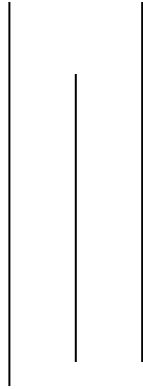


# A project Report on Banking

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Submitted to:  
KFA

Submitted by:  
Gyanendra Prasain  
Gyanendra Sharma Paudel  
Keshari Kumari Chaudhary  
Situ karmacharya  
Sundar Adhikari  
Ajay Gautam

**Introduction to Banking Sector**

## ❖ An overview of Banking sector:

The name *bank* derives from the Italian word *banco* "desk/bench", used during the Renaissance by Florentines bankers, who used to make their transactions above a desk covered by a green tablecloth. However, there are traces of banking activity even in ancient times.

A **bank** is a financial institution that acts as a payment agent for customers, and borrows and lends money. **Banker** includes a body of persons, whether incorporated or not, who carry on the business of banking. The bankers have the responsibility of safeguarding the interest of the depositors, the shareholders and the society they are serving. Banks act as payment agents by conducting current accounts for customers, paying cheques drawn by customers on the bank, and collecting cheques deposited to customers' current accounts. Banks also enable customer payments via other payment methods such as telegraphic transfer, and ATM.

Under English law, **bank** is defined as “*a person who carries on the business of banking, which is:*

- *Conducting current accounts for customers*
- *Paying cheques drawn on a given person, and*
- *Collecting cheques for their customers.*”

Thus, the primary operations/services of banks include:

- Keeping money safe while also allowing withdrawals when needed
- Issuance of checkbooks so that bills can be paid and other kinds of payments can be delivered by post
- Provision of loans and mortgage loans (typically loans to purchase a home, property or business)
- Issuance of credit cards
- Allow financial transactions at branches or by using Automatic Teller Machines (ATMs)
- Facilitation of standing orders and direct debits, so payments for bills can be made automatically
- Provide overdraft agreements for the temporary advancement of the Bank's own money to meet monthly spending commitments of a customer in their current account.
- Provide Charge card advances of the Bank's own money for customers wishing to settle credit advances monthly.
- Provide a cheque guaranteed by the Bank itself and prepaid by the customer, such as a cashier's check or certified check

*However, the commercial role of banks is wider than banking, and includes:*

- issue of banknotes (promissory notes issued by a banker and payable to bearer on demand)
- processing of payments by way of telegraphic transfer, EFTPOS (*Electronic funds transfer at point of sale*), internet banking or other means
- issuing bank drafts and bank cheques
- accepting money on term deposit
- lending money by way of overdraft, installment loan or otherwise
- providing documentary and standby letters of credit, guarantees, performance bonds, securities underwriting commitments and other forms of off balance sheet exposures
- safekeeping of documents and other items in safe deposit boxes
- currency exchange
- sale, distribution or brokerage, with or without advice, of insurance, unit trusts and similar financial products as a 'financial supermarket'

## Types of banks

Banks' activities can be divided into:

Retail banking, dealing directly with individuals and small businesses;

Business banking, providing services to mid-market business; corporate banking, directed at large business entities;

Private banking, providing wealth management services to High Net Worth Individuals and families;

Investment banking, relating to activities on the *financial markets*. Most banks are profit-making, private enterprises. However, some are owned by government, or are non-profits.

Central banks are normally government owned banks, often charged with quasi-regulatory responsibilities, e.g. supervising commercial banks, or controlling the cash *interest rate*. They generally provide liquidity to the banking system and act as *Lender of last resort* in event of a crisis.

**The requirements for the issue of a bank license vary between jurisdictions but typically include:**

1. Minimum capital
2. Minimum capital ratio
3. 'Fit and Proper' requirements for the bank's controllers, owners, directors, and/or senior officers
4. Approval of the bank's business plan as being sufficiently prudent and plausible.

## Evolution of banking sector:

The banking sector consists of all resident corporations engaged in financial intermediation in any given economy. Banking sector definitely plays a pivotal role in the overall development of an economy. Nepalese banking sector is no exception.

The evolution of banking industry had started a long time back, during ancient times. But as a public enterprise, banking made its first beginning around the middle of the twelfth century in Italy and the Bank of Venice, founded in 1157 was the first public banking institution. Following it were established the Bank of Barcelona and the Bank of Genoa in 1401 and 1407 respectively. In Nepal, the development of banking is relatively recent but some crude bank operations were in practice even in the ancient times. In the country, modern banking starts from the establishment of **Nepal Bank Limited**.

In the year 1934 AD, the establishment of Nepal Bank Ltd with the Imperial Bank of India came into existence under “**Nepal Bank Act, 1937**” as the first commercial bank of Nepal, inaugurated by His Majesty King Tribhuvan on November 1937. This bank was established as a joint venture of government and private individuals. It has an authorized capital share of Rs. 100 lakhs. At first, majority of share was owned by the government. Now government owns only 40% share with the suggestion of World Bank to transfer the ownership to the private sector for better functioning of the financial sector. But it not breeds results as expected.

**Rastriya Banijya Bank**, the second commercial bank was established in the year 1965. it is the largest commercial bank in Nepal which plays a major role in the economy. It is a fully government owned bank.

On the long run commercial Bank Act was felt, accordingly it was established in 1974 AD. According to section 2(a) of commercial Bank Act 1974, the commercial banks are the heart of the economic system. These banks are facilitated, regulated, and supervised by the Central bank. Commercial bank hold the deposits of million of persons, government and business units. It exchanges money, accepts deposits, grants loan and operates commercial transactions. They make funds available through their lending and investing activities to borrowers, individuals, business firms and government. They aim at collecting the idle funds, mobilizing them into productive sector and causing an overall economic development

With the opening of NABIL bank in 1985, the door of opening commercial banks was opened to the private sector. Then whole lots of commercial banks are opened in Nepal. Those are:

## **List of Commercial Banks of Nepal**

1. Agriculture Bank Limited
2. Bank of Asia Limited
3. Bank Of Kathmandu Limited
4. Citizens Bank International Limited
5. Everest Bank Limited
6. Global Bank Limited
7. Himalayan Bank Limited
8. Kumari Bank Limited
9. Laxmi Bank Limited
10. Lumbani Bank Limited
11. Machhapuchchhre Bank Limited
12. Nabil Bank Limited
13. Nepal Bangladesh Bank Limited
14. Nepal Bank Limited
15. Nepal Credit & Commerce Bank Limited
16. Nepal Investment Bank Limited
17. Nepal SBI Bank Limited
18. NIC Bank Limited
19. Prime Bank Limited
20. Rastriya Banijya Bank
21. Siddhartha Bank limited
22. Standard Chartered Bank Nepal Limited
23. Sunrise Bank Limited

Among above listed 23 commercial banks, we are conducting our project work on only three banks, namely: Standard Chartered Bank, Himalayan Bank and NABIL Bank.

## ❖ An Introduction of Standard Chartered Bank:

### ✓ **Background**

**Standard Chartered Bank** is a British bank headquartered in London with operations in more than fifty countries. It operates a network of over 1,600 branches (including subsidiaries, associates and joint ventures) and employs almost 60,000 people. Despite its British base it has few customers in the United Kingdom and 90% of its profits come from the Asia Pacific Region, South Asia, the Middle East and Africa

Standard chartered Bank-Nepal (earlier known as Nepal Grindlays Bank Ltd.) came into existence in 2043(1987) as a joint venture between ANZ Grindlays and Nepal Bank Ltd. It started its business with Rs. 30 million paid up capital. Currently its capital is composed of: 50.00% of Standard Chartered Grindlays Bank, 33.34% of Nepal Bank Limited, and 16.66% of Nepalese people. After acquiring of the ANZ operation in the region by the standard Chartered in July 2001, it has become a subsidiary of Standard Chartered London, which holds 75% of shareholders in the bank, with remaining 25% held by the public shareholders. It is the world's leading emerging markets bank with about 600 offices across 56 countries primarily in Asia, the sub-continent, the Middle East, Africa and Latin America.

### **STANDARD CHARTERED BANK NEPAL LTD**

*Standard Bank Nepal Ltd has been incorporated in Nepal since 1987 when it was initially registered as a joint-venture operation. Today, the bank is an integral part of Standard Chartered Group which has 75 percent ownership in the company with 25 percent shares owned by Nepalese. It enjoys the status of largest international bank operating in Nepal.*

*Standard Chartered Group employs almost 60,000 people, representing over 100 nationalities in over 50 countries in the Asia, Pacific Region, South Asia, the Middle East, Africa, the UK and the Americas. This diversity lies at the heart of the bank's value and supports its growth as the world increasingly becomes one market.*

*With strong organic growth supported by strategic alliances and acquisitions and driven by its strengths in the balance and diversity its business, products, geography and people, it is well, positioned in the emerging trade corridors of Asia, Africa and the Middle East.*

*An integral part of the only international banking Group currently operating in Nepal, it enjoys an impeccable reputation of a leading financial institution in Nepal. With 16 points of representation and 15ATMs and around 350 local staff, Standard Chartered Bank Nepal Ltd is in a position to serve its customers through a large domestic network. In addition to which the global network of the Standard Chartered Group gives it a unique opportunity to provide truly international banking in Nepal.*

*It offer a full range of banking products and services in wholesale and consumer banking, catering to a wide range of customers encompassing individuals ,mid-market local corporate, multinationals, large public sector companies, government corporations, airlines, hotels embassies ,aid agencies NGOs, and INGOs. It has been a pioneer in introducing 'customer focused' products and services and aspires to continue to be a leader in introducing new product in delivering superior service.*

## **✓ Products:**

### **1. Consumer Bank:**

- *Accounts in Local & Foreign currency*
- *Fund Transfer Services – Local & International*
- *Credit Card Services – Issuance & Acceptance*
- *24 Hour ATM services*
- *Safe Deposit lockers*
- *Foreign Exchange Services*
- *Consumer Finance – Auto Loan, Personal loans, Home Loan*
- *Extra Banking – 365 days banking from Kantipath Branch*

### **2. Corporate & Institutional Bank**

- *Trade Finance*
- *Bonding*
- *Commercial Lending (working capital)*
- *Term Lending*
- *Debt Syndication*
- *Electronic Banking*
- *Cash Management*

### 3. Extra Banking – Kantipath Branch Open 365 Days

<i>days</i>	<i>time</i>
<i>Monday- Friday</i>	<i>9:30am to 7:00pm</i>
<i>Saturday, Sunday &amp; public holidays</i>	<i>9:30am to 12:30pm</i>

Account holders from any branch of the Bank around the country can avail its services for

- *Account Opening*
- *Cheque Withdrawal*
- *Cheque/Cash Deposit*
- *Traveler Cheque Issuance & Encashment*
- *Cheque Book & Statement Order/Delivery*
- *Draft Issuance*
- *Foreign Currency Exchange*

### 4. 24-HOUR ATM Sites:

- *Kathmandu Guest House, Thamel*
- *Near Yin Yang Restaurant*
- *Standard Chartered Bank Nepal Limited, Naya Baneshwor*
- *Near Mercantile Office, Durbar Marg*
- *UN Complex, Pulchowk, Lalitpur*
- *Shop # 88, Bishal Bazar,*
- *New Road Pokhara Hotel Snowland*
- *Lakeside Standard Chartered Bank Nepal Limited*

### ✓ **Branches**

S.N.	Area	City	Address	Telephone
1	Naya Baneshwor	Kathmandu	Head Office, P.O. Box 3990, Naya Baneshwor, Kathmandu, Nepal	977-1-4782333, 4783753
2	Lazimpat	Kathmandu	P.O. Box 3990, Lazimpat, Kathmandu, Nepal	977-1-4418456
3	Lalitpur	Kathmandu	P.O. Box 3990, Jawalakhel, Lalitpur, Nepal	977-1-5540566, 5540544
4	Lakeside	Pokhara	P.O. Box 8, Lakeside Baidam, Pokhara Nepal	977-61-520102, 521746, 522805
5	Main Road	Biratnagar	P.O. Box 201, Main Road, Biratnagar - 3, Nepal	977-21-528983
6	Buddha	Dharan	Panna Kamala Complex, Ward No.	977-25-520505, 230480



	Marg		7/ 100 Ka, Buddha Marg, Dharan - 7 Sunsari, Nepal	
7	Siddhartha Nagar	Bhairahawa	P.O. Box 14, Budha Chowk Colony, Burmeli Tole, Bhairahawa, Siddhartha Nagar	977-71-524029
8	Bank Road	Hetauda	Bank Road, Hetauda - 4, Makwanpur, Nepal	977-57-521230, 524972
9	Milan Chowk	Butwal	Milan Chowk, Butwal Municipality - 11, Rupandehi, Nepal	977-71-546832
10	Surkhet Road	Nepalgunj	Surkhet Road, Ward No - 13, Nepalgunj Banke, Nepal	977-81-525514

No handling fees will be charged for payments made at the branches of the Standard Chartered Bank listed above.

**The following Standard Chartered Bank branches are open every day:**

Standard Chartered Bank  
P.O Box 3990, Lazimpat  
Kathmandu  
Telephones: 977-1-4418456

Standard Chartered Bank  
P.O Box 3990, Jawalakhel  
Lalitpur, Nepal  
Telephones: 977-1-5540566, 5540544

On listed holidays and Saturdays the banking hours will be :  
Lazimpat Branch - from 9.45 hours - 14.00 hours  
Lalitpur Branch - from 9.45 hours - 14.00 hours

**✓ Promoters/shareholders:**

**Board composition:**

- Mr.JAspal Bindra, Chairman
- Mr.Shantanu Mitra, Director
- Mr.Neeraj Swaroop, Director
- Mr.Sujit Mundul, Director,CEO
- Mr.Niranjan Tiberawala, Public Director
- Mr.Ram Bahadur Aryal, Independent Director

## ✓ focus

The primary focus of bank is consumer satisfaction along with profit maximization. It now focus on corporate image & social responsibility. It now focuses on consumer, corporate and institutional banking, and on the provision of treasury services – areas in which the Group had particular strength and expertise. Its prime motto is to lead its customer to the direction where they seek.

## ✓ Others

### **Recent Awards & Recognition**

- *ASIaweek magazine, September 2001 – listed amongst the 500 largest banks in the Asia Pacific, ranked 11th IN THE REGION for 'Highest Return on Equity', and 16th IN THE REGION for 'Largest Return on Assets'.*
- *The NICCI Excellence Award -2000 for the Service sector. Commercially Important Person (CIP) certificate from HMG.*
- *FNCCI National Excellence Award 2003-2004*
- *Best Commercial Bank 2004-05, Boss Magazine*
- *Manager of the year march 2006, MAN*
- *Citation for Outstanding Performance April 2005, NRB*
- *Manager of the year-2005*
- *July 2004 - Award for the Best Presented Accounts in the Financial Institutions Category in Nepal for the Year 2002-2003 and 2002-2001 awarded by Institute of Chartered Accountants of Nepal (ICAN).*
- *December 2003 - The Best Company, Financial Institutions from Top 10 awards for Business Excellence awarded by 'The BOSS'*
- *September 2002 "Bank of the Year 2002 Nepal" by 'The Banker' of the Financial Times.*
- *April 2002 - Commercially Important Person (CIP) awarded by His Majesty's Government the Ministry of Finance*
- *April 2002- National Excellence Award 2002" for significant achievement in customers satisfaction and relationship" awarded by Federation of Nepalese Chamber of Commerce & Industry (FNCCI)*

## ❖ An Introduction of NABIL BANK:

### ✓ *Background*

NABIL bank started in July 1984, with the objective of extending international standard modern banking services to various sector of Nepalese society. It is a first joint venture bank in Nepal. Its mission is to be the “Bank of 1<sup>ST</sup> Choice” for all its stakeholders: customer, shareholder, regulators, communities, staff, etc.

To achieve this mission, the bank believes that it has to deliver excellence to its stakeholders in any circumstances. It always assumes that the bank’s stakeholders are at the core of everything it does. This is proved by NABIL’s statement of commitment: **“Your Bank at Your Service”**.

Today NABIL Bank is in a unique position in the banking industry in Nepal. The credit of introducing innovative product and new marketing strategy in domestic banking sector goes to NABIL Bank. It provides a full range of commercial banking services through its 28 branches across the nation and over 170 reputed correspondent banks across the globe. It is fully equipped with modern technology like: ATMs, credit cards, world renowned software, Internet banking system and tele-banking system.



### Products

- **Deposits:-**

NABIL offers wide range of deposit products to suit various need of customers from all strata with different distribution channels like cards, internet banking,ATM,24 hours a day,365 days a year, etc. It offers different deposit schemes like current, saving and fixed term deposit in local as well as foreign currencies, provident fund deposit, retirement fund deposit, etc.

- **Nabilbachat:-**

This is a premium deposit scheme that reflects the value and respect NABIL gives to its depositors. NABIL provide high interest rate on this scheme .It also offers ATM card, Branch Banking service, Internet Banking service, TC issue, Nabil net \_ free of charge on this scheme.

- **Loans:-**

NABIL also offers various types of loans product to attract large mobility of customers. It helps individuals and corporate bodies to meet their various needs like commercial construction, acquisition of residential complexes, repairs renovation of commercial properties, etc simply by providing available the needed cash flow. This product includes various schemes like working capital loan, project finance loan, housing loan, export loan, loan against government security, etc.

- **Privilege Lounge:-**

Through this product, NABIL's customers can enjoy an exclusive premium banking experience in a queue-free and personal environment. A team of Relationship Managers are always ready to give their customers personalized services, offer financial advances, and any help what so on financial requirement. NABIL believes that this relationship is biggest assets for achieving their mission.

- **Any Branch Banking Service:-**

With latest infrastructure in IT, world renowned core-banking software 'Finable' and 24 hour ATMs operations, NABIL is successful in providing quality services through any branches to it customers. This gives the customers complete freedom of operating their account and ATMs services from any branches both inside and outside valley.

- **Extended Banking Hours:**

NABIL provides 365 days banking and evening counter services from selected branches for customers who do not find time for banking transaction during office hours.

- **Internet Banking Services:-**

NABIL offers 'NabilNet', an internet banking solution through which customers can view their account information and even transfer funds in secured environment through internet. It is for those customers who wish comfort of their home or offices simply for banking transactions.

- **Trade Finance:-**

NABIL through its banking network domestically and extensive correspondent banking relationships internationally is success to meet the need of customers' by Import and Export transactions through LC, Letter of Guarantee, Draft, Swift transfers, etc. at competitive rate. Various types of loans are available for financing on trade transaction like Import and Export loans, post shipment loans, bill discounting, etc.

- **Remittance:-**

NABIL has been committed to provide better services to customers through its remittance products: Western Union, E\_Remittance, Traveler Cheques, Bank Draft, etc.

- . Recently the bank uses offer { account on Rs 0 }

## **Promoters**

- Mr.Satyandra Pyara Shrestha,(Group A Shareholder)
- Mr.Abdul Awal Mintoo,(Group A Shareholder)
- Mr.Supriya Gupta,(Group A Shareholder)
- Mr.Suraj Lal Metha,(Group A Shareholder)
- Mr.Milan Bikram Shah,(Group B Shareholder)
- Mr.Shambhu Prasad poudyal,(Group C Shareholder)
- Mr.Daya Ram Gopal Agrawal,(Group C Shareholder)
- Mr.Anil Shah,(CEO)

## **✓ Achievements:**

- *“Bank of the Year 2004”*
- *Boss top 10 commercial bank 2004-05*
- *FNCCI National Excellence Awards 2006*
- *'Nabil Three-star Club', A-Division Football Team*

## **NABIL BANK LTD**

*Nabil Bank Ltd, the first foreign joint venture bank of Nepal, started operation in July 1984. Nabil was incorporated with international standard modern banking services to various sectors. Pursuing its objective, it provides a full range of commercial banking services through its 19 points of representation across the country and over the 170 reputed correspondent banks across the globe.*

*Nabil, as a pioneer in introducing many innovative products and marketing concepts in the domestic banking sector, represents a milestone in the banking history of Nepal as it started an era of modern banking with customer satisfaction measured as a focal objective while doing business.*

*Operation of bank including day-to-day operation and risk management are managed by highly qualified and experienced management team. Bank is fully equipped with modern technology, which include ATMs, credit cards, state-of-art, world-renowned software from Infosys Technology System, Inter banking system and Tele-banking system.*

*The total number of depositors with the bank has reached 58,205 as of mid-July 2007, while it posted operating profit of Rs 1.037 billion and net profit of Rs 674 million for the fiscal year 2006-07.*

## **❖ An Introduction of Nepal Investment Bank Ltd:**

Nepal Investment Bank Ltd. (NIBL), previously Nepal Indosuez Bank Ltd., was established in 1986 as a joint venture between Nepalese and French partners. The French partner (holding 50% of the capital of NIBL) was Credit Agricola Indosuez, a subsidiary of one the largest banking group in the world.

With the decision of Credit Agricola Indosuez to divest, a group of companies comprising of bankers, professionals, industrialists and businessmen, has acquired on April 2002 the 50% shareholding of Credit Agricola Indosuez in Nepal Indosuez Bank Ltd.

The name of the bank has been changed to Nepal Investment Bank Ltd. upon approval of bank's Annual General Meeting, Nepal Rastra Bank and Company Registrar's office with the following shareholding structure.

A group of companies holding 50% of the capital  
Rashtriya Banijya Bank holding 15% of the Capital.  
Rashtriya Beema Sansthan holding the same percentage.

NIBL believe that, which is managed by a team of experienced bankers and professionals having proven track record, can offer what are looking for. They are sure that choice of this bank will be guided among other things by its reliability and professionalism.

Nepal Investment Bank Limited (NIBL), operating under the guidelines set by The Government of Nepal and Nepal Rastra Bank (the Central Bank of Nepal), offers one of the safest and the most secured means of money transfer to Nepal. Remitters can send money to NIBL from any part of the globe through our correspondent banks, exchange houses and banks in the Middle East and using PrithiviExpress, our in-house remittance software.

#### **NIBL**

#### **Team:**

-	Managers	26
-	Officers	73
-	Others	320
- Management Trainee 14		

The net assets of the Bank has increased from NPR 5 billion to NPR 13 billion since the Nepali-management took over the Bank in July 2002. In the last fiscal year (2003-04), Nepal Investment Bank boosted its net profit about 32% and achieved the return on equity of 21%. The Bank's non-performing asset NPA (1.64%) is one of the lowest (when the national average is over 25%) in the banking industry in Nepal and well within the internationally acceptable standards.

## **✓ Products**

### **SWIFT Transfers:**

NIBL offers fast and reliable money transfer services through SWIFT. Your bank account with us can be credited with remittance from anywhere in the world. The remitter has to mention the NIBL's SWIFT Address "NIBLNPKT" and the beneficiary details to transfer money to Nepal through us. We cater the need of customers to remit fund anywhere in the world, denominated in major currencies, through SWIFT.

### **Demand Draft:**

We have draft drawing arrangement with our correspondent banks in different countries. NIBL honors bank drafts drawn on/by various international banks denominated in major currencies like US Dollar, Euro, Great Britain Pound, etc.

### **Traveler Cheques :**

NIBL offers "American Express Traveler's Cheque" that is accepted worldwide.

### **Cash Management Services:**

NIBL provides Cash Management Services in Nepal. Our Bank will help you to collect your bills receivables more efficiently if you are engaged in exporting goods to India. You can enroll yourself for the service and provide details of your buyer in India. Our correspondent bank in India will collect cheque from your buyer and credit your account in a shorter time through us.

### **Remittance from the Middle-East:**

NIBL is the authorized agent of leading remittance companies of the world such as

- |                 |                     |                    |
|-----------------|---------------------|--------------------|
| 1. Xpress Money | 7. Alukkas Exchange | 13. Union exchange |
| 2. UAE Exchange | 8. Doha Bank        | 14. Gulf Exchange  |

- |                         |                        |                                      |
|-------------------------|------------------------|--------------------------------------|
| 3. Wall Street Exchange | 9. Oman Exchange       | 15. Emirates and East India Exchange |
| 4. Instant Cash         | 10. Bank AlBilad       | 16. Global Money Transfers           |
| 5. ARY Speed Remit      | 11. Arab National Bank |                                      |
| 6. Travelex             | 12. City Exchange      |                                      |

### **Services**

Deposits  
 Ezee saving  
 eBanking  
 Premier Banking  
 ATM  
 NTC mobile banking  
 Loans & advances  
 Vehicle Loans  
 Credit Card  
 Debit Card  
 Safe Deposit Loan  
 365 Days Service  
 account on Rs 1

### **✓ Promoters/ shareholder**

Mr. Prithivi Bahadur pandey (Cairman/CEO,Group A)  
 Mr. Jitendra Basnyat (Senior General Manager/Company sesretary)  
 Mr. Jyoti Prakesh Pandey(general Manager)  
 Mr. Maheshwor Prakesh Shrestha (Deputy General Manager,GroupB)

### **✓ Branches**

S.N.	Area	City	Address
1	Kathmandu	Kathmandu	Head officeDurbar Marg, P.O. Box 3412, Kathmandu, Nepal
2	Lalitpur	Kathmandu	
3	Adarshanagar,	Birjung	P.O. Box 101
	Amiko Highway		
4	Suryabinayak, Bhaktapur	Kathmandu	
5	Banepa, Kavre	Kathmandu	
6	Jeetpur, Bara	Bara	
7	Newroad, Kathmandu	Kathmandu	
	Golcha		
8	Chowk, Biratnagar	Biratnagar	



9	Traffic Chowk, Butwal	Butwal
10	Maitri Road, Bhairahawa	Butwal
	Putalisadak, Kathmandu	
	Chiple Dunga, Pokhara	
	Pulchowk, Narayangarh	
	Mills Area, Janakpur	
	Dhamboji, Nepalgunj	
	Chaksibari, Thamel	
	Kalimati Chowk, Kalimati	

- *NIBL is working extended hours to serve its customers in Nepal. Our branches within the Kathmandu valley work all 365 days a year. Apart from our 15 branches, we have 78 remittance agents in the following areas of Nepal:*

1. Abu Khairani	17. Birtamod	33. Hetauda	49. Letang	65. Putalibazar
2. Alipatti	18. Chandranigahapur	34. Hile	50. Maghagawa	66. Rajbiraj
3. Baglung	19. Daldale	35. Illam	51. Mahajidiya	67. Sindhuli
4. Balaha	20. Damak	36. Inaruwa	52. Mahendranagar	68. Sitalnagar
5. Balwa Bazaar	21. Damauli	37. Itahari	53. Malangwa	69. Surunga
6. Bardaha, Mathihani	22. Dhading Besi	38. Jaleswor	54. Mangalbare	70. Tamghas
7. Bardiwas	23. Dhangadi	39. Janakpurdham	55. Mirchaiya	71. Tandhi
8. Belatari	24. Dhankuta	40. Jhumka	56. Mugling	72. Tansen
9. Belbari	25. Dharan	41. Kakadvitta	57. Myanglung	73. Tikapur
10. Beni	26. Diktel Bazar	42. Kalaiya	58. Nepalgunj	74. Tilaurokot
11. Besisahar	27. Dule Gaunda	43. Kawasoti	59. Parasi	75. Topgachi
12. Bhamarpura	28. Dumre	44. Khairanitar	60. Parsadharp	76. Tulsipur
13. Bhandara	29. Gaighat	45. Kohalpur	61. Parsauni	77. Uralbari
14. Bharatpur	30. Gaur	46. Kotihawa	62. Parwanipur	78. Waling
15. Birat Chowk	31. Gaurigunj	47. Kushma	63. Pathari	
16. Birendranagar	32. Gorkha	48. Lahan	64. Phungling	

Our Bank offers account-opening facilities for Non-Resident Nepalese expatriates with zero balance.

## ✓ Focus

Customer satisfaction is the paramount driver at Nepal Investment Bank. The Bank constantly interacts with existing and potential customers to get feedback and suggestions that in turn help to design products and services to suit the requirements and expectations of customers. The Bank has started a concept of "15 Minute Banking" for the convenience of all its valued customers. Customers entering any of its twelve branches can carry their entire banking transaction within 15 minutes. A survey shows 8 to 10 minutes as the average transaction time per customer to carry their transaction and leave the bank.

The Bank is committed to continue striving to improve on all fronts to ensure it can respond to today's challenges in meeting the demands of its customers. NIBL understands that to be successful, we need to know our customers. It is this commitment to understanding our customer's particular needs and applying our expertise accordingly that's led us to being recognized as Nepal's Bank of the Year 2005.

Chairman and Chief Executive Director Mr. Prithivi Bahadur Pandé says "Nepal Investment Bank endeavors to demonstrate that a Nepali bank can constantly provide top quality customer service and be the best in Nepal."

## ✓ Others

Nepal Investment Bank is the first Bank to introduce Visa Electron Debit Card in Nepal and the first non-government bank to launch "Loan against Gold and Silver." The Bank has issued over 25,000 cards making it the leader in the industry within a span of over one and half years. The Bank has deployed the highest number, 600, of Point of Sales machines in the market. Nepal Investment Bank recently launched the "Premier Banking Cell" that caters to its high net worth clients and renders consultancy services in taxation, legal, insurance and travel and tours. The Bank plans to strengthen its position in products such as remittance and plastic money.

## ✓ Awards

Kathmandu - September 6, 2005. Nepal Investment Bank Limited (NIBL) has been awarded the prestigious "Bank of the Year 2005" by the London-based Financial Times Group's The Banker - making it the first Nepali Bank to win the award two times in three years. NIBL had also won the "Bank of the Year 2003" award.

Nepal Investment Bank was selected for this honor amongst the Nepali banks by meeting the stringent benchmark criteria set by The Banker. The Award is based on the growth and performance in terms of capital, assets, and return on equity and management quality.

## ✓ **Corporate Social responsibility**

At NIBL, we believe that our prosperity is directly linked with the well-being of the society in which we work. Being a responsible corporate entity, we are very aware of our social responsibilities. As part of our duty towards society, we have made numerous attempts to address social needs. To this effect, the bank has contributed to various social causes during the official year to name a few; the bank donated Rs 50000 each to BAL MANDIR and PASUPATI BRIDHASHRAM. Likewise the bank donated Rs 100 thousand to hospital and rehabilitation for disabled children (HRDC)

NIBL contributed Rs 600 and Rs 40000 to United Nations. High commission for Refugees (UNHCR's) Nepal Program, as part of its corporate social responsibility the fund is to be utilities for the Bhutanese Refugees in Eastern Nepal to fund the primary Education needs of the refugee's children. To quote UNHCR's representative in Nepal Mr. Abraham Abraham " This is a land marking private sector support to refugees in Nepal and a clear expression of the concern of NIBL: to help a refugees population in need, and we wish to warmly thank NIBL for its generosity".

The bank has equally shown interest in extending its support for the development and promotion of various supports and sporting activities in the country. NIBL has entered into a partnership agreement with Friends Club Kuponhole. NIBL has provided sponsorship amount of Rs 600 thousand. Furthermore, NIBL sponsored the 35th National Athletic Championship and Tenzing Hillary Everest Marathon. NIBL has also been supporting various sports bodies such as Nepal Boxing Association, Nepal Golf Association, All Nepal Lawn Tennis Association and Cricket Association.