balance Certificate

Balance certificate is also issued through CSD. Balance certificate is issued by the bank to the customers in order to certify the balance maintained in the account of customers. Balance certificate act as a proof that the concerned customers have the mentioned balance in his/her account. Balance certificate is specially issued by the individual customer's in order to present as evidence to the Embassy if they are trying to go abroad.

Issuance of Cheque Book

Today cheque works as closely as paper money. It can be taken from one place to another easily. Most of the commercial banks, development banks, financial institutions and the co-operative accept cheque of each other easily. The cheque is issued to the customer after he/she opened the account in the bank as per his/her request. The number of cheques issued to the customer according to the customers' requirement. If the customer requested for new cheque book for the second time s/he should fill the requisition form which is placed at the end of the checkbook. Before receiving the checkbook, the account holder should sign in cheque register and requisition slip. Then account holder's signature is verified by TEMNOS T24 system and when signature matches s/he gets the new cheque book. In case if requisition slip is loosed, the account holder should pay the extra charge of Rs 200 to get the new cheque book and the charge is debited from the customer account. If the customer does not have either cheque or ATM card for withdrawing money in the time of need, the bank provides withdrawal slip.

4.1.2 Remittance Department

Remittance is the main source of government revenue. Every year about two billion dollar flows into Nepal from foreign country. Agricultural Development Bank Limited (ADBL), operating under the guidelines set by The Government of Nepal and Nepal Rastriya Bank (the Central Bank of Nepal), offers one of the safest and the most secured means of money transfer to Nepal. Remitter scan send money to ADBL from any part of the globe through

our correspondent banks, exchange houses and banks in the Middle East and using ADBL remit, or in-house remittance software. ADBL has also been providing remittance services of other remits such as IME, Prabhu money Express, Prithvi remit, Money gram, Western Union Money Transfer, Siddhartha remit, Himal remit, Sewa remit, City Express remit, Express remit.

During my period of internship, I was placed for 2 week in Remittance Department. During that period, I was given the chance to perform then following activities:

- a) Made payment to the customers receiving money from various parts of the world through Money Gram, SWIFT and Prabhu Money Transfer.
- b) Recording and filing of SWIFT entries.
- c) Photocopying the required documents.
- d) In addition to International Remittance ADBL also offers Domestic Remittance to its customers where both receivers and senders may or may not have to maintain any kind of account in any of the ADBL branches.

Inward Remittance

Remitters who are abroad can transfer money payable from ADBL through:

Western Union Money Transfer Services. One can remit money within Nepal through ADBL REMIT, starting from August 2008.

Bank Transfer

Customer can use SWIFT Code for bank transfer. The SWIFT Code of bank is: ADBLNPKA (While sending money through SWIFT, A/c No, Name of beneficiary and branch should be mentioned) The SWIFT Code of bank is: ADBLNPKA (While sending money through SWIFT, A/c No, Name of beneficiary and branch should be mentioned).

Outward Remittance

ADBL has been transferring money (Indian Currency) to major cities of India by issuing draft which is payable either by Standard Chartered Bank or ICICI bank on the request of the customer.

Others functions performed by me on remittance department:

- Handling customer queries about remittance service.
- Providing, collecting and checking the web remit receipt and payment forms.
- Preparing drafts
- Helping the customers fill in details in the form.

4.1.3 Credit and Loan Department:

ADBL provides various types of Loans and Advances designed to suit the varied requirements of Industrialist, Business Houses, Professionals, Entrepreneurs and Individuals. The following loan schemes are provided:

1. Term Loan

ADBL offers Term loan to finance capital expenditures for any business. The loan can even be extended to finance part of permanent working capital needs. The loan is extremely competitive and the repayment tenure of loan is flexible to match cash flow from the business.

2. Working Capital

ADBL offers to finance the current assets (working capital) of an organization. It can avail loan to finance permanent as well as seasonal need of working capital. The loan will be initially approved for one year or lesser period and can be renewed on annual basis or after mutually agreed period, based on your account's performance.

3. Hire Purchase Loan

ADBL provides loan for financial assistance to purchase own motor vehicles. ADBL finance up to 90% of the vehicle price at attractive interest rate is repayable within 5 years in equated monthly instalment.

5. Privilege Loan

The bank has been providing Salary Management service to various corporate entities. The Privilege Loan is available to the employees of the entities where the bank has Salary Management Agreement. The loan can be sanctioned to finance land purchase, building construction / renovation, home finishing / furnishing, vehicle purchase (private), children

education, meeting social / family obligations, vacation tour, medical treatment of the family member, etc

6. Other loans

ADBL has been able to serve its customers according to their suitability and need. Considering the various aspects of borrower, loan schemes are further categorized as Home loan, Education loan, overdraft, vehicle loan, hypothecation loan, Packing credit and Loan against securities.

4.2 Problems solved

CSD and problems are not- detachable terms. One of the main functions of CSD is to solve the problems. During the internship period, the following problems were solved:

a) Problems related to the wrong information and incomplete information:

Most of the customers had to face the problems due to the wrong information provided by other customers or due to the incomplete information. So, the major responsibility of the CSD officer is to handle those customers and solve their problem by either providing the factual information or by providing the complete information as per their peculiarity of the case.

b) Problems related to the non-clarity of information:

Sometimes, the customers misunderstood the unclear information and the CSD officer is responsible to clarify the information to the customer.

c) Problem-related to the change of rules and regulations:

The rules related to the operation of the banks, the interest rates, the charges are revised time to time to cope with the dynamic environment but the customers don't easily accept the change. Hence the CSD officer should inform the customer about the change, its need and relevance to the organization which is really a hard and tedious job to perform.

d) Problems related to the service provided and mistakes done by the other employees:

Sometimes the other employees commit mistakes and make the customer dissatisfied. In that situation, the CSD officer handles the grievances of the customers.

e) Problems related to the mistakes due to the error in the system:

Sometimes due to various reasons, the customer's account would be debited twice for the same charge or something similar to this occurs. Also, sometimes the ATM Machine doesn't provide the cash but the account is debited. This and other these kinds of system errors makes the customer dissatisfied and hence the dissatisfied customer arrives at the CSD and this kind of problems are to be handled by the CSD officer.

f) Problems related to the misunderstanding of the customers:

Sometimes the customers aren't fully aware of the services and products and their features and they misinterpret the bank. The expectation of customer sometimes makes the customer unhappy and the customer starts perceiving the bank in a negative way so the CSD officer should solve that kind of situation and prevent the bank from losing its customers.

CHAPTER V

CONCLUSION AND LESSON LEARNT

5.1 Conclusion

Banking industries now have been the most essential component that circulates the necessary products and services as per the needs of the society. Besides banks create the environment for income generation in order to raise the standard of living of the poor populace and enhance the industries for production for the big producers. The development of the banks has improved the banking as well as the economic condition of the country. It has helped to improve the economic condition of the people and provided the security to the funds available to the people.

Agricultural Development bank is one of the well-known names in banking sector with its 150 branches all over Nepal. ADBL has come up with new and more viable strategies to capture Nepalese commercial environment. This bank has a promising future if it is able to move along the market demand.

Bank operates its business within the society and cannot be isolated. It has certain duties towards society and the other institutions. Therefore, Agricultural Development Bank is providing space to the students from different areas, and has been doing tremendous job as the part of institutional relationship.

As for me it was a great exposure to work as an intern at ADBL. It brought me the practical knowledge that I lacked and gained me some experience that I needed. I now have both theoretical and practical knowledge on banking activities. This internship really helped me to develop the managerial and interpersonal skills and at the same time boost up the confidence level. During this period I learned to perform jobs in a team and to socialize with people.

5.2 Lesson learnt

The duration of internship lasted for around two months and during the course of the internship there were various lessons that intern was able to learn. This internship was a

great opportunity for an intern to face real-life work scenarios after four years in the classroom, and it must be said that it was a great learning experience. Some of the lessons learnt during this time as an assistant trainee at ADBL could be summarized as follows:

Human Resource Relationship

There is cooperation and coordination between the employees within each department and even in between the departments. There is friendly working environment among the staffs and the supervisors. There is two way communication, the staffs are free to give the suggestions and advices. There is no hierarchy within the department, each department work as a team.

Develop communication skills

Regular interaction with the shareholders has helped me a lot in developing a communicating skill. I learned to be calm under the adverse conditions and tactfully handle the complex situation and to handle the grievances of the customers.

Knowledge about the organizational environment and work culture

Employees of the bank are very helpful and cooperative as they are always there to help their customer. The environment is very friendly and I felt so comfortable working there. They never let me feel that I was just an intern. I was able to make a good relation and great bonding with them.

Build-up confidence

Internship program too helped me to build up my confidence. I used to feel nervous, uncomfortable while dealing with people and Regular interaction with the staffs of ADBL.

Developed Teamwork Skills

This internship helped me to work in team. Banking requires a great deal of teamwork and integrity within the departments. During internship period almost all activities performed were based on teamwork which has developed an efficient team work skills that has helped to solve assigned task properly and in productive way working as a team member.

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APPENDICES

Annex 1: List of Commercial Banks

S.No	Names	Operation Date
1	Nepal Bank Ltd	1937 A.D
2	Rasthya Banijya Bank Ltd	1966 A.D
3	Agriculture Development Bank Ltd	1968 A.D
4	Nabil Bank Ltd	1984 A.D
5	Nepal Investment Bank Ltd	1986 A.D
6	Standard Chartered Bank Ltd	1987 A.D
7	Himalayan Bank Ltd	1993 A.D
8	Nepal SBI Bank Ltd	1993 A.D
9	Nepal Bangladesh Bank Ltd	1994 A.D
10	Everest Bank Ltd	1994 A.D
11	Kumari Bank Ltd	2001A.D
12	Laxmi Bank Ltd	2002A.D
13	Citizens Bank International Ltd	2007A.D
14	Prime Commercial Bank Ltd	2007A.D
15	Sunrise Bank Ltd	2007A.D
16	Mega Bank Nepal Ltd	2010A.D
17	Century Commercial Bank Ltd	2011A.D
18	Sanima Bank Ltd	2012A.D
19	Machhapurchhre Bank Ltd	2012 A.D
20	NIC Asia Bank Ltd	2013 A.D
21	Global IME Bank Ltd	2014 A.D
22	NMB Bank Ltd	2015 A.D
23	Prabhu Bank Ltd	2016 A.D
24	Siddhartha Bank Ltd	2016 A.D
25	Bank of Kathmandu Ltd	2016 A.D
26	Civil Bank Ltd	2016 A.D
27	Nepal Credit and Commerce Bank Ltd	2017 A.D
28	Janata Bank Nepal Ltd	2017 A.D

