

AN
INTERNSHIP REPORT
AT
RASTRIYA BANIJYA BANK LIMITED
BALAJU BRANCH, KATHMANDU

By

Student's Name

TU Exam Roll No.

TU Reg No.

An internship report submitted to
Faculty of Management, Tribhuvan University
In partial fulfillment of requirements for the degree of
Bachelor of Business Management

At

Name of your College

Tribhuvan University

Kathmandu

August 2023

INFORMATION SHEET

Name of the company: Rastriya Banijya Bank Limited

Address of the company: Balaju, Kathmandu

Phone Number of the Company:01-4350625

Date of Internship Commencement:2079/11/14

Date of Internship Completion:2080/01/14

Name of the Industry Guide:

Designation of Industry Guide: Head of the Department

Student's Name:

Student's E-mail ID:

STUDENT'S DECLARATION

I hereby declare that my internship report submitted to the Faculty of Management, Tribhuvan University, is an original work under the supervision of **supervisor** lecturer at **College** , in partial fulfillment of the requirements for the award of the degree of Bachelor of Business Management (BBM). This internship report has not been submitted to any other university or institution for the award of any degree or diploma.

.....

Name of student

28th August,2023

LETTER OF RECOMMENDATION

This is to certify that the 'Internship Report of Rastriya Banijya Bank Limited, Balaju Branch' submitted by [Name of Student](#) for the partial fulfillment of the requirements for the degree embodies the Bonafede work done by her under my supervision. I hereby recommend this Internship Report for final examination by the research committee of Trinity International College, Tribhuwan University, in fulfillment of the requirements for the degree of Bachelor of Business Management.

.....

[Supervisor's Name](#)

Internship supervisor

28th August 2023

APPROVAL SHEET

This is to certify that the Internship Report on “*Internship Report of Rastriya Banijya Bank Limited, Balaju Branch*” prepared and submitted by Ms. Nisha Devkota for the partial fulfillment of the requirements for the degree of Bachelor of Business Management is found her original work. The report is, therefore, approved and recommended for its acceptance.

.....

Name of Supervisor:

Faculty Member, College

.....

Name of Coordinator:

Co-ordinator BBS, BBM, BASW

..... College

28th August 2023

INTERNSHIP CERTIFICATE

ACKNOWLEDGMENT

This Internship Report is prepared for the partial fulfillment of the requirement for the degree of Bachelor of Business Administration offered by Tribhuvan University, based on activities performed and experience gained during the internship period. It would not have been possible without the generous support and assistance of many people. Therefore, I would like to acknowledge my gratitude to each one of them. I would also like to express my sincere gratitude to the college administration for providing us with the infrastructure and other resources needed for the accomplishment of this report. Similarly, I wish to express my deep sincere thanks to [Supervisor's Name](#) for giving me the responsibility to prepare this report along with his guidance, valuable advice, support, and inspiration. Heartfelt thank you so much for your favor and support.

I would like to convey my gratitude to ; branch manager of Rastriya Baniya Bank Limited Balaju Branch, and all the staff of the branch for the guidance favor, and support during the work period. My Special thanks to my supervisors in Bank and for proper guidance, direction, encouragement, and suggestions despite their busy workload and busy schedule. My gratitude also extends to my seniors, friends, interns whom I worked with, and well-wishers for their support, insightful feedback, understanding, and encouragement when needed in the completion of this report. I would like to take accountability for any mistakes that may have occurred in the report.

[Name of Student](#)

28th august 2023

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LIST OF ABBREVIATIONS

% : Percent

ABBS : Any Branch Banking System

AD : Anno Domini

ADBL : Agriculture Development Bank Limited

ASBA : Application Supported by Blocked Amount

ATM : Automated Teller Machine

BBM : Bachelor of Business Management

CASBA : Centralized Application Supported by Blocked Amount

CDSC : Central Depository and Settlement Corporation Limited

CEO : Chief Executive Officer

CRN : Customer Registration Number

CSD : Customer Service Department

DP : Depository Participant

ECC : Electronic Cheque Clearing

FOM : Faculty of Management

ID : Identity Document

KYC : Know Your Customer

LC : Letter of Credit

RBBL : Rastriya Banijya Bank Limited

NEPSE : Nepal Stock Exchange

NIBL : Nepal Investment Bank Ltd

NIDC : Nepal Industrial Development Corporation

NPR : Nepalese Rupee

NRB : Nepal Rastra Bank
POS : Point of Sale
RBB : Rastriya Banijaya Bank
SWIFT : Society for Worldwide Interbank Financial Telecommunication
TU : Tribhuvan University
USD : United State Dollar

CHAPTER 1

INTRODUCTION

1.1 Background

Tribhuvan University, mostly referred to as TU, is a renowned academy that has been providing quality education to students since 1959. The university is profoundly named after one of the greatest kings in history, King Tribhuvan, and is one of the oldest and largest universities in Nepal and is owned by the state. In the past, TU only had its programs on constituent campuses. However, the growing number of students and the increasing demand for quality education from the students led TU to affiliate with private colleges and has been ranked as top 800-1000 universities in the world as per the Times Higher Education World University ranking in 2021 with the various faculties it has been providing. TU has provided undergraduate courses, postgraduate courses, M. Phil, and Ph.D.

Furthermore, the national university has four faculties operated by the dean which are: the faculty of management, the faculty of the law, the faculty of humanities and social science, and the faculty of education. The additional five technical faculties provided by Tu are the Institution of Agriculture and Animal Science (IAAS), the Institution of Engineering (IOE), the Institution of Forestry (IOF), the Institute of Medicine (IOM), and the Institute of Science and Technology (IOST). Among all these faculties offered by TU, one of the biggest grosses for TU is the Faculty of Management (FOM). The design and syllabus of the Faculty of Management provided by TU aims to provide better opportunities to a student in various sectors as the course is designed in a way that a student can choose from their field of interest can be an entrepreneur a banker or a digital creator for marketing, and so on. Also, the course has an essence that the student pursuing the education can match the professionalism in the global market as well. The various courses provided by TU for undergraduates under the FOM are BBA, BBM, BBS, BIM, BTTM, BHM, and BPA. Likewise, in postgraduate TU is running programs for further enhancement of students which are MBA, MBM, MFC, MPA, MBS, MTTM, MHM, MBA-IT, and MBA-GLM. All the above programs are run for 4 years and are of semester system however, BBS is run year-wise.

In this way, FOM aims to provide insight into the working mechanism that goes into the real working environment and what should be done to enhance the overall productivity in an industry or in a home, the economy, and so on. Also, this program was developed to enhance students' critical thinking skills, leadership skills, communication and networking, effective management, etc. Among other programs in FOM, BBM is a newly launched program that is offered by TU which was started in 2013 by providing affiliation to six colleges outside the valley. However, in 2014 TU affiliated two colleges inside the valley which are Nepal Commerce Campus (NCC), and Saraswati Multiple Campus (SMC). Like the other programs under undergraduates provided by TU, BBM is also a 4years course and is semester-wise. The working hours for each subject are 48 hours. Similarly, the total credit hours are 120, where the business tool course is 36 credit hours, business foundation courses are 60 hours, focus area courses are of 15hours, and elective courses are of 9hours.

In recent times many private and public colleges have been affiliated with TU to run the BBM program. Therefore, the four-year BBM program at Trinity International College, Dillibazar, Kathmandu-Nepal with affiliation to TU has been running this program since 2018. The institution has been following the standard format listed by TU. Like every college running the BBM program Trinity International College also has been following the standard format to take out its activity for the goodwill of the students. As for the completion of this degree, the students have required an 8-week internship in the last semester.

An internship provides an environment for professional learning experiences and gives students the field of study in which they have an interest. The opportunity to have an internship as an academic requirement in the BBM course has created a platform for the students to implement theoretical knowledge in an organization. The whole course is designed in a way that the student would have a choice while specializing in their field of study i.e., the option of choosing among Entrepreneur, Marketing, Banking, and Insurance. The course has provided the students with a wide variety of industries and organizations to choose from according to their specialized course of study.

For the accomplishment of the partial fulfillment of this degree, the internship report that is to be carried out is done on Rastriya Banijya Bank (RBB), which covers the overall description of work done and the observation made while doing the internship in various departments of the bank. This report signifies the internship done in Rastriya Banijya Bank at Balaju for 8

weeks, which started from 14/11/2079 to 14/01/2080. As an intern, it was a privilege to work in various departments such as Customer Service Desk (CSD), Electronic Cheque Clearing (ECC), and Administration.

1.2 Objectives

The sole purpose of the internship is to provide practical exposure to the student and to establish the basic discipline and professionalism that is required in a workplace. Furthermore, the internship provides a clear path for the student to map out their career interests while being in an active working environment. Supposedly, the course design of BBM includes the 8-week internship compulsory for the students, where students are allowed to choose among various industries.

Additionally, the objective of having an internship at a bank was mostly to have a better understanding of the banking business and its accessibility in Nepal, and overall, its role in the development of social as well as economic activities. Besides that, about the innovative products the bank provides to its customers. However, this report covers some specific targets of having an internship at RBB. Some of them are as follows:

- a) Foremost, to be able to know about the banking process, rules, and procedures that are followed by them under the central bank (NRB).
- b) To imply theoretical knowledge in practical life.
- c) To know about the risks associated with the banking business.
- d) To identify the different banking products regarding the department.
- e) To improve communication and negotiation skills.
- f) To be familiar with the work culture and working conditions.

1.3 Methodology

For carrying out any field of study there is a requirement for a technique, process, procedures, and so on for its constructive outcome. As a result, the methodology is the branch of any study which is also the case for the internship done in RBB. The methodologies applied while doing an internship are qualitative and quantitative methods. The qualitative method includes observation and necessary personal questions regarding the problems with the respective department staff. Also, an active involvement with the organizational software and systems

and an active trial and error method application. The quantitative methods applied in this report are journals, official websites of RBB, annual reports, and so on.

1.4 Organizational Selection

Organizational structure directs how the necessary activities are to be conducted in an organization to better achieve its goal. The organizational structure differs from the organizational goal; however, the general gist remains the same, which outlines the rules and regulations on how to operate the working environment. Furthermore, it defines the hierarchy within the organization and how the information flows between levels of the hierarchy.

To approach the branch, the necessary procedures and documents that were required were submitted to the head office in the Human Resources Department (HRD) such as a recommendation letter from the college, Curriculum Vitae (CV), and a letter of interest. After 1.4the submission, the documents were analyzed by the respective Human Resource Department at the head office. Then an appointment letter was duly provided to me, and subsequently, I was selected as an intern at the Balaju branch. Accordingly, I started my internship from 14/11/2079 to 14/01/2080.

1.4.1 Placement

Throughout the internship period, I was allowed to explore the branch enough as my fellow interns were. Interns were assigned to various departments such as the Customer Service Department (CSD), and administration where mostly interns were placed in the pension department and Electronic Cheque Clearance (ECC). All the activities conducted by the interns were closely supervised by each department head. Under the bank's requirements and the way of placing interns in the necessary departments, I was also given a chance to work in those departments with the necessary period to comprehend the working mechanism of that department.

1.4.2 Duration of Internship

The FOM, TU has set the length of the internship at eight weeks or six credit hours of paid work time at the organization. Therefore, an eight-week internship from 10 a.m. to 5 p.m. on each day was completed to satisfy this criterion every working day excluding Friday. Therefore, the internship ran from 10 a.m. to 2 p.m. on Friday.

Furthermore, throughout the course of the internship, I had the opportunity to work in various departments and actively participate in various activities. The assessment criteria for the bank to evaluate interns covered things like behavior, punctuality, passion for completing work, sincerity, behavior, and the effort made to understand every aspect of banking operations. Also, a comprehensive overview of the department assignments and the related lengths during my internship period is shown below.

Table 1.4.2 Placement and Duration of Internship

Name of the department	From	To	Total working days
CSD	26 th Feb	7 th April	31 days
ECC	9 th April	21 st April	11days
Pension	23 rd April	27 th April	5days

Moreover, in my internship duration, I worked in CSD firstly, from 26th Feb to 7th April, after that, I was shifted to ECC where I performed my activities for 11 days with the assistance of my superiors. Lastly, I was provided with the opportunity to work in the pension department where I worked for 5days.

1.5 Limitations of the Study

A study's limitations include any restrictions, shortfalls, or flaws that could have an impact on the depth, reliability, or applicability of the findings. As with any area of study consisting of limitations, the internship learning period also has certain limitations. Some of them are:

- To avoid exposing interns to the more challenging and strategic components of the job, regular or low-level activities may be allocated to them.
- Limited time frame of 8 weeks to learn about the banking operations.
- Very few details and information about the bank due to its confidentiality and privacy.
- There were few opportunities for interns to interact with senior staff members or develop a career network.

CHAPTER 2

INTRODUCTION TO BANKING INDUSTRY

2.1 Background

A bank is a licensed financial institution that is known for accepting deposits and converting them into various kinds of loans. Despite just accepting and converting the money into bank also provides various facilities to its consumers such as certificates of deposits (CDs), locker, bonds, securities, foreign exchange, and so on. Furthermore, banks are money multipliers as they make money out of money. Every institution is responsible for creating order in society while operating its activities for social and economic sustainability. To govern the order of such an institution, a legal body called the government creates law and order. Therefore, banking industries are also regulated by the government. In all countries, banks are regulated by central banks which provide the required monetary and foreign exchange policies and necessary day-to-day operation regularities, and so on, which maintains the stability in market prices to currency notes to banks stability (i.e., prevents banks from going into liquidation.)

Moreover, banking is not a modern concept, it has been in existence since the 1st century. In other words, banks had come into the knowledge when the barter system started as the exchanging of goods for goods however, it started to become problematic as people started to travel from one place to another in search of new markets. As a result, it started the existence of various kinds of coins, however, it didn't create a place for safekeeping for those wealthy people in Rome. Then they started to safely keep their money in temples in the hands of priests and temple workers as they were supposed to be loyal people. Additionally, history suggests that Greece, Rome, Egypt, and Babylon, these big cities were loaned money too by temples. Therefore, historical records indicate that temples were functioning as financial institutions. Subsequently, wealthy merchants also lent money to the people in need and charged certain interest also, they used to keep surplus money of the general people and refund those in case of need. In Europe, they were called Medici, Bengkuci, Piti, Missouri and in the Indian subcontinent Seth, Multani, and so on. However, the modern banking system started in Venice, Italy in 1157 which was called the Bank of Venice. This was pursued with the opening of the Bank of Barcelona in 1401AD, the Bank of Amsterdam in 1609AD, the Bank of Hamburg in

1609AD, Bank of England in 1694AD which played an important role in the overall advancement of the banking system over the globe.

In recent times, banks are not only represented as collecting deposits and lending them to people in need in the form of loans. Now, banks have been developed as the essential service provider to their customers. Additionally, the modern bank has been providing innovative products such as Internet banking, mobile banking, ATMs, Debit cards, Credit cards, and so on to create a convenient way for its customers to interact with the banking facilities without bearing any additional financial and psychological costs.

2.2 Evolution of the Banking Industry in Nepal

Historically, Nepal reaches far back to the 30th century BC, however, Nepal was a closed economy until the 1950s with limited foreign trade and no international banking. Despite this, the banking development in Nepal dates back to the year 1930BS. Furthermore, the banking functionality can be seen in Nepal from the Malla regime, during that time there used to be a community called Tankdhari that used to lend a certain amount of loan to needy people. The kings that ruled at that time also contributed to the evolution of modern banking. King Prithvi Narayan Shah established Koishi Tosha Khana which was responsible for managing the financial transactions of the regime. Throughout the reign of the Kings, there was a certain degree of incorporation of institutional actors such as Chandra Shamsher who established 'Satahikhana' under 'Mulukikhana' for the facilitation of currency exchange between the Nepalese rupee and Indian rupee.

Furthermore, Ranodip Singh established Tejarath Adda whose sole aim was to provide credit facilities to people at a concessional rate of interest. However, this institution was not allowed to take public deposits and provide credit to the public. The fund was provided by the government for credit to their staff and landlords only. The Tejarath Adda, however, was not fully considered to function as a banking institution because it was not accepting deposits or providing loans to the public (i.e., only serving the rich.). Therefore, it was not a bank in essence. However, the modern banking evolution started from 1994BS with the establishment of the first commercial bank named Nepal Bank Limited, which took over the responsibilities and functions of Tejarath Adda. Nepal Bank Limited was established as a semi-government bank with metallic coins worth NRS 10 million. Despite that banknotes were introduced in

2003 BS by the treasury 'Sadar Muluki Khana' where the notes were signed by 'Khanjanchi' the head treasurer. The first Nepalese currency notes were of 1,5,10 and 100 denominations.

In addition to filling the deficiencies and inadequacies of all the above institutions in 2012 Nepal Rastra Bank Act was formulated for a better banking system and the economic and financial development of Nepal. In 2013 NRB was established as the central bank of Nepal. Since 2024 BS, the government has owned 100% of the banking industry in Nepal, with Nepal Bank Limited (NBL), Nepal Rastra Bank (NRB), Rastriya Banijya Bank (RBB), and Agriculture Development Bank (ADBL) serving as its cornerstones. However, the first development bank was established as the Nepal Industrial Development Bank. To operate and govern all commercial banks, the Commercial Banking Act 1975 was passed.

After liberalization in 2040BS Nepal adopted a free economy, which led to the establishment of private banking such as Arab Bank Limited, 2041BS, which is now known as Nabil Bank, these commercial banks have significantly influenced the development of banking habits among the populace, expanding the business community, and the government in numerous ways. Recently, Nepal Rastra Bank decided to merge with other financial institutions. As a result, financial institutions have merged to form one from two, sometimes even one from three, and several more are in the process of doing the same. Even though they account for more than 60% of the Nepalese economy, banks and financial institutions haven't developed to the country's satisfaction in the banking sector more than others.

2.3 Types of Banks in Nepal

The banking system now has been classified as providing a systematic framework for understanding, proper regulation, and supervision, and managing the diverse range of banks and financial institutions. The basis for classification is to enable an effective risk management strategy, for ensuring consumer protection, and ultimately contribute towards the stability and efficiency of the financial system. In general, banks are classified into major 4 types under the supervision of the central bank (i.e., NRB) as per the minimum capital requirement.

2.3.1 Commercial Bank

A commercial bank is a type of financial institution authorized to grant loans and accept deposits into checking and savings accounts. As in every country they are regulated by the central bank, In Nepal the authoritative body i.e., the central bank is NRB which provides licenses to the promoters for the commencement of the bank.

In other words, commercial banks provide the public, including private individuals and small and medium-sized businesses, with essential banking services. Banks generate revenue by charging for services and other costs. Overdraft costs, fees for safe deposit boxes, late fees, etc. are all dependent on the items offered. In addition to interest on loans, some loans can include other costs.

Banks employ money from customer deposits for their loan-granting operations to generate revenue. When they lend money, they charge higher interest rates, while when they receive deposits from consumers, they charge comparatively lower interest rates. Therefore, the main function of commercial banks is to accept deposits, grant loans, act as a guarantor, engage in foreign exchange, provide utility facilities for their consumers, and so on.

Commercial banks in Nepal came into existence with the establishment of Nepal Bank Limited in 1937, which brought the wave and chances for other banks to perform as commercial banks in the economy such as Rastriya Banijya Bank, along with many other banks to date. With the ongoing crisis and the rule passed by the NRB, the merger and acquisition of banks have resulted in a lower number of commercial banks to date. According to NRB's report for 2022/23, there are currently 21 in Nepal.

2.3.2 Development Bank

Development banks are financial organizations that are essential in advancing and developing a range of economic sectors, including business, agriculture, and others. These banks serve multiple functions, but their main goal is to promote development. They were created to meet the enormous financial needs of the business, agricultural, tourism, and hydropower sectors. In addition, lump-sum financing is offered by development banks, which accept real estate, whether mobile or immovable, as security. By the Nepal Rastra Bank's (NRB) standards, they also facilitate letters of credit. These banks also deal in foreign exchange, provide overdraft services, and raise capital through shares, debentures, bonds, or other financial products the

NRB specifies. There are now 17 development banks operating in Nepal, according to the Nepal Rastra Bank's report for mid-July 2022 (Nepal Rastra Bank, 2022/23).

2.3.3 Financial Companies

Finance businesses normally do not accept public deposits, in this term, they vary from commercial banks. As an alternative, they raise money by issuing securities and then lending money to private citizens and small enterprises. Finance businesses may, however, receive deposits in Nepal if they get permission from the Nepal Rastra Bank (NRB). These businesses mainly function in industries where commercial banks can be cautious to take risks. Their main goal is to provide financing for various initiatives as well as personal and company loans. There are now 17 finance businesses operating in Nepal, according to the (Nepal Rastra Bank, 2022/23) report for January 2023. Manjushree Finance Limited, Samriddhi Finance Company, Goodwill Finance Company, and others are a few illustrative examples.

2.3.4 Micro-Finance Companies

Micro-finance company is a financial organization that offers microloans and other financial services to those with low incomes or microbusiness owners who don't have access to standard banking services. It provides financial services to persons who are unable to obtain loans from banks because of insufficient collateral or poor credit history. Microfinance aims to reduce poverty and foster economic development. Therefore, these organizations provide financial products such as microloans, micro-savings accounts, microinsurance, and other services based on the requirements of their target clients.

According to NRB guidelines, they can raise money by issuing debt or equity as well as loans and grants from domestic and international banks. According to recent data (Nepal Rastra Bank, 2022–23), there are 65 microfinance institutions in Nepal. Sana Kishan Vikas Bank, Nepal Grameen Bikash Bank Limited, Nirdhan Utthan Bank Limited, and others are a few of those raising people's standards of living.

CHAPTER-3

INTRODUCTION TO RASTRIYA BANIJYA BANK

3.1 Background

Rastriya Banijya Bank (RBB) is a fully owned government bank and one of the pioneer banks with the commencement of its activities on January 23rd, 1996 (10th Magh, 2022). The bank operated under Rashtriya Banjiya Bank Act,2021, and Commercial Bank Act,2031 until it was re-registered as a public limited company on 6th Baishak 2063. Now, the bank performs its activities as per the provision of the Bank and Financial Institutions Act 2073(2017) and is classified as an A-class financial institution that is licensed by Nepal Rastra Bank.

Furthermore, in the past, RBBL went through several demanding business years and wrestled with existential issues. However, the Bank successfully carried out a restructuring plan after learning from the unfortunate occurrences and yearning for a better future. As a result, it is currently one of the most popular banks in the nation, with the biggest number of clients in all 77 districts and 7 provinces. At present, RBB offers a wide range of banking services to a diverse customer base including individuals, institutional customers, government agencies, and business communities. As per Wikipedia, 2023, RBB has a workforce of 3000+ employees, The bank has established a wide presence throughout the country through its 263 branches,93 branchless banking outlets, and 204 ATMs.

In addition, the bank has developed correspondent relationships with the biggest foreign banks all over the world, enabling SWIFT trade financing, personal cash transfers, and inter-bank fund transfers. To develop the remittance industry, RBB also works with Western Union and International Money Express, two major person-to-person fund transfer networks. Additionally, through its promoter role, RBB, the second-largest commercial bank in the nation, has significantly contributed to the growth of the financial industry, including banks and insurance businesses.

RBBL is a pillar in Nepal's financial system because of its high public reputation, which is demonstrated by its sizable deposit base and the rising demand for branch growth. The bank remains entirely committed to making future contributions that will best aid the nation's and its citizens' socioeconomic growth. Being the most trusted bank in the nation is a result of the

unwavering faith and goodwill shown by customers, as well as the government's, well-wishers', and general public's continuing support.

3.2 Vision and Mission

Vision in any business represents an aspiration to what to become in the future. Furthermore, it describes what a company desires to achieve in the long term while outlining its strategic direction and guidelines for its efforts and resources toward achieving the goal. However, mission refers to the unique purpose of a company and why it is apart from its competitors in terms of products, markets, technology, and so on. Briefly, vision and mission are major guidelines that help an organization to achieve its objectives. The vision and mission of RBB are also a guideline for the bank to operate accordingly to it for reducing the chances of being out of the market, as it defines why the organization exists and does what.

➤ Vision

The vision of RBB is to be the most credible bank for one and all and to always contribute towards the Nation's prosperity.

➤ Mission

The missions of RBB are:

1. To enhance the quality of life of all Nepalese people by reducing the barriers related to financial access.
2. To ensure safety, innovation, and affordable financial services with vast networks of efficient centers, and socially responsible business processes.
3. To ensure the staff are empathetic towards the customer's needs.

In conclusion like every financial institution, RBB's vision and mission are directed towards providing financial services to its targeted customer in a reasonable and deriving customer with a wonderful experience to ultimately have a competitive edge in the market.

3.3 Objectives of RBB

Like every financial institution, RBB's objectives are also based on the economic development of the nation through its product and development as it supports at the individual level (i.e., saving habits) to big projects, construction, hydropower, agricultural sector, and so on. However, some of the major objectives of RBB are:

1. To focus on providing innovative financial services.
2. To increase the capital base of the bank by meeting the minimum capital requirement.
3. To grow the business and increase its market share.
4. To enhance operational efficiency.
5. To increase a sustainable profit.
6. To focus on the empowerment of the deprived class.

3.4 Organizational Structure

Organizational structure directs how the necessary activities are to be conducted in an organization to better achieve its goal. The organizational structure differs from the organizational goal; however, the general gist remains the same, which outlines the rules and regulations on how to operate the working environment. Furthermore, it defines the hierarchy within the organization and how the information flows between levels of the hierarchy.

The organizational structure heavily relies upon the goal of the organization. RBB's organizational structure is also a factor responsible for the smooth flow of its day-to-day activities, where every level of employee is specialized in their roles. However, a brief representation of RBB's organizational structure can be seen below in the diagram.

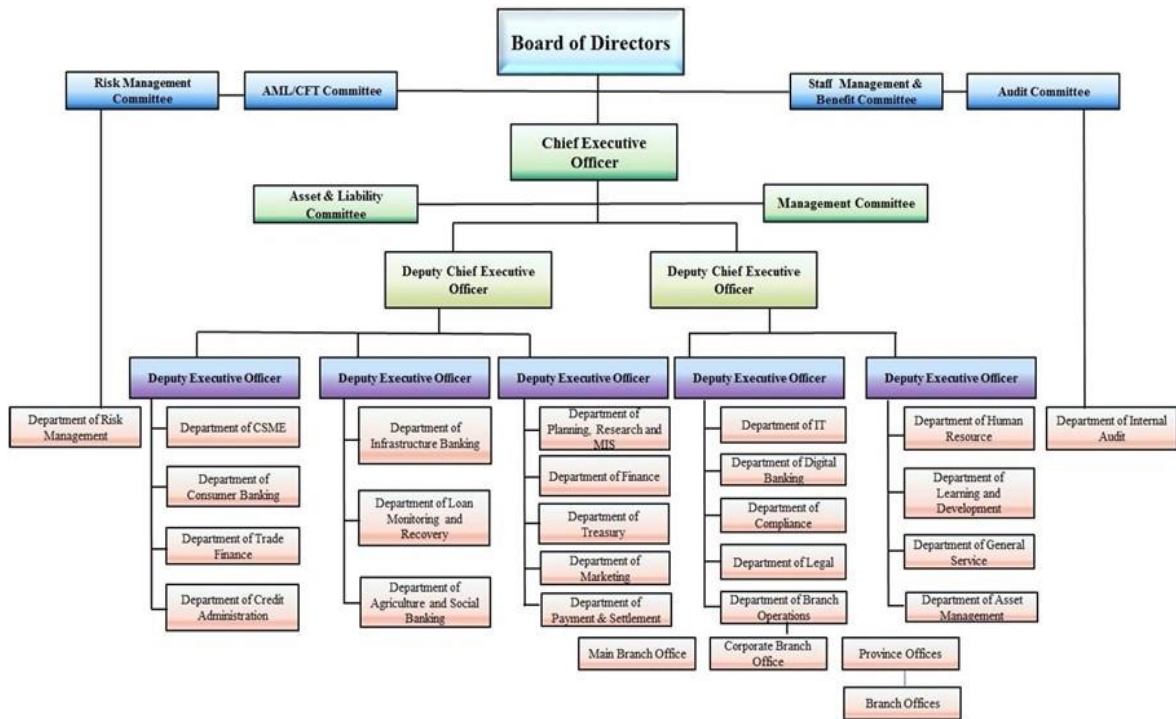


Figure 3.4 Organizational Structure of RBB

As seen in the above figure RBB’s structure is comprised of boards of directors who lie on the top of the power structure. The structure consists of seven members of the board including the chairman. Since RBB is fully owned by the government and the government solely nominates all board members including the chairman. However, executive power is vested in the hands of the Chief Executive Officer (CEO). The CEO is appointed by the Board of Directors (BODs), where the CEO of RBB is Kiran Kumar Shrestha, who is followed by the General Manager (GM), Deputy Manager (DGM), and other departments.

3.5 Ownership Structure

Ownership structure refers to who legally controls the business, it gives the owner the right to make certain business decisions. In other words, ownership structure refers to the composition

of the owner's capital in the share capital. Therefore, the ownership structure of RBB is as follows:

Table 3.5 Share Ownership of the Organization

Particulars	% of holdings
Government	100

3.6 Product and Services

As we're aware, every commercial bank is composed of various products and services that it offers to its targeted customer which includes deposits, loans, remittances, digital services, and so on. Furthermore, RBB has added various new services to draw clients in response to the changing market and escalating competition. By providing a wide variety of services, RBBL aims to make banking transactions for its clients simpler. The bank cares about its clients, and by offering a variety of services, it tries to suit their needs. The following are some of the goods and services provided by RBB which are classified into deposits, loans, digital banking, ATMs, and other services which are further explained:

3.6.1 Deposits

RBB, as another commercial bank in the market, accepts deposits from the public. Accepting deposits and creating deposit accounts are the general primary functions of a bank which is outlined by the Bank and Financial Act (BAFIA) 2073. In addition, RBB also offers a wide range of deposit products and services that are customized as per the different customer segments. Some of the key deposit services provided by RBB are:

3.6.1.1 Saving Account

Saving accounts are generally created with the vision of attracting low-income customers who are willing to deposit money out of their income savings. It implies that low-income customers who want to save money can deposit as much money as they desire in savings accounts, apart from illegally obtained funds. Cheques up to the amount that the bank specifies are acceptable

forms of withdrawal for depositors. In terms of the number of withdrawals and the number of deposits made within a certain time frame, RBBL places various restrictions on deposits. The interest rate is low in comparison to fixed and revolving deposits, and it varies depending on the state of the market.

The interest rate as per my internship period on the savings account was 6.45 percent. Furthermore, to draw in deposits, RBBL provides a range of services to its clients, including ATM/debit cards, insurance, mobile banking, and e-banking. The bank offers several different savings account programs, such as the Mahalaxmi Savings Account, Chuna Muna Savings Account, Teachers Savings Account, RBB Pension, Nepal Government Pension Account, Nepal Police Savings Account, APF Savings Account, Student Super Savings Account, and others. Pension, Nepal Police Savings Account, APF Savings Account, Student Super Savings Account, and so forth.

3.6.1.2 Fixed Deposit Account

Also vastly known as time deposits where a certain amount of money is kept by the bank for an agreed time frame, where the depositor cannot withdraw the amount, which is fixed, however, enjoys a certain interest amount on it that is higher than any other account. In short, the bank pays higher interest on such deposits.

RBB's interest rate on fixed deposits (FD) was 11% per year when I started my internship (i.e., 2079 B.S as per 2080 it is 9.99%) where the minimum balance requirement for FD was NRS. 25000 and the minimum time frame was 3 months to 5 years. Further, withdrawals from FDs before maturity are subject to a penalty interest charge; interest is paid every quarter; tax is withheld at source from interest on savings deposits by the Income Tax Act; the nomination is possible; and strict secrecy is guaranteed. Individuals, businesses operating as proprietors, partnerships, and corporations typically open fixed deposits.

3.6.1.3 Current Account

Demand deposits, commonly referred to as current deposits, are another service offered by RBBL. Any sum may be deposited and withdrawn under this deposit at any moment throughout a banking hour. Banks do not pay interest on non-interest-bearing deposits in this case. The customer does not receive interest in this service-oriented deposit mechanism. The

holders of current accounts will also be given, by the agreement, the ability to collect checks and buy bills.

3.6.2 Credit products

Credits generally known as loans are provided by banks and financial institutions to individuals or organizations to generate some interest amount out of it. Furthermore, a form of credit whereby a sum of money is granted to another party in consideration for the worth or principal amount's repayment in the future. Therefore, creating loan products is an important aspect for a bank to sustain itself in the competitive marketplace, and to fulfill the requirement set by the NRB. So, the bank creates different credit products to attract the customer to generate profit such as business credit, retail credit, agricultural credit, and so on. Similarly, RBB has different schemed credit products for its different segment customers, which are as follows:

3.6.2.1 Business Loan

Simply, is the loan product offered for a larger operation on a larger scale to business owners who have a running company or are about to establish one. Business loan ranges in various forms such as funded and non-funded loan, where RBB also provides these loans to its business customers, some of them are:

A. Funded Loan: The various funded loans provided by RBB are:

- **Overdraft/Hypothecation Loan:** Basically, is a revolving credit facility that finances the everyday operation of businesses working capital requirement.
- **Pledge Loan:** Such a loan requires the borrower to pledge assets as collateral to secure funding, and RBB provides this short-term financing for up to 6 months against the pledge of inventory to the business houses some examples can be sugar, jute mill, and so on.
- **Term Loan:** RBB also provides long-term financing to businesses such as for project development, for procuring plant, machinery, equipment, and so on.
- **Others:** Other credit facilities provided by RBB are to extend both fixed-term loans and working capital loans for infrastructure-based industries such as hydropower, cable car, road, and so on for capacity addition for those industries. Also, in case of the bank not being able to fund the amount for such big projects alone then it goes for a Consortium loan as well through a member bank for mitigating risk and as well as fulfilling such project's need.

B. Non-Funded Loan: Such loans are the off-balance sheet exposure, RBB provides this facility to its wholesale customers, and some of them are:

- **Letter of Credit/LC:** LC is provided to businesses to facilitate the import business in general, where the bank is liable if the importer defaults on their liability.
- **Bank Guarantee:** RBB also provides bank guarantee facilities such as Bid bonds, advance payment guarantees, financial guarantees, and counter guarantees on behalf of the customer for facilitating trade business.

3.6.2.2 Retail Loan

Simply are the loan provided to an individual rather than a business which is comparatively lower in scale and generates interest from it but is lower than a business loan such loan products are created to attract the individual and is customized accordingly to the need of the customer some of them are housing loan, vehicle loan, educational loan, and so on. Like this, RBB has also various retail loan products for its specific individual customers which fulfill the personal needs of the customers, some of them are housing loans, vehicle loans, apartment loans, education loans, loans against gold, loan against fixed deposit, teacher's loan, Rastra seek loan (for the staff/employee, an employee of the government, partly owned by the government, Nepali police, armed police force, etc.), and so on.

3.6.2.3 Agriculture Lending

RBB provides agricultural lending to farmers to generate income source out of it, as it is also classified based on sector, and the loan is also classified on that basis some of them are:

- **Agronomy:** RBB provides the whole year's credit needs for the cropping pattern, this approach facilitates the clients with the provision of renewal of credit service at the start of the year. Furthermore, RBB provides credit services to processors, wholesalers, and retailers as well as seed producers.
- **Livestock:** RBB facilitates its services to support the production of milk and milk products, poultry farming, pig farming, goat rearing, and so on, where credit supports working capital as well as capital expenditure.
- **Horticulture:** The bank has extended its credit support to the production, processing, and marketing of horticulture cultivation and management such as for tea, mango, orange, and so on.

- **Others:** RBB not only supports the above agricultural sector but also facilitates its credit support to apiculture/beekeeping as the sector has huge potential to thrive because different species of honey-producing bees are found in Nepal, and other sectors are floriculture and fish farming are also provided with credit facilities.

3.6.3 Remittance Services

In general, remittance is money that is sent from one party to another from one place to another, and from one country to another country, which eases excess money exchange between different places. The different types of remittance facilities offered by RBB are RBB-Korea remit which is an agreement with Korea Exchange Bank (KEB) located in Korea, and National Commercial Bank which is located all over the country.

Another remittance service provided by RBB is RBB Remit Online which is a web-based remittance system that allows money to be sent to Nepal from worldwide, payment can be collected from more than 258 branch offices of the RBB. Furthermore, RBB is associated with foreign agencies for direct remittance through RBB Remit.

In addition, one can request a remit where the money can be credited to their account and the transactions can be done easily through mobile banking, or other facilities under SWIFT.

3.6.4 Safe Deposit Locker Service

Safekeeping and providing a place for valuables is another function of any bank, which is the same for RBB too. RBB offers its customers a safe deposit vault to store their valuables such as jewels, medals, rare stamps, gold, important documents, mortgage leases, contracts, and so on, where the bank charges locker margins that vary according to the size of the locker.

3.6.5 ASBA, C-ASBA, and Mero Share Services

RBB has facilitated customers with applications supported by Blocked Amounts (ASBA). Furthermore, RBB has assisted customers with Centralized Application Supported by Blocked Amounts (C-ASBA) which enables the customer to apply on IPOs/FPOs by completing the ASBA and CRN application forms. Further, the customers can register for CDSC's Mero Share after getting their CRN number, where the service is linked by entering the bank account number and Demat account number which enables the customer to apply for shares from any place over the internet.

In addition, the bank charges some fees yearly for Mero Share service which is Rs50, and C-ASBA which is Rs100. Not only does this bank itself apply for the IPOs to those who are not competent to excess the service using the internet.

3.6.6 Student Financial Assistance Project (SFAFDB)

RBB has been associated with SFAFDB since 21st November 2008 with the motive of providing banking and consulting services to the students, also RBB has signed an agreement with sub-consultants DEVTEC Nepal PVT LTD and research inputs and development action (RIDA) for acquiring technical support.

Furthermore, the agreement makes the economically weak but meritorious students with the scholarship opportunity who are currently studying in grades 10 and 12. Therefore, those grade 10 and 12 students will be selected based on Proxy Means Testing and will be provided scholarships to study bachelor's level.

On the contrary, RBB provides a special type of account for those students and facilitates the service of legitimate transactions, where the requirement for account opening is simple and hassle-free. Some of the requirements for account opening in RBB for SFAFDB are:

- The beneficiary is required to submit a photocopy of Nepalese citizenship.
- Necessary documentation such as a photocopy of the transcript of the marksheet.
- Three passport-size photos.
- A recommendation letter from the college or campus.
- Commitment note (Kabuliyatnama) of the student.

The bank has concluded that this program is expected to be beneficial to altogether 7,800 students.

3.6.7 Trade Finance

With globalization, the world is connected through a widespread and strong network, and with the growth of it, some functions and products of banking industries are also evolving in terms of providing legitimate sources of transactions that could be done internationally as well as businesses. In short, it has allowed trading businesses.

Mostly, trade finance is the financial tool used by businesses to support international trade and commerce. Trade finance makes it easier for importers and exporters to transact business

through trade which is made accessible by banks and financial institutions. RBB as a financial institution also provides trade financing to businesses that import goods and services.

Therefore, RBB is offering various products related to international trade suitable to one's needs. Some of the major products and services that are provided by RBB are Letters of Credit (LC), bonds/guarantees, counter guarantees, and short-term trade finance(bills).

3.6.8 Mobile Banking Services

The customers of RBBL can access mobile banking services, which allows them to access their information about their account balances using the mobile banking application. Additional features of this service include obtaining information about new products, making cash deposits and withdrawals, getting access to information on pensions, and getting alerts and notifications for events like loan repayments and transactions. Additionally, consumers can profit from a variety of information services, such as the locations of ATMs, product details, and general services. Furthermore, Mobile banking requires a Rs. 250 registration charge in RBB, which must be renewed annually.

3.6.9 Internet Banking Services

RBB IBanking facilities convenient banking services to its users with the use of smart gadgets through a server, which provides a secure and reliable banking solution to its users where the facilities are offered to both individuals and corporate customers.

It facilitates transactions such as fund transfers, connect IPS Interbank Fund Transfer, Credit card payments, landline bill payments, top-ups, and so on. Furthermore, customers with Internet banking services can request cheque stoppage, and checkbooks too. Other general inquiries can be done too such as general information, full information, and mini or full statements.

3.6.10 RBB Card Services

The card facilities provided by RBB are simply categorized into two types they are:

- 1. Debit Card:** Simply, is a rectangular piece of metal that is attached to a chip that is linked to the credential of the user. It is the facility provided by banks to ease the life of the customer and reduce their effort in being in line to withdraw money. With the growing technology, the need for innovative products in the banking industry goes too, so such a card could be said as

an innovative product. RBB issues chip-based visa debit cards which can be used at ATMs, and Point of sale (POS) for payment of goods and services. The Visa Debit card is also categorized as:

- Visa Domestic: It is valid in Nepal, India, and Bhutan, and the joining fee for the clients is NPR. 250.
 - Visa International: It is valid worldwide, whereas the joining fee includes U00000.
 - Visa Travel Quota: Valid worldwide and issued against foreign currency facility.
2. **Credit Card:** RBB offers credit card facilities to customers, which is a VISA credit card that is valid in Nepal, India, and Bhutan. It is accepted both in ATMs and POS terminals. RBB provides a cash withdrawal facility of up to 10% of the credit limit, interest fee period is a maximum of up to 45 days on any purchase made by the cardholder. The card validation lasts up to 5 years. The credit limit for the credit card is NPR 20000/- to NPR 500000/-, and the billing date for the credit is the 23rd of each English Calander.

3.6.11 Any Branch Banking Service (ABBS)

From all RBB's locations around the nation, RBB has been offering the Any Branch Banking Service. A customer from any branch of the organization can easily deposit money in any branch and withdraw money from any branch using this service. Customers can access their accounts online at any RBBL branch. Within the same district and the Kathmandu Valley, there is no ABBS service charge. However, minimum fees of Rs 100 will be imposed up to Rs 2 lakhs for cross-district transactions (except those within the Kathmandu Valley), and 0.05% will be charged over Rs 2 lakhs.

3.6.12 POS Service

POS, known as Point of Sale, is a device that is used to process transactions by retail customers. The use of banking innovative products like debit cards, credit cards, mobile banking, and so on have made businesses a safe and secure way of doing a transaction with their customers. Therefore, POS comes into play for businesses which is provided by the banks and is a physical device. Furthermore, RBB provides merchant businesses with support for payment processing to help get paid in a secure way, which is a hassle-free settlement process.

3.6.13 SWIFT

Society for Worldwide Interbank Financial Telecommunications (SWIFT) is a vast messaging network used by financial institutions to send and receive money transfer instructions quickly, accurately, and securely. In general, it is the same process as sending a wire transfer. Through a member-owned cooperative called SWIFT, the financial sector may conduct business with confidence, speed, and predictability. More than 10,000 businesses and financial institutions trust SWIFT to exchange millions of standardized financial communications daily as of June 3, 2012, across 210 nations.

As an active member of SWIFT, RBB offers money transfer services to its customers. The person trying to send money through SWIFT to the bank must have a 12-digit account number with RBB. Generally, the person should have an account in the bank or should know the account number, account holder's name, and bank branch to send the money. The SWIFT code of RBB is RBBANPKA.

CHAPTER 4

ANALYSIS OF ACTIVITIES PERFORMED

4.1 Background

Banks are composed of different departments withholding roles, responsibilities, and duties among each department which differ from each other, where each department is so important for carrying out day-to-day activities. As an intern, places in the bank have made me realize how every aspect of a system is an important thing to be considered as a manager or as an owner of any institution. As prescribed by the faculty of management of Trinity International College I had to go through an 8-week internship period in Rastriya Banijya Bank Limited. Working as an intern for 8weeks presented me with a valuable opportunity to gain in-depth knowledge about the operations within the banking industry.

It allowed me to witness the day-to-day functioning of a bank and made me able to work in a challenging environment within the banking operation. Like every other intern before me I was provided a chance to work in CSD, Electronic Cheque Clearance (ECC), and pension department whereby I was allowed to work in those departments as well. The intern supervisor provided us with rotational opportunities so that we would not miss the chance to witness the various operations carried out in those departments. Furthermore, the brief activities done by me are elaborated below.

4.2 Activities Performed in CSD

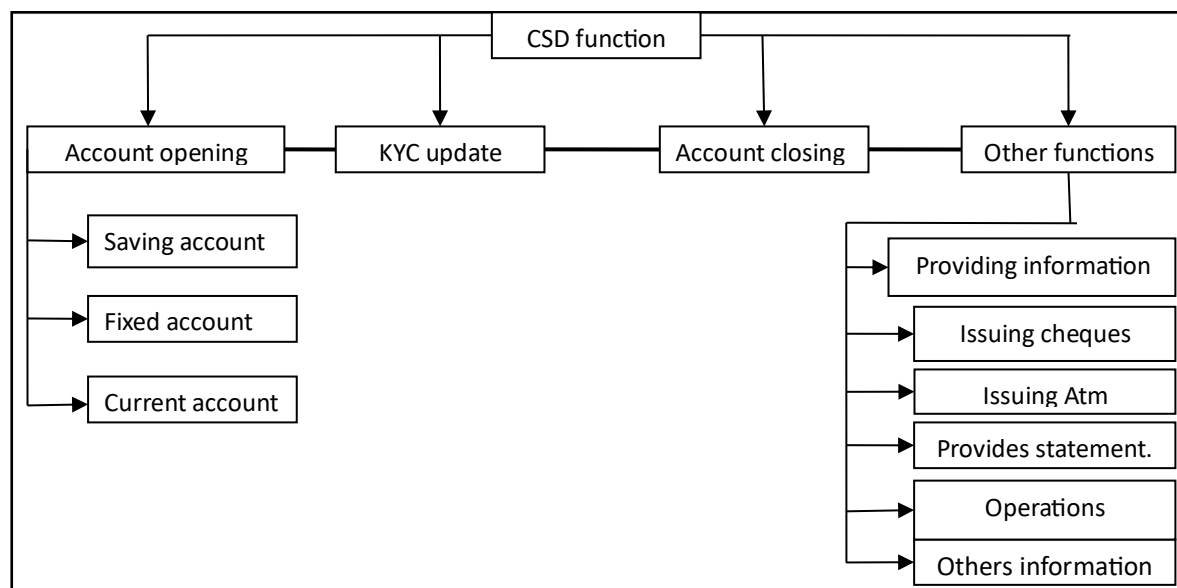
The customer service department (CSD), commonly referred to as the front desk, holds significant importance and plays a huge role in attracting new customers and retaining existing customers for any business. It is a crucial part of many businesses and organizations as it deals with providing support, assistance, and information to customers regarding their products, services, or inquiries. Therefore, banks' image and reputation also heavily rely on the performance of the CSD.

CSD is one of the rashly busy departments in the bank and it is the very place that makes an early impression on the clients, Excellent customer service can improve the organization's ability to lure potential customers and have a significant impact on bank profitability. Therefore, the success and failure of sustaining the market depends heavily upon CSD. So,

the bank heavily emphasizes providing training and development programs for an employee who carries out the function of CSD, we interns were also placed in the good hands of CSD head Mira Shrestha who guided us throughout the work which was related to the CSD and briefly provided the idea of how to interact and handle the situation in distress as well.

The work performed by CSD is account opening updates, closing accounts, issuing cheques, providing statements, and so on. The various activities performed during the period of internship while posted in CSD were account opening, account closing, looking into customers' queries about their account balance, and providing forms for extra facilities in new account opening such as mobile banking, intern banking, ATM, and so on. The further activities performed by the customer service department in RBB located in Kathmandu, Balaju are shown below in the figure.


Figure 4.2 CSD Functions Carried out in RBB



4.2.1 Account Opening

While facilitating the account opening process my main responsibility was to inquire about what type of account the customer wanted to open and the purpose behind it. Then I was supposed to provide them with the necessary and accurate information regarding their concern.

Figure 4.2.1 Specimen of account opening form for individual and joint



राष्ट्रिय वाणिज्य बैंक लि.
RASTRIYA BANJYA BANK LTD.
सम्पूर्ण जननी बैंक
नेपाल राष्ट्र बैंकबाट "क" वर्गको इजाजतपत्र प्राप्त संस्था

राष्ट्रिय वाणिज्य बैंक लिमिटेड

शाखा कार्यालय

फोटो
(Photo)

खाता खोल्ने फारम / ग्राहक पहिचान विवरण (व्यक्तिगत/संयुक्त)
Account Opening Form / KYC Form (Individual/Joint)

मिति (Date):

दिने (Day) महिना (Month) वर्ष (Year)

खाता नं. (A/C No.): Client Code:

खाताको प्रकार (Type of Account): चल्ती (Current) बचत (Saving) अन्य (Others) मुद्रा (Currency): नेपाली रुपैयाँ (NPR) अमेरिकी डलर (USD) अन्य (Others)

खाताको उद्देश्य वा प्रयोजन (Purpose of Account): बचत (Saving) तलब (Salary) विप्रेषण (Remittance) कारोवारीय जम्मा / मुक्तानी (Transactions Deposit/Payments) अन्य

व्यक्तिगत विवरण (Personal Details)

पुरा नाम, थर (देवनागरीमा) श्रीमान्/श्रीमती/सुश्री.....
Full Name in English (CAPITAL LETTERS) Mr./Mrs/M/s.

First Name	Middle Name	Last Name	

लिंग (Gender) महिला (Female) पुरुष (Male) अन्य (Others) राष्ट्रियता (Nationality) _____

ठेगाना (Address)	प्रदेश (Province)	जिल्ला (District)	म.न.पा. / उ. म.न.पा. / न.पा. / गा.पा. (M.C./ S.M.C./ MP/ RMP)	वडा नं. (Ward No.)	टोल/ गाउँ (Tola/ Village)	घर नं. (House Number)	टेलिफोन नं. (Telephone No.)
हालको अस्थायी ठेगाना (Current Address)							
नागरिकता प्र.प.वर्गअनुसार स्थायी ठेगाना (Permanent Address according to Citizenship)							

The customer had to fill up the form in written format along with the two recent passport-size photos and a photocopy of the citizenship card along with the original card itself, and one additional document such as a national ID card, electricity bill, water bill, voter id, password and so on if the customer is willing to open an individual account. On the other hand, if he/she wants to open a joint account then he/she must present a document stating what the relationship between them is. Also, being a government-owned bank, it has a huge customer base where retired pension holders were drawn to open the account where the same requirement of the above individual was required in the pension account, and additionally, the pension patta was required along with the letter from the authorized pension office. While minor account opening procedures were also made familiar to us the additional document required was the birth certificate of the individual along with the guardian citizenship card and two photos. Therefore, the bank clients are of two types: individual and corporation, with the

extra knowledge and risk involved in the corporate accounts we interns were not given a chance to handle corporate account openings.

4.2.2 KYC Update

An account holder cannot have access to their account if the account is not updated every 2 years. Part of my responsibility on it was to look into the system of the account holder and see if the account was dormant, blocked, or not due to not updating an account, once I did that and if the person is required to update their KYC then the necessary form to be filled was handed over to them with necessary documents that are required to be attached on it, the documents include two recent pictures, citizenship card, along with additional documents to verify their exact location. Some of the times customers also visited to update their signature, which was again done through the same procedure.

4.2.3 Account Closing

It was done solely at the request of the client for the closure of the account where the account holders were made to fill in the form with the purpose of account closing reason on it and their duly signature on it. All the unused cheques, ATM cards, and Locker Keys were collected by the bank in the process of account closing, and the hold amount of 1000 was released for the customer to have excess to it too.

4.2.4 Cheque printing

Many customers, both corporate and individual, would submit cheque requisition slips or open new accounts daily. For new customers, a checkbook would be provided the next day after the account was opened, but for existing customers, they would need to fill out a cheque requisition form and we were taught to provide the slip to the head of the department i.e., Mira Shrestha after she verified the signature and documents of the customer, then further we were supposed to print the cheque for that customer. The checkbooks were generally printed up to a minimum of 10 numbers for an individual, whereas for the corporate clients the requested cheques were printed. When a customer comes to collect their checkbook, it will be prepared based on the requested number of leaves. Once the working hours were finished, we were supposed to fill in all the cheque requisition slips, as well as the new request checkbook form as well. However, sometimes due to system failure and printing device error the cheque printed came out defective which were also filled separately to maintain the record. Times, when a

customer requested the cheque but didn't collect the cheque the same day, were also kept securely on their behalf. Furthermore, the cheque was only issued to the customer who had opened an account from the Balaju branch, and people outside the valley who wanted to issue cheques were given but within a valley, the customer must visit the branch they had an account on.

Figure 1.2.4 Cheque Requisition Slip

The image shows a 'Cheque Requisition Slip' from Rastriya Banjista Bank Ltd. The slip is divided into several sections:

- Bank Logo and Name:** Rastriya Banjista Bank Ltd. (राष्ट्रिय बाँजिस्ता बैंक लि.)
- Account Information:** श्री शाखा प्रबन्धक, रा. वा. बैंक लि., शाखा कार्यालय
- Amount and Date:** सि. नं., मिति, and चेक बुकको सिमा खातावालाको उपस्थिति हुनु पर्ने छ।
- Requester Information:** मैले/हामीले पाएको चेकबुक सकिन लागेकोले कृपया अर्को चेक बुक म/हामी वा श्री लाई दिनु होला।
- Recipient Information:** प्रतिनिधिको विवरण, नाम, परिचयपत्रको किसिम/नं., मोबाइल नं., दस्तखत नमुना
- Signatures:** निवेदक, खाता नं., सही, नाम, ठेगाना

4.2.5 Balance Inquiries

Throughout the internship, I learned how valuable it is to maintain confidentiality when one client approaches inquiring about their account information, and how sensitively the bank is exposed to the risk of fraud if not carefully approached. Customers often visit the CSD to ask about their account balances, however, RBB taught me to be strictly confidential and follow strict procedures to ensure the privacy of the account information. Therefore, the balance regarding queries was only made available after confirming the account holder's identification through verification of their photo and signature in the system, and in very hard situations calling out for their nominee's name, or their father's name.

4.2.6 Filing and Documentation

It was the most responsible part carried out by the CSD, alongside the computer-based system interns were made responsible for managing various paperwork. This part included organizing and filling different types of work performed during working hours so that they could be recorded and stored in case of system failure or hacked, where all documents were filled and segregated accordingly to reduce the chaos such as individual account opening for the day

were filled and documented in their place, and KYC updated for the day would be filled accordingly to its place, and so on.

4.2.7 Providing Account Statements

Customers demand the account statement for various purposes such as for basic looking into the account activities, for providing the statement to necessary authority as a responsible taxpayer, for applying for abroad, and so on. This service is available for all types of accounts with satisfactory transactions done in the account. Initially, the account statement is provided free of charge to the customer, however, if multiple times within a month the account statement is requested by the customer, then NRP.300 was charged on it. Account statements are only provided upon verification of the signer's signature or presentation of an approved letter; they are not provided to anyone upon request. Customers are required to complete a request form, which includes the account holder's name, account number, and preferred period when they visit the customer service department to get an account statement. The statement register keeps track of this data. The information is then input into the system, printed, and handed over right away to the customer.

4.2.8 Providing Different Kinds of Forms

Customers may request specific forms through the CSD (customer service department). These comprise the CASBA form (used for CRN registration) and the ASBA form (given to consumers for participation in IPOs, right shares, mutual funds, and other share offerings), among others. For people who want to open a Mero Share account, a form is provided. Forms are also made available through the CSD for online banking, mobile banking, debit cards, PIN loss, signature cards, signature changes, locker opening, dormant account activation, Know Your Customer (KYC), and cheque loss. The CSD helps consumers obtain the relevant paperwork and offers instructions on how to fill it out. Furthermore, ATM forms were also distributed to the new customers who wanted them, and the ATM dispute forms were also distributed to those customers who had done the transaction but didn't receive the amount. Further, whose ATMs got stuck in the ATM due to system failure were also given the dispute form, and the ATM was collected on their behalf. Morely, the customer who has tried to use an ATM in other banks except for RBB but if the card got stuck in that bank, they were given a letter regarding the ATM recovery from that bank.

4.2.9 Photocopy, Scanning, and Mailing Documents

The intern is required to photocopy and scan papers such as licenses, passports, and specimen cards. To make it simple to retrieve the documents when needed, they are entered into the bank system. A KYC update from a different branch may occasionally need to be scanned and provided by email in PDF format.

4.3 Activities Performed in the Electronic Cheque Clearing Department (ECC)

ECC is an innovative interbank check-clearing system that has taken the place of manual check-clearing in Nepal. The original paper checks are converted to scanned images before being presented electronically through secured communication channels from the member in which they are deposited to the member on which they are drawn. This solution is image-based, cost-effective, and increases check trust while also allowing for quicker access to funds. The multilateral net clearing position is calculated by ECC and sent to the Nepal Rastra Bank's settlement system for the direct member's net clearing position to be settled. Nepal Clearing House Limited houses the central system of the clearing process.

When placed in ECC, I was again provided with the necessary insight into what ECC is why it is done, and how it is done by the supervisors, then made familiar with the software and carried out the clearing processes. And record keeping is key for ECC as it involves higher risk related to money and transactions which need to be done within time for the customers. Also, for ECC the cheque that has been rejected should be handled with care and should be kept separately to ensure that it won't be lost i.e., it should be handled with care against various reasons as a customer might come back to collect it.

RBB facilitated the interns with the opportunity to investigate the system and operate it as well as to better understand how the clearing of the cheque works. There were two types of clearing methods they are:

- **Express Clearance:** This operates till noon from Sunday to Monday, while on Fridays only express clearance is done till noon, for which the bank charges 100rs per cheque.
- **Normal/Regular Clearance:** The cheque under it was cleared from 10 AM to 3 PM from Sunday to Thursday, where no charge was deducted from any cheques.

4.3.1 Cheque Entry in The System

I was primarily responsible for entering customer cheque details into the system, including the necessary stamps and endorsement stamps and signatures. The bank staff provided me with the necessary supervision and access to the system for this purpose, where for the company's cheque it was necessary to add the stamp of account payee, and for individuals with 10lakhs and more than that also required account payee stamps which was the requirement for clearing the cheque.

4.3.2 Record keeping and informing.

I was also responsible for maintaining records of clearing cheque received and whether the person who came to clear the cheque had provided the necessary information on the slip or not to further contact them and to let them know if the cheque was cleared or not, and if not for what reason it has been rejected. Furthermore, maintaining a thorough register with details such as the debtor bank, creditor bank, transferred amount, transfer date, debtor's name and address, and creditor's name and address was an essential component of my position. Also, once the system was closed, I was supposed to keep the record of accepted and rejected cheques differently by creating separate files in the computer and renaming them by the current date. For the next day if the client requested for the rejected cheque to be represented again then I was responsible for doing it the next day while keeping in mind canceling the previous day's endorsement and endorsing the current day's endorsement too.

4.3.3 Bounce Report

I was also responsible for providing the customer with the bounce report on their request. For bouncing the report alternative days endorsement should be done and entered in the system according to the date. Once, the endorsement had been stamped three times and the rejection reason for the cheque was insufficient balance then the bounce report was ready, then I had to print the report out and inform the client who requested it, and on the day of receiving it then I had to stamp the cancel endorsement stamp on the cheque and present it to the administration head then take the signature and date on it, then record it in the file and handed it to the customer who requested it.

4.4 Activities performed in the Administration Department

I had the chance to focus on the pension department while I was an intern in the administration division. I was placed in the pension department and was made known about the sensitivity of the work that goes into it, and how customers are present in the hope of collecting the money the same day as they are there to renew the pattas. Morely, how the forms should be filled in and in necessary situations how we intern had to fill it up on behalf of the customer, as age is one of the restrictions for them which we should consider while being/ working in the pension department. In the administration department, the following tasks were completed:

4.4.1 Assisting customers to fill in the pension renewal form.

Through bank branches all over Nepal, RBBL pays monthly pensions to retired government employees. Renewal of pension agreements, timely pension deposits into retiree accounts, and appropriate response to pension non-credit situations are among the pension department's main duties. Regardless of the location where they maintain their account, RBBL customers can access pension-related services at the pension department. There is an upsurge in traffic during pension disbursement times. To assist the workers in the pension department, an intern was given that responsibility. Furthermore, pension payments are made to either the account holders directly or, in the event of the pension holder's passing, to the nominee.

Every six months, pension pattas must be renewed. Therefore, providing the renewal form to the pension holders is one of my main duties in this area. I am in the role of providing the necessary assistance in filling out the form because many pension holders are elderly people who could require it.

4.4.2 Renewal of the pattas

For the renewal of the pattas, the actual pensioner must be present at the bank for the renewal of pension pattas. I need to cross-verify the pensioner's identity after confirming their signature using the system's photo. I was permitted to help with the pension renewal process as an intern. The renewal form must be filled out by the pensioner and sent to the appropriate department together with their pension book. Before giving the book back to the retiree, I would stamp it and add a date. An authorized representative, however, may submit the renewal form on behalf of the pensioner in rare circumstances where they are unable to do so themselves due to immobility brought on by disease, accident, or advanced age.

Furthermore, customers who failed to renew their patta every six months faced the problem of access to the pension amount i.e., withdrawal of it, where I was also responsible in that case to release it from the system and printing out the amount that was frozen, and presenting the print out to the head of the administration for releasing the amount, also I was told to make the customer wait 15-20 minutes whose amount were frozen.

4.5 Problem Identification and Solved

Every organization, from small businesses to huge commercial banks, faces difficulties and problems. It is unavoidable to run into different issues and challenges while doing regular operations in a bank. To handle and resolve these difficulties successfully and efficiently, it is essential to use the proper managerial techniques. During my internship, I ran upon the following issues, which I was able to solve:

4.5.1 Problem-related to incomplete information on the side of the customer.

Customers occasionally provided inaccurate information, either unintentionally or on purpose, which presented serious difficulties for the bank's staff. I had the duty to inform consumers about the value of providing thorough documentation while I was an intern. As an illustration, I would let clients know about any necessary missing documents when they are asked to open an account or conduct transactions. To get any small missing facts, I occasionally called customers to follow up with them.

4.5.2 Problem-Related to the misunderstanding of the customer.

Customers may have misconceptions about the bank's services and the features that go along with them, which may lead to dissatisfaction. These unrealistic expectations may cause people to have inadequate impressions of the bank. It is essential in these circumstances for the Customer Service Department (CSD) officer to address and clear up any misunderstandings, ensuring that the bank keeps its valuable clients. The CSD officer may assist in managing client expectations and preventing any potential customer losses for the bank by clearly outlining the characteristics of the services and giving clear explanations of how they work.

4.5.3 Problem-related to the system operation.

Dealing with unhappy consumers who have been inconvenienced by system errors and problems with various services is one of the ongoing difficulties the Customer Service

Department (CSD) officer faces. A customer's account can, for instance, be debited twice for the same amount or an ATM might fail to dispense cash but still debit the account. The bank's intranet system and services including E-banking, ATMs, and SMS banking may also experience interruptions. The intern's job in these circumstances was to empathize with the clients and provide them with potential solutions while striving to resolve the problem and ensure client happiness.

4.5.4 Problem related to ATM cards.

As we're aware ATM cards are occasionally stuck by machines in both its facilities and those of other banks because of machine malfunctions and system difficulties. The CSD officer collects and safely keeps ATMs there. After confirming that they have a legitimate form of identification (a driving license or citizenship card), they are sent to the appropriate consumers.

4.5.5 Problem related to communication.

It is critical to offer clear and comprehensible explanations in the customers' language of choice to solve the issue of customers not having a thorough understanding of the terminologies used in various forms and vouchers. Many clients can have just basic educational backgrounds and be unfamiliar with banking terminology. One of my responsibilities as an intern was to translate and clarify the terminologies so that clients could quickly and accurately fill out the forms by understanding the material. This strategy enables the accurate completion of the necessary documents and reduces the communication gap while also improving customer understanding.

4.5.6 Problem-related to workload

The workload at the bank greatly increases during the busy opening and closing hours, making it difficult to offer consumers rapid services. Customers are frequently unhappy because of this. Increasing the number of staff members available to handle consumer transactions is one practical answer to this problem. The burden may be distributed more effectively with more people on hand, resulting in faster and more effective customer service. This increases client happiness while also enabling more customers to use financial services, which ultimately benefits the bank.

4.5.7 Problem-related to mistakes made by employees.

Employee errors in a bank can have very negative effects on both the bank and its clients. These blunders might involve everything from transactional problems to improper handling of private client information. Some errors on the part of employees can be transcription errors for instance mistakes in transferring funds, deposits, or withdrawals, mistakes while data entering for say mistakes in inputting customer information. However, by combining training, operational development, technology adoption, and a dedication to offering outstanding customer service, banks must act and prevent these errors. Additionally, banks should have a defined strategy for dealing with and resolving errors when they do occur. This routine should include expressing regret to impact clients, fixing errors as soon as they are discovered, and taking action to avoid repeat errors in the future.

CHAPTER 5

CONCLUSION

5.1 Lesson Learnt

In terms of developing and enhancing a variety of interpersonal skills, analytical skills, and management abilities, the eight-week internship proved to be extremely beneficial for the intern. The intern succeeded in changing their attitude and behavior in day-to-day living in addition to gaining exposure to the professional world. Along with learning about the banking industry, the intern also developed important social skills, interacted with senior employees, and helped other interns create a positive work atmosphere. The internship experience brought home how important within the organization values like accountability, responsibility, and punctuality are. Customer satisfaction and retention inside a business depend on treating them with respect and promptly responding to their inquiries.

The intern was guided and supervised by experienced staff members during the entirety of the program. I was given responsibilities in several departments, including CSD, ECC, and Pension, where I acquired firsthand experience with operational processes. Furthermore, the internship offered a few significant insights, which are summed up as follows:

5.1.1 Learnt to use bank core software.

In the time of my internship, I was allowed to become familiar with the RBB's core banking software called PUMORI version IV, which enabled me to know the basics of how an account is opened, how KYC is updated, and how the signature card is uploaded in the respective account, and how to look into the account of the customer if they request for balance queries, statement and so on. In addition, through this experience, I was able to practice my computing skills while simultaneously getting more familiar with the multiple codes used for various tasks. As a result of using the software regularly, my technical skills have significantly improved.

5.1.2 Theoretical knowledge implicated to practical knowledge.

One of the things I as an intern discovered is that doing an internship can significantly increase the amount of practical knowledge one can acquire. All the knowledge learned in the

classroom is heavily used in real-world situations. It has aided in improved comprehension of the issues and circumstances, and the solutions have been modified in line with the knowledge learned in the classroom.

5.1.3 Identification of Different Banking Products and Services

As a student, I learned in class about the various terminologies of the banking industry, but as a student, I was not able to comprehend how the banking products and services are different from one another. However, the internship period in RBB made me understand not only the basic terminology but also provided me with chances to identify how each product and service is different in nature and how every product and service requires a different approach to be sold to the customer. For instance, I knew about ECC theoretically, but the internship period provided me with the opportunity to identify what goes into the process of ECC.

5.1.4 Gained communication and negotiation skills in the professional field.

As a student of BBM, it is crucial to have communication and negotiation skills to survive in the professional field. Throughout my internship, I saw how crucial communication is both within and between departments. The importance of building relationships among staff members was made abundantly evident to promote speedy and successful work completion. This event made clear the importance of effective communication for success in both professional and commercial efforts. It is difficult to obtain desired results and succeed in many facets of professional and corporate pursuits without strong communication abilities. As I was placed in various departments, I had to deal with various segmentation of customers dealing with what they need and what their query is about had drastically changed my communication pattern and skills, where dealing with corporate clients and individual clients made me realize how negotiating terms with them differs as well.

5.1.5 Learn about work culture and working conditions.

The intern's key takeaway was the significance of a healthy organizational culture and how it affects a productive workplace. This pertains to the degree of social and professional atmosphere among the staff as well as with the customers, as well as to effective communication skills, teamwork, participation, well-mannered behavior, and communication skills.

5.1.6 Developed teamwork skills

Through my internship, I improved my knowledge of how cooperation can speed up and optimize procedures while also establishing more solid interpersonal bonds between team members. Working together gave me helpful insights into my skills and shortcomings, allowing me to turn them into pillars of strength. Therefore, working with the seniors and with fellow interns had a significant impact on my teamwork skills.

5.1.6 Learning from Mistakes

The accuracy of the task we completed is not always guaranteed. We will always learn the most valuable lessons about life from the mistakes we make. To avoid making the same mistakes again, we must learn from our mistakes. To make wise selections and choices, we must acquire wisdom and common sense. I discovered that the staff members have a strong feeling of responsibility to avoid making the same mistakes twice and to learn from them.

5.2 Conclusion

The main goal of an internship is to get professional experience and put what has been learned thus far into practice. The primary reason the students chose RBBL was because of the bank's strategy of giving interns the chance to learn about the workplace and become familiar with how various divisions operate. For me, completing an internship was a success since it taught me a lot about how banks operate. Students who have completed internships can attest that RBB is one of Nepal's top banks and has been successful in building strong relationships with both its clients and workers.

Furthermore, the bank is similarly dedicated to the nation's economic development at the same time. The bank wants to improve the quality of life for Nepalese citizens everywhere in the country. However, as an intern, time constraints were big difficulties, but it was a pleasant experience to learn so much at RBB in such a short amount of time. The internship period meant a great deal to me which taught me about the banking industry, especially RBB. Over the entirety of the internship and the writing of this report. The internship turned out to be quite advantageous for the intern in many ways. The internship gave me important insights into banking operations and functions even though I had little prior understanding of the banking sector. This report specifically helped me comprehend the many sorts of deposits that RBB Bank offers.

In addition, during the internship period, I learned how to interact with a variety of people, communicate with senior staff, and interact with fellow interns to make the workplace more upbeat, pleasant, and welcoming. Also, the supervisors were a great assistance in guiding me through my internship program. Being an intern at RBB was a wonderful experience. The working atmosphere was friendly. The RBB staff members interacted well with one another and had healthy competitiveness and relationships. It was a pleasure to work with RBB's entire crew because they were all completely professional while maintaining a family atmosphere.

Furthermore, an excellent opportunity to gain a conceptual and analytical understanding of the Nepali banking industry was working as an intern at RBB. As a result, the information and experience gained from this study will undoubtedly help the intern pave the way for a successful career and professional life. The learning environment would not have been possible without the direction and supervision of the bank employees. Only with the assistance, coordination, and inspiration of the bank employees were the students able to quickly get familiar with how the bank operated. The experience helps students advance their careers.

Moreover, the internship also taught me numerous crucial interpersonal skills in addition to financial expertise. I learned how to engage with others, communicate with senior staff, and work together with other interns to create a more welcoming and pleasant work atmosphere. The intern understood the importance of behavioral components inside the company, as maintaining customers depends heavily on appropriate behavior and kindly answering their questions. Likewise, the internship provided the interns with an opportunity to put their academic understanding into practice. We had an impression that working in a bank was straightforward at first, however, we became aware of how tough the task was after closer inspection and conversations with personnel. Also, the bank staff had to keep to a tight schedule from early in the morning until late in the afternoon, and any tasks involving currency were to be carefully balanced before they could leave the bank's grounds. The difficulties of the job were highlighted by the requirement that each transaction be reported to the corporate headquarters and approved before personnel could be released from their duties.

Despite this, the internship experience allowed me to learn why RBB Bank is regarded as having great customer service. It is one of the most promising banks and can grow its market

share by correcting its flaws, aiming to raise client satisfaction, and constantly delivering high-quality services.

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