

CUSTOMER SERVICE ACTIVITIES OF SUNRISE BANK LIMITED

Thecho branch

An Internship Report

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Submitted to

Faculty of Management, Tribhuvan University

In partial fulfillment of the requirements for the degree of

Bachelor of Business Administration

at the

Patan Multiple Campus
Tribuvan University

Patandhoka, Lalitpur

November, 2019

DECLARATION

This is to certify that I have completed the Internship report entitled “Customer Service Department of Commercial Bank.” under the guidance of Respected sir Machhindra Thapa in partial fulfillment of the requirements for the degree of Bachelor of Business Administration at Faculty of Management, Tribhuvan University. This is my original work and I have not submitted it earlier elsewhere.

.....
Sandesh Silwal
November, 2019

Attach your internship letter here

APPROVAL SHEET

This is to certify that the internship report

Submitted by:

Sandesh Silwal

Entitled

CUSTOMER SERVICE DEPARTMENT OF SUNRISE BANK NEPAL LIMITED

I/ We certify that I/ We have read this document and in my opinion, it is satisfactory in scope and quality area as an internship report in partial fulfillment for this undergraduate course, Bachelor of Business Administration (BBA) Held at a Patan Multiple Campus, Tribhuvan University.

Supervisor

Name.....

Signature

Designation.....

External Supervisor

Name.....

Signature.....

Designation.....

Head, Research Committee:

Name.....

Signature.....

Designation.....

ACKNOWLEDGEMENTS

This report has been prepared as per the requirement of the degree of bachelor in business administration (BBA). The prominent role to assist us in this process goes to all my teachers without whom this project would not have been accomplished successfully.

I would like to thanks Patan Multiple Campus for providing me an opportunity to do internship in Sunrise Bank Limited to enhance my learning. I am also thankful to all the faculty members of Patan Multiple Campus for their valuable suggestion in preparing this report.

I am also thankful to the all the staffs of Sunrise Bank Limited for their warm welcome, overwhelming response and cooperation shown during my internship period. I would like to acknowledge to all my friends for their kind support in preparing this report.

At last I owe a debt of gratitude to my parents for their continuous encouragement in completing this study.

Sandesh Silwal

TABLE OF CONTENTS

DECLARATION	ii
TO WHOM IT MAY CONCERN	iii
APPROVAL SHEET	iv
ACKNOWLEDGEMENTS	v
TABLE OF CONTENTS	vi
LIST OF TABLES	viii
ABBREVIATIONS	ix
Chapter I	1
Introduction	1
1.1 Background	1
1.2 Objective of the Study	1
1.3 Methodology	2
1.4 Selection of the Organization	2
1.5 Placement	2
1.6 Duration of Internship	2
1.7 Information Collection Methods	2

1.8 Limitations of the Study	3
CHAPTER TWO	4
INTRODUCTION OF BANKING INDUSTRY	4
2.1 Introduction of Bank	4
2.2 Origin of Bank	4
2.3 History of Banking Development in Nepal	5
2.4 Need of Banking	5
2.5 Types of Bank	5
2.7 Functions of Commercial Banks	7
2.8 Present Scenario of Commercial Banks in Nepal	7
CHAPTER THREE	9
ORGANIZATION PROFILE	9
3.1 An Overview of Sunrise Bank Limited	9
3.2 Organization's Missions and Objectives	9
3.3 Major Markets and Customers:	9
3.4 Organization Structure of Sunrise Bank Limited	10
3.5 Product and Services	11
3.5.1 Deposits	11
3.5.2 Loans and Advances	12
3.5.3 Suryodaya Remit	13
3.5.4 Locker	13
3.5.5 Branchless banking	13
3.5.6 Internet banking	13
3.5.7 Mobile banking	13
3.5.8 Extension counter	13
3.6 SRBL Branches and Networks	13
3.7 SWOT Analysis of SRBL	14
CHAPTER FOUR	15
ANALYSIS OF ACTIVITIES DONE AND PROBLEM SOLVED	15
4.1 Activities Performed	15
4.1.1 Activities Performed in Different Department	15
Customer Service Department (CSD)	15
Clearing Department	19
Loan Department	20

4.2 Problem Solved	20
CHAPTER FIVE	22
CONCLUSION AND LESSONS LEARNT	22
5.1 Conclusion	22
5.2 Lesson Learnt	22
5.3 Observed Gap	23
5.4 Feedback to SRBL	23
5.5 Feedback to the College/University	24
BIBLIOGRAPHY	25

LIST OF TABLES

Table 1: Duration of Internship	2
Table 2: Organisation Structure of SRBL	10
Table 3: SWOT Analysis of SRBL	14

ABBREVIATIONS

ABBS	- Any Branch Banking Services
ATM	- Automated Teller Machine
BAFIA	- Banking And Financial Institutions Act
CIB	- Credit Information Bureau Record
CSD	- Customer Service Department
ECC	- Electronic Clearing Cheque
KYC	- Know Your Customer
LC	- Letter of Credit
M-Banking	- Mobile Banking
MICR	- Magnetic Ink Character Recognition Code
NCHL	- Nepal Clearing House Limited
NRB	- Nepal Rastra Bank
NTC	- Nepal Tele-communication

SMS	- Short Message Service
SRBL	- Sunrise Bank Limited
SWIFT	- Society of Worldwide Interbank Financial Telecommunication

Chapter I

Introduction

1.1 Background

Tribhuvan University is the largest and oldest university in Nepal. It is the pioneer university in providing management education and since its establishment it has been providing the excellent education to the students. It provides a wide range of streams in the educational sector among which management education holds a major position. It introduced the BBA program in the year 2001/02 with an objective of producing middle-level managerial professionals. Bachelor in Business Administration (BBA) is the undergraduate level program of Tribhuvan University (T.U.). It is a four-year course with 120 credit hours comprehensive bachelor degree program. The program is committed to imparting the students with practical knowledge.

As per the requirement of Faculty of Management (FoM) of Tribhuvan University, students of Bachelors in Business Administration (BBA) should perform the internship in any organization for eight weeks. Simply this study is used for the partial fulfillment of BBA course affiliated to T.U. The FoM, Tribhuvan University has its ultimate objective of educating students for professional pursuits in business, industry and government. Although the course design is very much practical in all the semesters with field work, report preparation and presentations, the internship at the last semester aims in providing the students with real world experience as to how the jobs in the organizations are performed, what are the issues the business firms need to address and many others. The internship is to serve the purpose of acquainting the students with the practice of knowledge of the discipline of an organization and helps the student to understand corporate social responsibility, develop the corporate attitude and venture entrepreneurship.

The BBA program has incorporated eight weeks internship program with a view to developing students' skill in object-oriented business management, capable of understanding and solving real life business related problems. So, being the student of BBA in Patan Multiple Campus the intern selected Sunrise Bank Limited and got involved in 2 months internship program. During the period of internship, internee got the chance to learn many practical kinds of stuff of the banking sector.

1.2 Objective of the Study

The internship program is undertaken for the partial fulfillment of the requirements for the degree of Bachelors in Business Administration. The general objective of this program is to make students familiar with the working environment and gain the practical experience in the related field. This further helps the students to expose themselves to the real world of the external environment about different aspects of management where they can apply their theoretical knowledge. The main task of the internship program is to make a study on the banking operations process, understand the services provided to its customers, and have complete knowledge and functioning of the related departments. These objectives can be jotted down as below:

- To understand the corporate work culture and get adjusted in it.
- To present the understanding of banking organization and its working procedures.
- To observe the general banking procedure and workflow of Customer Service Department of SRBL.
- To understand and present the differences in classroom studies and real work life.
- To fulfill the partial requirement of the BBA eighth semester of Faculty of Management, Tribhuvan University.

1.3 Methodology

Completion of the internship is a combination of the different types of activities. It starts from the selection of the organization for the internship, performance of different kinds of activities and placement in different parts of the organization and at last collection of various primary and secondary data for the preparation of the report. In terms of data collection, both primary as well as the secondary source had been used.

1.4 Selection of the Organization

Selection of the organization for the internship program is always a crucial task. As a student of banking and finance, to convert the theoretical knowledge into the practical field, intern preference would be a financial institution, especially a bank. Sunrise Bank Limited is a Nepal's leading commercial bank. It follows the standard business procedure and contains good organizational culture. Intern dropped a letter at SRBL which gave the environment that is necessary for any student doing the internship and luckily got a chance to be a part of it for two months.

1.5 Placement

Intern was placed in Sunrise Bank Limited's Thecho Branch a newly opened branch of Sunrise Bank Limited. During the internship period, the intern was placed in customer service department, clearing, marketing and remittance. Every staff of Sunrise Bank Limited were supportive and friendly. The supportive and friendly environment in the organization helped the intern to complete the internship period through the proper guidance of the staffs of various departments. Through their proper guidance, the intern was able to learn more about the organization culture, work environment, and work procedures.

1.6 Duration of Internship

TU has prescribed minimum six credit hours for the internship. It is equivalent to eight weeks. i.e. two months

- Duration of Internship started from 23th June to 13th August 2019 AD.
- Report the organization at 10:00 am and return home at 5:00pm

Table 1:Duration of Internship

Departments/ Weeks	1	2	3	4	5	6	7	8
Customer Service								
Bills & Remittance								
Marketing								
Customer Relation								
ECC & Cash Counter								

1.7 Information Collection Methods

The primary as well as secondary information has been used to prepare this report.

- **Primary Sources**

- a. Observation during internship in SRBL
- b. Questionnaire with employees and customers of SRBL
- c. Files, registers, computer data

- **Secondary Sources**

- a. Internet Surfing
- b. Reports and Brochures
- c. Publications and journals

1.8 Limitations of the Study

- Every activity is chase by the boundaries and limitations. So, the same tendency happens while preparing this internship report. Some constraints faced during preparing this report are listed below:
 - This study is mainly concentrated on activities done during internship period.
 - Due to limited time, the study has been conducted quickly.
 - Less interaction and guidance by the staffs to the intern due to their own rush.
 - As internship period was during closing of the fiscal year i.e. Ashad, bank's staffs have excess workload due to which they cannot supervise the intern properly.
 - Because of rush, interns were confined to routine job of the bank and was not able to acquire crucial information of the bank.
 - Being a student, lack of technical knowledge was another factor which limits the report.
 - This report is based on my individual experience, ideas and skills achieved during the internship period rather than theoretical knowledge.

- The details of prescribed departments and its transaction were not provided to intern due to confidentiality reasons and policies of the bank.

CHAPTER TWO

INTRODUCTION OF BANKING INDUSTRY

2.1 Introduction of Bank

Bank can be defined as the financial intermediary between depositors and entrepreneurs. The intermediation takes place when banks accept deposits from the general public, corporate bodies, and private organizations and deploys those deposits for profitable purpose in the form of loans and advances. Bank is financial service institution, therefore in between this intermediation, the bank gets some earning.

According to Horrac White, “Bank is a manufacture of credit and machine so facilitating exchange.”

According to shorter oxford English dictionary, “A bank is an establishment for the custody of money, received from or on behalf of each customer. Essential duty is to pay their draft on each profit area from its use of the money left unemployed by them.”

By this definition, the bank can easily be defined as the custodian of deposits. The transactions in the financial market heavily depend upon the banking system of the country. Without the bank, it would be quite impossible for the industrialist and entrepreneurs to go directly to the general public for getting their savings or investments. So the simplest definition is that bank takes the saving of public by providing them with certain rates of interest and loan it to needy customers charging them the certain rate of interest and earns some profit. This is the broadest form of banking but in this age banking is such big term. It does a lot more than deposits and credits, remitting of money, letter of credit etc.

2.2 Origin of Bank

The word bank has been derived from Italian word banco. In the ancient time in the French language it is called the bank, in The English language it is called the bank. In Italian word, banco means bench. The evolution of banking industry had started a long time back in ancient times. There was the reference to the activity of money changers in the temple of Jerusalem in the New Testament. In ancient Greece, the famous temples Delphi and Olympia served as great depositories for people surplus funds and these were the centers of money lending transactions. Indeed, the traces of rudimentary banking were found in the Chaldean, Egyptian and Phoenician history. The development of banking in the ancient Rome roughly followed the Greek pattern. Banking suffered oblivion after the fall of the roman empire after the death of emperor Justinian in 565 AD and it was not until the revival of trade and commerce in the middle ages that the lesson of finance was learnt a new from the beginning. Money lending in the middle ages was however largely confined to the Jews since the Christians were forbidden by the cannon law to indulge in the sinful act of lending money to others on interest. However as the hold of church loosened with the development of trade and commerce about the 13th century Christian also took to the lucrative business of

money lending thereby entering into keen competition with the Jews hitherto monopolized the business.

As a public enterprise banking made its forced beginning around the middle of the 12th century in Italy and the Bank of Venice founded in 1157 was the first public banking institution. Following it were the bank of Barcelona and the Bank of Genoa in 1401 and 1407 respectively. The latter two continued to operate until the 18th century. With the expansion of commercial activities in northern Europe, there sprang up a number of private banking houses in Europe. And slowly it spread throughout the world.

Development of World Banking Sector

When the World War-2 was inching towards its end major countries started mulling the plight of the future world. There was a great concern about the reconstruction of devastated areas and rebuilding and developing the war-hit economies. In 1944, they gathered at Breton woods in New Hampshire State of the USA. They made a remarkable decision to boost international trade and economic growth and to achieve monetary stability in the global economy. The following organizations are the outcomes of historical greater woods conference of July 1944: IBRD (World Bank), IMF (International Monetary Fund), and ITO (International Trade Organisation).

2.3 History of Banking Development in Nepal

Nepal being a developing country, its banking history is not so long. According to historical records, Our King Mandev and Gunakamdev established Manank and Ginak mudra respectively. Gunakdev borrowed money to rebuild Kathmandu in 723 AD. A merchant named Sankhadhar paid all the debts of people and established Nepal Sambat for the remembrance of that occasion in 80 AD. Likewise, Jaysthiti Malla classified the people in four classes and 36 castes by their occupation. One of those castes who were involved in money lending business at that time named as Tanka-Dhari during the prime ministership of Rannodip Singh. Likewise, Tejarath Adda was established as the first financial institution of the country. In the beginning, only government staffs were allowed to take loans at 5 % interest rates and later on public were also allowed to take the loan at the same interest rate against the gold and silver securities. Taksar Bivag was also established since 1989.

Our oldest bank is Nepal Bank Ltd. established in 1994 BS. 30th Kartik. After that, so many banks were established. Nepal Rastra Bank was established in the year 2012 as a central bank of the country. Sunrise Bank Limited, another commercial bank was established in 2022. Only after 2041 B.S, Nepal government allowed joint venture banks to operate in the country. At present, the banking sector is more liberalized and there are various types of the bank working in the modern banking system. This includes central, commercial, and development banks.

2.4 Need of Banking

Banks have, today gained paramount trust in the public. The functions of banks are not confined just to accept deposits and give loans; they render a wide range of financial services covering different strata of society. This gives us an impression regarding the need of a bank. Need of bank includes but does not limit to:

- Financial intermediation
- Legal entity and freedom from exploitation

- Boost of trade and economic development
- Organized institution and capital formation
- Fund transfer and safety of valuables
- Underwriting services and agency services
- Employment

2.5 Types of Bank

Different banks are established for different purposes. They can be classified into the following types:

- **Central Bank**

The Central bank is the bank of all banks. It is the supreme body, which controls and stabilizes the economy of the country through various direct and indirect means. In direct means, it uses the monetary policy as a tool to expand and contract the economic activities of the country and in indirect means; it uses tools like issuance of treasury bills, national savings bond, and bank rates etc. the central bank neither maintains accounts of public nor does it give loans to the public. Nepal Rastra Bank which was established in 26th April 1956 is the central bank of Nepal and Bank of England in 1694 A.D. was the first central bank of the world.

- **Commercial Bank**

Commercial banks are the largest source of finance and its business is largely confined to business institutions. Though the commercial banks were established with the concept of supplying short-term credit and working capital needs of industries, they started to provide long-term loans for up to 10 years by the provision made in commercial bank act 1974. after the enforcement to lend in priority and deprived sector, these banks initiated to provide credit to small and cottage industries, agriculture, and services etc. Nepal bank Ltd was established in 15th November 1937 as the first commercial bank in Nepal.

- **Agricultural Bank**

Cooperative bank, established in 1963, was converted to Agriculture development bank in 1967 with the objective of modernizing the country's agriculture sector. This bank, besides providing credit to agriculture has been availing credit to agro-industries such as livestock, bee-keeping poultry etc. and has extended their business in hire-purchase and other loans also.

- **Development Bank**

Development banks are established for the development of the economy. Nepal industrial development corporation (NIDC) was established in 1956, with the objective of providing medium-term loans for the establishment, development and modernization of private sector industries. Small industry Development Corporation was established in 1960 to provide loans to small-scale industries and it was merged to NIDC in 1971.

- **Cooperative Bank**

Cooperative has developed as the alternative of usury. It is an association of voluntary members and caters the financial needs of the members only on a mutual basis. It is a self-help type of

organization, where borrowers are member shareholders. There are 21 cooperative operating in Nepal.

- **Saving Bank**

The establishment of saving bank was to alleviate poverty through the encouragement of thrift among the poor and marginalized community. Savings banks offer higher interest rate than other banks and the fund is utilized by the government. The first savings bank in Nepal is the Hukam Bachat Bank established in 1962 A.D.

- **Rural Bank**

Rural banks are established with the aim of providing credit and other facilities to the small and marginal farmers, agricultural laborers, artisans and small entrepreneurs in rural areas. The main purpose of rural banks is to bridge the vast credit gap in the rural sector and curtail the role of unauthorized private moneylenders. All financial needs of the medium and small firms are expected to be met by the rural banks.

- **Merchant Bank**

Merchant banking institutions offer various specialist services such as loan syndication, financing and management consultancy, project counseling, portfolio management, formulation of schemes for rehabilitation, guidance on foreign trade financing and management and advisory services to medium and small savers.

2.6 Commercial Bank

A commercial bank is a business organization, which deals in money by lending and borrowing money, in which it makes the profit. It raises its resources through borrowing from the public in the form of deposit and lends this to the business firm. Its lending rate of interest is greater than its deposit rate. This difference in lending and borrowing rates enables it to make the profit. The basic source of funds for commercial banks are capital and reserved retained profit. It performs several functions as various types of deposit facilities like the current, saving and fixed deposit; safety of public money, remittance of money, letter of credit, loans, locker facility, foreign exchange, serving as an agent of its clients etc.

Commercial Bank Act 2031 states- “A commercial bank is the bank which exchanges money, accepts deposits, grant loans, and perform banking function.”

According to S.2A, of Commercial Bank Act 1974 AD-“Commercial banks are the heart of the economic system. They hold deposits of millions of people, government and business unit. It exchange money, accepts the deposit, grant loan and operates commercial transactions.”

2.7 Functions of Commercial Banks

The main function of the commercial bank simply is ‘to borrow to lend’. Besides, there are other functions which have been developed according to need of the society as-

- Accepting deposits
- Advancing loans
- Discounting bills of exchange
- Transfer of money
- Miscellaneous functions

2.8 Present Scenario of Commercial Banks in Nepal

Banks are gradually starting to realize that, in today's competitive banking environment, exemplary customer service is one of the distinguishing characteristics that banks can exploit to establish a competitive edge. Since most banks offer comparable products and services, they should continually search for a competitive advantage that will attract new customers and help retain existing ones. Banks are therefore, looking to develop innovative products and services to maintain superior customer services levels while at the same time remaining profitable. With the number of market players in the rise, the competition has been obviously growing in the banking industry. The most obvious effect of the rising competition can be seen in the interest rates offered by the banks.

Banks are gradually shifting towards the IT-based solution to enhance service delivery in order to address customer concerns. Most banks are embracing E-banking and provision of ATMs to reduce long queue in the banking hall. In addition, some banks have launched mobile phone banking services which facilities several account query tools, including account balances, thereby minimizing the need for customers to visit banks. This drive towards the IT-based solution will continue to gather momentum in the future as banks will find it very difficult to survive in the ever growing competition without some form of competitive advantages.

Another trend observed nowadays is large corporate houses explore the shift towards multiple banking relationships. In order to remain competitive, banks are seen to be increasingly encouraging business houses to transact with them. This has led to the creation of the large volume of unutilized limits with the bank and in order to get a large piece of the pie banks are increasingly accepting risks, which they otherwise would not have taken. The unyielding competition has also led the banks to accept collaterals that are more risky and unsecured. The volume of loan against the hypothecation of stock, receivable and other assets are on the rise. In the absence of hypothecation in the current assets, the risk of over financing is eminent and banks are exposed to the higher degree of risk.

A total number of commercial banks and their date of the establishment are presented in Annex I.

CHAPTER THREE

ORGANIZATION PROFILE

3.1 An Overview of Sunrise Bank Limited

Sunrise Bank Limited was established in 12 Oct 2007. Sunrise Bank Limited is a commercial bank in Nepal. The bank is an 'A' class commercial bank licensed by Nepal Rastra Bank and has

branches all across the nation with its head office in Kathmandu which provides entire commercial banking services.

The bank's shares are publicly traded as an 'A' category company in the Nepal Stock Exchange. The bank currently has 116 branches, 29 branchless banking units, 4 extension counters and 121 ATM terminals. The bank has been maintaining correspondent relationships with various international banks from various countries to facilitate trade, remittance and other cross border services. Through these correspondents the bank is able to provide services in any major currencies in the world.

Sunrise Bank Nepal Ltd. provides personal and business banking products and services. Its personal banking products and services include savings deposits, fixed deposits, and loans; and business banking products and services include loans and advances, demand loans, fixed term loans, import loans, overdraft loans, short term pledge loans, export financing, hire purchase, deprived sector loans, SME loans, loan against bank guarantee, loan against government bonds, loan against shares, loan against fixed deposits of other banks, consortium loans, and gold loans. The company also provides locker, Internet banking, remit, and mobile banking services, as well as Visa debit cards.

3.2 Organization's Missions and Objectives

Sunrise bank visions to “you and usTogether we built”. And missions to Establish Sunrise bank as a lead bank in all places of their branch location national wide.

Objectives of Sunrise Bank Ltd: To continuously expand Bank's operation in systematic manner, To become a major innovative Bank and provide top of the line services, To build an HR team that continuously supplements the growth of the organization, To be vigilant to the evolving economy and align our operations accordingly.

3.3 Major Markets and Customers:

Sunrise Bank Ltd. is an “A” class commercial bank classified by Central Bank of Nepal. Sunrise Bank has been able to expand its services through establishment of branches throughout the country. People of Nepal from various geographic regions are able to purchase the products and use the services provided by the bank. The market for the bank is widespread over the places of Nepal.

As per bank they say the bank understand that banking is no longer a numbers game. “success” for us is not just a margin. We understand that you are looking for a friend. A friend to understand, evaluate and invest in your dreams and aspirations. A friend who will safe guard your savings and give you the best value for it. For us success is your hand in friendship.

3.4 Organization Structure of Sunrise Bank Limited

Organization structure is the specified path through which the formal command of authority and responsibility flows. The organization structure of SRBL is presented in the following diagram.

Table 2: Organisation Structure of SRBL

The organization structure of SRBL consists of Chairman at the topmost position followed by CED who is directly accountable to the Chairman. There are three Deputy General Managers in SRBL holding the responsibility of Corporate Banking, Retail Banking and IT, Card, Remittance and Product Development Department. They delegate responsibility to Assistant General Managers who are also three in number at different branches of SRBL. AGM again delegate authority to Department Heads and the hierarchy follows to branch manager to officers to assistants.

3.5 Product and Services

SBL generates significant revenues through credit creation and the funds from deposits are used for credit creation. As such, the major products of SBL are

- Deposits
- Loans and Advances

Along with these products, other services that significantly contribute for SBL's revenue generation and customer retention include:

- Suryodaya Remit
- Locker
- Branchless Banking
- Internet Banking
- Mobile Banking
- Sunrise Visa Debit Card
- Extension Counter

3.5.1 Deposits

Deposits are the major sources of fund in SBL. Deposit is the amount placed by individuals and corporate groups in the bank for safekeeping and is subject to withdrawal on the demand of the depositor or at the time of maturity of stated period. Deposits are the major liability for any banks and in case of liquidation, deposits are settled first and foremost. Deposits are facilitated through variety of accounts and they are:

a) Fixed Account

A fixed account requires the depositor to deposit a fixed sum of money for a fixed period of time. A penal interest is charged in case of withdrawal of fixed deposit prior maturity. The interest is paid on quarterly basis. Fixed account can be opened by individuals, minors, clubs, societies, associations and trusts.

b) Saving Account

A saving account is an interest bearing account. In SBL, interest is calculated on daily balance and credited to the account on quarterly basis. The minimum balance for saving account depends on the nature of saving account. Such balance is subject to any incidental charges that SBL specifies during the period. To keep the records of savings and transactions as well as to be updated with the status of the account, a passbook is provided to the depositor. The types of saving account in SBL are:

- Normal Savings
- Sunrise Payroll Savings
- Sunrise Bal Bachat
- Sunrise Share Dhani
- Sunrise Pink Bachat
- USD/GBP Saving
- Sunrise Senior Citizen
- Sunrise Bishesh Bachat
- Euro Saving Account
- Sunrise Mahabachat

c) Current Account

A current account is non-interest bearing account. Only the corporate bodies can open a current account. It is especially designed for corporate bodies that are indulged in frequent transactions. SBL provides the current account holder with cheque book. A semiannual statement is sent to keep track of the transactions carried out by the account holder. Additionally, the bank may provide the statement daily, weekly or monthly as per the request made.

3.5.2 Loans and Advances

SBL provides wide range of loan products for both individual and corporate. It is the major source for income earning of the bank. Some of the loan products are

a) Term Loan

Sunrise bank term loan is a long term loan and is generally available for acquiring or purchasing machinery, equipment, land and building. The tenure of repayment of the loan is based on the project's duration and the estimated/ existing cash flow.

b) Overdraft Loan

Sunrise bank offer overdraft loan to finance your daily working capital requirement and to support your stock build up.

c) Sunrise Ghar Karja

This loan is basically focused for those who dream to own their home. The interest is highly competitive. The interest rate ranges from 8.50% to 13%.

d) Sunrise Sajilo Karja

Sunrise Sajilo Karja can be disbursed for social, personal, business purposes. This flexible loan allows the borrower to fulfill all personal financial requirements. We offer loans in line with the clients' repayment capacity and the usage of the loan.

e) Krishi Karja

Sunrise Krishi Karja is one of its kinds in banking fraternity targeted mainly to lower and middle class individuals engaged in agricultural occupation, based on agro trading/ industries and other that are related to agricultural sectors.

f) Other Loans

Sunrise Bank Limited provides the facilities of other various loans to its customers. They are Export Finance Deprived Sector Loans, Loan Against Bank Guarantee, Loan Against Shares, Consortium Loan, Demand Loan, Import Loan, Short Term Pledge Loan, Hire Purchase, Sunrise Sme Loan, Loan Against Government Bonds, Loan Against Fixed Deposits Of Other Commercial Banks.

3.5.3 Suryodaya Remit

It is an electronic online cash exchange result of the bank intended to encourage exchange of assets by Nepalese exiles working/living in remote nations and in addition for residential exchange of assets. Suryodaya transmit is secured by method for VeriSign and computerized authentications mapped to every client independently. It is quick, moderate and secure.

3.5.4 Locker

Sunrise Safe Deposit Locker is facility furnished to the individual and institutional customers who prefer to safe deposit precious gems & jewelries and important documents to evade the probability of increasing theft, burglary and fire. The Safe Deposit Locker has been the first choice for the safest custody of the valuable goods with flexibility of time to store and take away when required. The Bank has varied sizes of Safe Deposit Locker to select from. Lockers facility can be availed from selective Branches of the Bank.

3.5.5 Branchless banking

Branchless saving money is a practical channel for conveying budgetary administrations without depending on the customary bank branches. Branchless managing an account gives essential keeping money benefits through NIBL specialists having Bio-metric POS devices (with unique mark scanner).

3.5.6 Internet banking

Web based keeping money otherwise called web saving money e-managing an account or virtual banking, E-saving money or virtual saving money, is an electronic installment framework that empowers clients of bank or other monetary organization to lead a scope of budgetary exchanges through the monetary institution's site.

3.5.7 Mobile banking

Mobile banking is a service provided by a bank or other financial institution that allows its customers to conduct a range of financial transactions remotely using a mobile device such as a mobile phone or tablet, and using software usually called an app, provided by the financial institutions for the purpose. Mobile banking is usually available on 24hour basis. Some financial institutions have restrictions on which accounts may be accessed through mobile banking as well as a limit on the amount that can be transacted.

3.5.8 Extension counter

There are no inflexible rules, but banks for the most part open augmentation counters in spots like colleges, large government or private foundations and so on with the end goal of conveying fundamental saving money administrations at their doorstep, even however opening a branch may not be a feasible proposition. Therefore, the expansion counters would be by and large capacity from littler premises and with less number of representatives, for rendering just essential keeping money services. So, as a rule the accompanying administrations for the most part would not be accessible:

3.6 SRBL Branches and Networks

SRBL have totaled 122 Branch networks including branches inside and outside the valley which does operational activities of the banks. Corporate office located at Gairidhara, Kathmandu does all the management activities. There are 6 Extension Counters & 40 ATM locations inside Kathmandu valley and 26 outside Kathmandu Valley.

3.7 SWOT Analysis of SRBL

SWOT is the acronym for Strength, Weakness, Opportunity and Threats. A SWOT analysis summarizes the Internal and external factor of an organization that are most likely to influence the strategic development. Strength is the positive Internal characteristics that the organization can exploit to achieve its goals. Weakness is the Internal characteristics that might inhibit or restrict the organizations performance. An opportunity is the condition in the general environment that if exploited effectively, helps a company achieve its targeted objectives. A threat is a condition in the general environment that may hinder a company's efforts to achieve its mission. The Internal environment provides strength and weaknesses whereas the external environment possesses opportunities and threats to the organization. Thus, the organization uses its strength to grab opportunities and minimize threats and weaknesses.

Table 3: SWOT Analysis of SRBL

Strengths	Weakness
<ul style="list-style-type: none">• Pioneer of banking service• Better facilities with advance technology• Quality service• Availability of ABBS facilities• Goodwill in market• Highly Commercialized• Branches at suitable places	<ul style="list-style-type: none">• Dissatisfied customer• Inadequate inter departmental communication• Employees are less familiar with the new technologies• Complaints of technical errors
Opportunities	Threats

-
- | | |
|---|--|
| <ul style="list-style-type: none">• New potential of market expansion• New Investment opportunities.• Growing International trade.• Introduction of innovative products, services and programs.• Upgraded and advanced technologies | <ul style="list-style-type: none">• Changing customer preferences.• Changing technology.• Intense competition.• Lack of investment opportunities in the market. |
|---|--|
-

CHAPTER FOUR

ANALYSIS OF ACTIVITIES DONE AND PROBLEM SOLVED

4.1 Activities Performed

During the internship program in SRBL, different responsibilities were given. Various activities were carried out to fulfil the responsibilities. As mentioned earlier the intern performed different operation activities at different department of the bank during the period of eight weeks. Some of the activities performed during the internship period under different departments are analysed as follows:

4.1.1 Activities Performed in Different Department

Customer Service Department (CSD)

Customer service is the front desk of any organization. Likewise it is the information centre for its customers. It is a department which deals with customers and their complaints and orders. For any organization it is the place which makes an early impression to the clients. It is because while entering to the bank, customers reaches to the CSD at first and ask for help. The image and the reputation of the bank largely depend upon the effective functioning of this department, as they deal directly with different kind of customers with same attitude and approach. So to transform customers to loyal customers to the bank the efficient functioning of customer's service department is the most. Thus, it would be fair enough to say that this department plays a vital role in the success of any organization.

Besides these, major activities performed in this department are as:

- **Account operation(Account Opening/ Account Closing)**

With the proper verification of all required documents, new account is opened. It is very essential to know all the details of customers before opening of an account. While opening the account, bank uses Know Your Customer (KYC) policy. This policy helps the bank to get all the related information of its customer's. This was one of the main functions of CSD. To open an account in a bank is related to enter into a contract between a person or an institution and a bank.

- **Account Opening Procedure:**

- a. Firstly, Account Opening form is received including KYC form. The account opening form should contain account name, account holder number, nominee name and signature. For account opening customer authenticated record like passport, citizenship, nominee citizenship, utility bill or identity card, three passport size photo are essential. The signature specimen card should be duly completed and signed by the customer.
- b. Account number is given as per registered sequence following computer system rule to open the account in computer. The account number is of 12 digit, first three indicate branch code and last two digit denote the product code .e.g 10 for saving account, 01 for current account and so on.
- c. Then the customer is asked to deposit the minimum balance required as prescribed in the assigned account number and told to show the deposit slip duly receipted by teller. The CSD official keeps half part of the slip with them and half is given to customer.
- d. Then customer is requested to collect the cheque next day and customer is released. If the customer does not want the cheque book, but only wants a debit card then the debit card application form is filled up and he/she is told that they will be informed through mobile SMS or a phone call after their debit card is ready.
- e. Then, documents are checked as per details given in Account Opening Rules according to the nature of the account.
- f. Then, Account Opening form is submitted to assistant manager for further investigation.
- g. The documents are returned to CSD after the authorization.
- h. If there is any discrepancy of document found by the manager then the customer is informed about that and is asked to clear the discrepancy.
- i. Signature is scanned for the computer access. All other information related to the customer is written in the account opening section of Pumori for the future reference.
The account opening form and KYC along with other necessary documents are kept in a serial order as per account number for future reference.

The procedures for opening fixed, current and saving account in SRBL are all most all same. Another task done under account operation is account closing. People close their accounts because of many reasons. The client may desire to close the account, sometimes the bank may close (in case unable to pay debt), in case of client, insanity etc.

- **Account Closing Procedure:**

- a. Closing an account is just opposite of opening an account. Opening of the account can be taken as the contract between bank and the customers whereas closing of the account is the termination of contract. SRBL account can be closed in following ways:
- b. At the request of the customer: Customer has the full right to close the account. Just he/she has to fill up the account closing form with the necessary details as account number, signature, name, reason for closing the account. He/she has to return the remaining cheque leaves and debit card to the bank. It is checked from the database at Pumori. Before closing any account bank staff's verifies the signature, check all the liabilities of the customer in the bank as LC, Guarantee, Loan, Locker etc. and administration department signs on account form so as to confirm the particular

customer do not have any liability remaining with the bank. The charge of the account closing is Rs. 200. If s/he is unable to return the remaining cheques leaves and debit card additional 100 for cheque and 200 for debit card is charged.

c. At the initiative of the Bank: Especially in case of fixed deposit account bank closes after the expiry of the time period. The amount of the fixed deposit is transferred to other normal account of the customer as per mentioned in the form. On the other instances the bank has no right to close the bank account without the consent of the customer.

d. Blocking of the account: Banks block the account of the customer in the following cases:

- In case of valid notice of lunacy or the death of the account holder.
- In case of the receipt of the “garnishee order” from the court regarding the account.
- In case of blacklisting of client.

e. All the documents relating to the account closing of the customer should be filed separately along with the application form of the customer for future reference.

- **Signature Scanning**

Another task carried out in CSD was signature scanning of saving and current account holders. At first account opening form is placed in the scanner and using Photoshop, signature along with photo are scanned for saving account holders and registered in their respective accounts and for current account holders logo of firm along with signature of each member is scanned and registered in their respective accounts. In the same way, Intern performed the task of updating the signature, photo or logo of respective account holders in case those who want to change their logo or signature or photo or in case of misplacement, new account opening and KYC update.

- **Customer Counselling**

CSD is also known as help desk. So, customers can ask anything related to the bank and its functions. Answers were provided to the customers properly and politely. Information related to opening of an account, interest rates, loan procedures, etc. were given to the customers.

- **Statement Issuance**

It is the responsibility of the CSD to generate account statement of customer upon the demand from the customer. The bank statement shows the transaction occurred during certain time period as well as the remaining balance in the account. The bank statement is given to the accountholder. Usually, bank statement is provided to the customers quarterly. But sometimes it is to be provided if customers ask for it.

- **Issuing cheque book**

After the previous cheque book is finished, customers ask for the new cheque book submitting the slip provided by the bank with authorized signature. New cheque book should be given to the customers after proper inquiry and verification of signature.

First of all, signature, name and account number was verified. Secondly, cheque number was posted in the software with the proper supervision of CSD employee. And at last, check was posted in the ledger and was issued to the customer.

- **Balance Inquiry**

The client sometime may need to know his/her remaining balance in order to withdraw money urgently. So in this, the intern provided the balance information.

- **Providing ATM and PIN**

ATM is a computerised telecommunication device that provides customers a method of financial transactions without the need of a human clerk or bank teller. The ATM is provided to all account holders but he/she need to fill up the ATM request form/renewal form. ATM charge is deducted from the bank account automatically.

The intern provided the ATM and PIN only after the card number was posted in the ledger and verification on signature of the customer.

- **KYC Update**

KYC is an abbreviation for “Know your Customer”, a term used for customer identification process. It involves making reasonable efforts to determine true identity and beneficial ownership of accounts, source of funds, the nature of customer’s business, reasonableness of operations in the account in relation to the customer’s business, etc. which in turn helps the banks to manage their risks prudently. The objective of the KYC guidelines is to prevent banks being used, intentionally or unintentionally by criminal elements for money laundering. KYC has two components - Identity and Address. While identity remains the same, the address may change and hence the banks are required to periodically update their records.

- **Help customer filling cheque, deposit voucher**

Intern helped customer to fill up on the cheque and on deposit voucher. Intern filled account no, amount, account holder’s name, drawer’s bank name for deposit voucher.

Clearing Department

- **Clearing and Settlement**

Electronic Cheque Clearing (ECC) is an image-based, cost-effective, MICR cheque processing & settlement solution where an original paper cheque is converted into an image for electronic processing of the financial transactions between participating member Banks/FIs. The physical movement of the cheques are truncated or stopped at the level of the presenting bank in the ECC System. The cheque does not physically travel to the clearing house or to the paying branch as it used to do in manual clearing process, resulting in a faster and easier processing of the cheque transactions. ECC currently supports cheques clearing of four currencies NPR, USD, GBP and EUR with presentment cut-off time at 13:00. The cheques are presented in two forms; normal and express. Extra charge is charged for the express cheque i.e. Rs.500 for sending the cheque faster than normal cheques.

- **Cash Counter**

In cash counter, customers withdraw or deposit the cash. Customer can present the cheque of any branch of SRBL. The signatures are checked and passed on for payment. The cash is deposited on respective account of respective branches. There is certain charge for ABBS transaction i.e. 0.05 percentage of amount deposited and withdrawal from accounts of branches outside of Kathmandu valley. Charge is only applied for the amount over Rs.100000 for business entity and Rs.200000 for person. Intern was allowed to post the vouchers in record book.

Loan Department

Intern was allowed to fill the forms for the annual renewal of loans of the customers, prepare minute, offer letter, CIC and fill the documents such as promissory notes. The major corporate lending of the Bank includes:

- Overdraft Loan
- Hypothecation Loan
- Structured Overdraft Secured Against Government Bonds
- Loans Against Government Bonds
- Loan Against Rastriya Banijya Bank Fixed Deposit
- Pledge Loan
- Priority/Deprived Sector Loans
- Trust Receipt Loan
- Term Loan
- Hire Purchase Loans
- Rastra Sewak Loan

4.2 Problem Solved

After analysing the problems, intern has tried best to solve some of them. In addition to those, here are the possible solutions to those problems which could not be solved from the level of intern:

- Problem regarding account opening
- Problem regarding account closing
- Problem regarding ATM cards
- Problem regarding e-banking, SMS banking and mobile banking
- Problem regarding changing rules and regulation
- Problem regarding dissatisfaction with service and facilities provided by bank
- The customers were confused about different saving schemes like normal savings, student's savings, Mahalaxmi savings and others. For this, they were provided adequate information about the different schemes and their features.
- Problem regarding changing rules and regulation. Provide knowledge to the customer about KYC update.

remittance department where both the inward and the outward cheques are handled. An individual might receive payments via cheques of various banks. ECC (Electronic Cheques Clearing) is a software mechanism that brings together all its members (financial institutions) for clearings of the cheques. The cheques of those financial institutions that are not the member of ECC are cleared in the clearing section of the NRB.

The activities done in clearing section are:

- Receiving the cheque for clearing and endorsing the cheque
- Making entry in the Globus system for clearing
- Informing the client in case of cheque return
- Returning the rejected cheque to the respective clients and maintain proper records
- Handling queries of the customer
- Returning the rejected cheque to the respective clients and maintain proper records
- Handling queries of the customer regarding their cheques sent for clearing.

- Going NRB for observation of clearing procedures carried out by banks.

CHAPTER FIVE

CONCLUSION AND LESSONS LEARNT

5.1 Conclusion

An internship course of BBA has its own significance, which makes the students to complete graduation in real world exposures of theoretical knowledge. Internship provides the opportunity of gaining the practical knowledge and observing the real application of theoretical aspects. Some facts about the privacy and systematic approach of the organization were revealed. Internship has helped to explore the fundamentals of banking system.

Coordination and integration of various departments in banking systems is a must. Banking organization is divided into various functional areas which are interlinked, interconnected and interdependent with each other. If there are no team efforts then no organization can achieve its organizational goals. Therefore, there must be cooperation and support within the staff of the overall functional areas to be successful.

The bank should value the customer needs and solve the problems as soon as possible as tight competition between them is taking a massive form. This helps to retain and maintain existing customer by providing service up to their expectations. It should take various customer feedbacks and provide them prompt and convenient services. These were observed as an intern in SRBL.

SRBL has been successful to create its own image within the country, and it is also successful to create the banking relation with the most of the countries of the world. It is capable to render its services necessary for export and import to any businessperson of the world. SRBL is playing a leading role in banking industry through its innovative products and services that match the customer's expectations.

5.2 Lesson Learnt

This internship report is based on internship done at Sunrise Bank Limited Thecho Branch from The lessons learnt are as follows:

I. Interpersonal Skills

Internship training helped to maintain good relationship with the customers. It helped to enhance interpersonal skill by learning ways to interact with people. Positive attitude is must in maintaining a good relationship. Being friendly with co-workers and giving respect to superiors and love for subordinates is important.

II. Time Management skills

It is very important to manage time everywhere, mostly when someone is waiting for you to get his job done. Customers' issues have to be addressed very efficiently and fast. While working as an intern in any organization, one becomes member of that organization. The rules and regulations binds every single employee in organization. One of professional skills learned is time management skill. One becomes strictly punctual regarding arrival and departure time.

III. Network skill

During the internship, clients from various professional backgrounds had to be faced daily. Maintaining good relationship with those clients helped to develop network. Also, familiarizing with supervisor and other bosses of various departments helped to create positive image in their perception.

IV. Team working skill

The layout and work flow in RBB is designed so as to work as a team. The staffs have to work as a team. Communication and coordination with other internee, department and employees helped to develop teamwork skills.

V. Work Ethic

When associated with any organization, work ethic is crucial factor. RBB has its set of culture, ethics and norms. Being involved in RBS, one gets opportunity to work under physical environment guided by its culture and norms.

VI. Personal Evaluation

One of the most important learning during internship is that it helps individual identify internal strengths and weakness. Interns are exposed to real world situation so if they are capable to learn and use their skills to perform any tasks, it proves to be their strengths and if they could not, it shows their weaknesses.

VII. Emotional Stability

No matter what mood you are in, once you are inside your workplace, you need to focus in your work rather than your mood swings. The personal emotion should not be reflected on work which is very important in work career. Stability in mood while handling customers and interacting with others is very essential at workplace.

VIII. Communication Skill

Communication is very important in every organization. Communication brings people together. During the internship one understands that communication is most to deal with clients. The more one interact with staffs and customers, more communication skill gets improved. Therefore, internship is a platform to improve communication skill. The more you start communicating, the more you get confident.

IX. Leadership Skills

During the last days of internship, new intern was placed in the department so that he could be taught how activities are done in the department and can take place soon. Detail information regarding the operations and activities, proper guidance, and supportive environment was provided to him so that he could learn in favourable working environment.

X. Technical Skills

Sunrise Bank uses Finacle program to calculate data and operate daily activities

- Big data analysis like calculating and compiling statistics, data mining, modeling, etc
- Coding and programming of applications, design, hardware, languages, network security.
- Project management like benchmarking, engineering, operations, and task management.

Social media experience like blogging, twitter, and web analytics

5.3 Observed Gap

Theory is what the student study from the book and practical is what the student does in the practical life. In theory, student learns basic things of the subject but in practical student know how to utilize that theory in their daily life. The gaps between theoretical and practical knowledge of the student about banking sector are as follows.

- I.Students study about the different departments of banking sector but in real all the departments might not be in the bank.
- II.In theory the different facilities provided by the institution is studied but all the institutions cannot provide all the facilities to its customers
- III.In theoretical knowledge student only get a chance to know out surface but in practical student gets the chance to know the organization entirely.
- IV.While studying student know only the problem of organization in written but while facing the problem in work and do the solution of that problem was the practical work.
- V.The applicability and usefulness of business education to real-life business can be known from the practical knowledge.

5.4 Feedback to SRBL

SRBL is a commercial bank which is becoming popular day by day. There is somehow negative impact upon the general public about banking business due to delayed claim settlement i.e. not to fulfil the claim in full and management audit of company. There are some recommendations for efficiency and effectiveness in performance which are as follows:

I.Offering variety/ wide range of products

There is no variety in the product. Majority of banking products are sold directly through the bank. Products are sometimes pushed by intermediaries without limitations of the policy, leading to a sense of dissatisfaction among the customers. There is an immediate need for simplicity in wording of contracts. High variety of product offering will help to leverage their expertise further and it helps to extend their role in serving the customers need.

II. Focus on target customers

SRBL has to collect customer by providing different services to the customer. SRBL feel hard to collect the customer because the competitive organization may attract the customer by different schemes. The business sustainability is possible only through the satisfaction of the customers. Marketing department should use the prompt and effective promotion skill to attract the customers towards the banking business. This is one way to attract the customers towards the business.

III. Job enrichment and rotation

Job enrichment and job rotation helps to increase the job commitment of employee. They will feel more responsible and more autonomy towards the work which can lead to better service and operation. Therefore, SRBL should introduce job rotation and enrichment.

IV. Proper employee Allocation

Overemployment in the other department and lack of employee in the customer service department reduces the productivity of the organization, Therefore, they need to allocate the employee according to work pressure in the department.

V. Need of timely monitoring and supervision

Supervision and evaluation is essential in order to have information about the employee inside the working environment. The supervision and evaluation techniques seem to lack behind in Sunrise. Day to day observation of working environment, work process and the performance of the employee is quite necessary to collect information about the work flow. So, proper and timely supervision and monitoring system should be implemented timely to improve the performance and know about the working behavior of the employee.

VI. Use of New technology:

Sunrise Bank really needs to upgrade their technology. They can add online system so that people who have internet access can get all information about their banking transaction online. Similarly, they also can use SMS service so that people don't have to manage to come to the office for their required information. It can also be helpful in knowing the loan and interest and helpful to serve customers well and make operation efficient. RBB uses traditional software for calculation which should be upgraded with modern software.

5.5 Feedback to the College/University

The students should focused to have their intern in the commercial bank, as it can be the better choices. The college should provide the information regarding importance of banking in one's life. Management of providing intern in the banking can be better for the future of student one who is interested on the banking sector and helps to provide banking knowledge.

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Appendices I

List of Commercial Banks in Nepal

S.N.	Name of Commercial Bank	Year of establishment A.D.
1	Nepal Bank Limited	1957
2	Sunrise Bank Limited Limited	1966
3	Nabil Bank Limited	1984
4	Nepal Investment Bank Limited	1986
5	Standard Chartered Bank Limited	1987
6	Himalayan Bank Limited	1993

7	Nepal SBI Bank Limited	1993
8	Nepal Bangladesh Bank Limited	1993
9	Everest Bank Limited	1994
10	Bank of Kathmandu Lumbini Limited	1995
11	Nepal Credit and Commerce Bank Limited(Previously Nepal Bank of Ceylon Limited)	1996
12	Machhapuchre Bank Limited	2000
13	Kumari Bank Limited	2001
14	Laxmi Bank Limited	2002
15	Siddharth Bank Limited	2002
16	Global IME Bank Limited	2013
17	Citizens Bank International Limited	2007
18	Prime Commercial Bank Limited	2007
19	NIC Asia Nepal Limited	2013
20	NMB Bank Limited	2009
21	Prabhu Bank Limited	2009
22	Mega Bank Limited	2009
23	Sunrise bank limited	2009
24	Janata Bank limited	2009
25	Civil Bank limited	2010

26	Century commercial bank limited	2011
27	Sanima Bank limited	2011
28	Agricultural Development Bank	1967

(Source: Wikipedia)