



Cooperative Education Report

Title: A Study of Operational Activities of Himalayan Bank Limited, Kathmandu, Nepal

Written by

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Cooperative Education, Faculty of Business Administration, Finance and
Banking**


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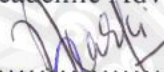
Siam University

Title Internship Report on Himalayan Bank Limited
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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2017

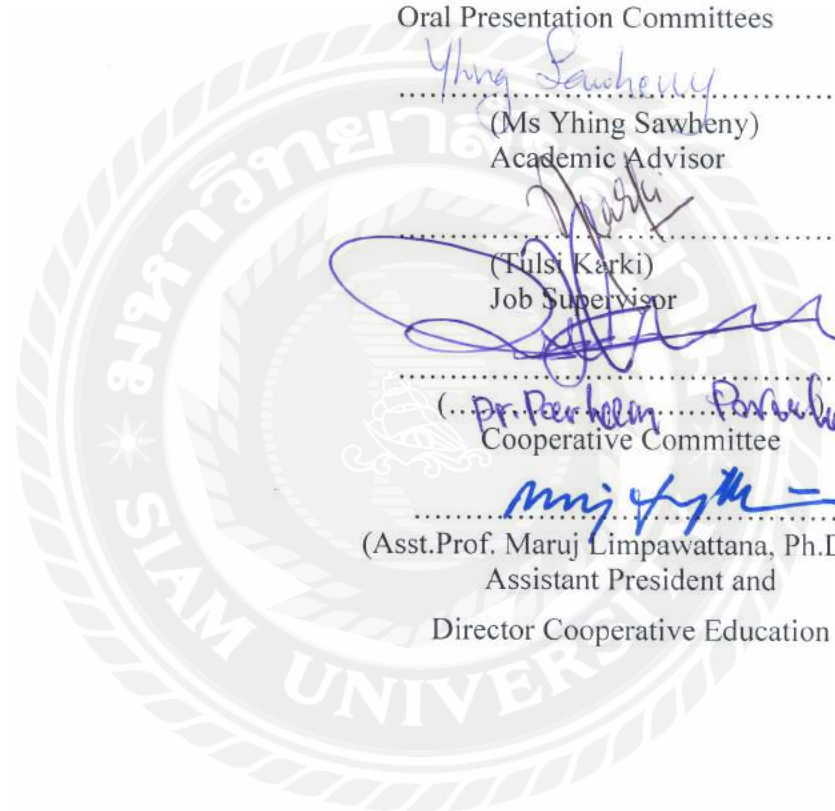
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Project Title: Social Media Marketing and Promotion Internship at Syn Hub Co-Innovative Space

Credits: 5

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Degree: Bachelor of Business Administration

Major: Marketing

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Abstract

The goal of this internship is to learn and observe the practical aspects of marketing. The main objective of this study is to observe how social media marketing techniques influence the decision of the customer and on loyalty of the customer. This study is conducted to know the importance of social media marketing to increase the brand awareness of the company globally.

Syn Hub Co-innovative space is community, which provides platform for the new start-ups, entrepreneurs and other businesses and individuals to shape their future. Syn Hub is a business complex, which provides consultant, tools and design and suitable environment for the businesses for their success.

Although the main objective of this study is about social media marketing, however other tasks such as event management, photography, videography and so on were also done accordingly.

To promote and increase the brand awareness of the company through social media marketing, we created the promotion campaign called "Songkran Promotion", uploaded the visual contents in the social media platforms, designed the promotion materials and so on. The main target area for these promotions was foreign residence living nearby apartments.

Keywords: Social media marketing/ foreign customers/ customer engagement/ brand awareness

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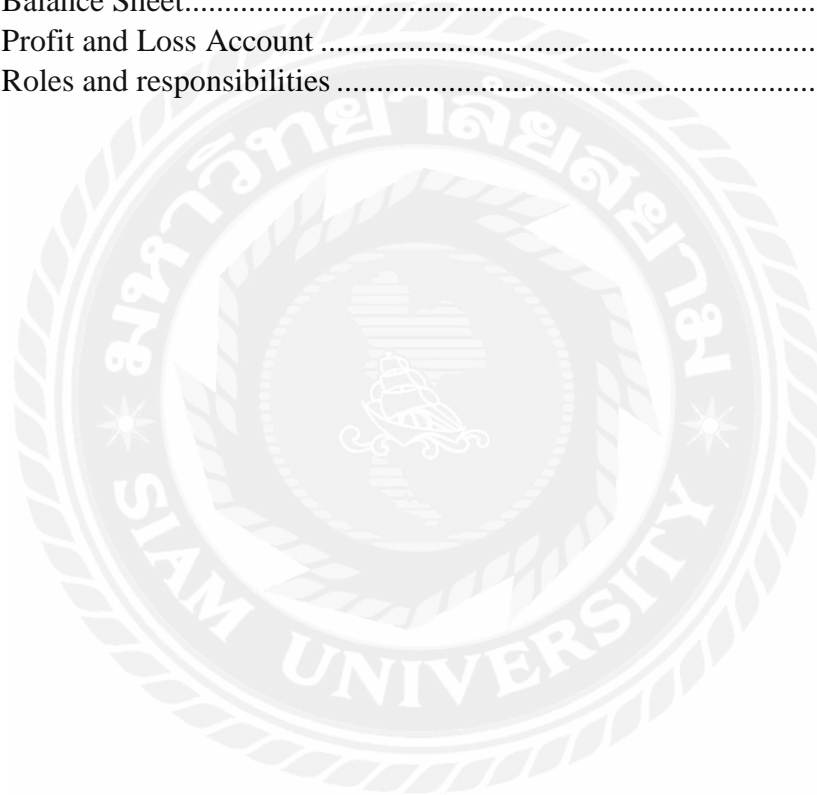
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Abbreviation

i.e.	that is
HBL	Himalayan Bank Limited
TOEFL	Test of English as a Foreign Language
SAT	Scholastic Aptitude Test
IELTS	International English Language Testing System
CEO	Chief Executive Officer
GM	General Manager
LC	Letter of Credit
BOD	Board of Director
KYC	Know Your Customer
CSD	Customer Service Department
Ltd.	Limited
LIC	Life Insurance Company
ID	Identity
ATM	Automated Teller Machine
Rs.	Nepalese Rupees

Chapter 1: Introduction

A bank is an institution which deals in money receiving as deposits from customers, honoring customers drawing against such deposits on demand, collecting cheques for customers and lending or investing surplus deposits until they are required for repayment. It allows interest on the deposits made and charges interest on the loans granted and further it creates credit and supports for the formation of capital and hence it is regarded as manufacturer of money. It provides financial services like, wealth management, currency exchange and safe deposit boxes (investopedia, n.d.). Bank is known as a dealer of money that bridges the gap between the savers of fund and users of fund.

1.1 Description of the Organization



Figure 1: Logo (*Logo of Himalayan Bank, n.d.*)

Himalayan Bank was established in 1993 in joint venture with Habib Bank Limited of Pakistan. Despite the tough competition in the Nepalese Banking sector, Himalayan Bank has been able to maintain a lead in the primary banking activities i.e. Loans and Deposits. HBL has introduced Premium Savings Account, HBL Proprietary Card and Millionaire Deposit Scheme besides services such as ATMs and Tele-banking product for the first time. HBL has introduced several new products and services. Some of the product and services are Millionaire Deposit Scheme, Small and Medium Enterprises Loan, Pre-paid Visa Card, International Travel Quota Credit Card, Consumer Finance through Credit Card and online TOEFL, SAT, IELTS, etc. fee payment facility HBL has developed exclusive and proprietary online money transfer software- Himal Remit TM through which the one who are working in foreign country can send money through legal channel. (About us: Himalayan Bank, n.d.).

Vision: “To become a Leading Bank of the country by providing premium products and services to the customers, thus ensuring attractive and substantial returns to the stakeholders of the Bank.”

Mission: “To become preferred provider of quality financial services in the country.”

There are two components in the mission of the Bank; Preferred Provider and Quality Financial Services; therefore HBL believes that the mission will be accomplished only by satisfying these two important components with the Customer-at-focus. The Bank always strives to position itself in the hearts and minds of the customers.

1.2 Organizational Structure

Himalayan Bank Limited has a very typical organization structure where the top level management includes the CEO, Senior GM and GM. Under them, there are the various departments of the bank with one person which heads each department. The major decisions are taken by Chief Executive Committee. The organizational structure of Himalayan bank is shown below:

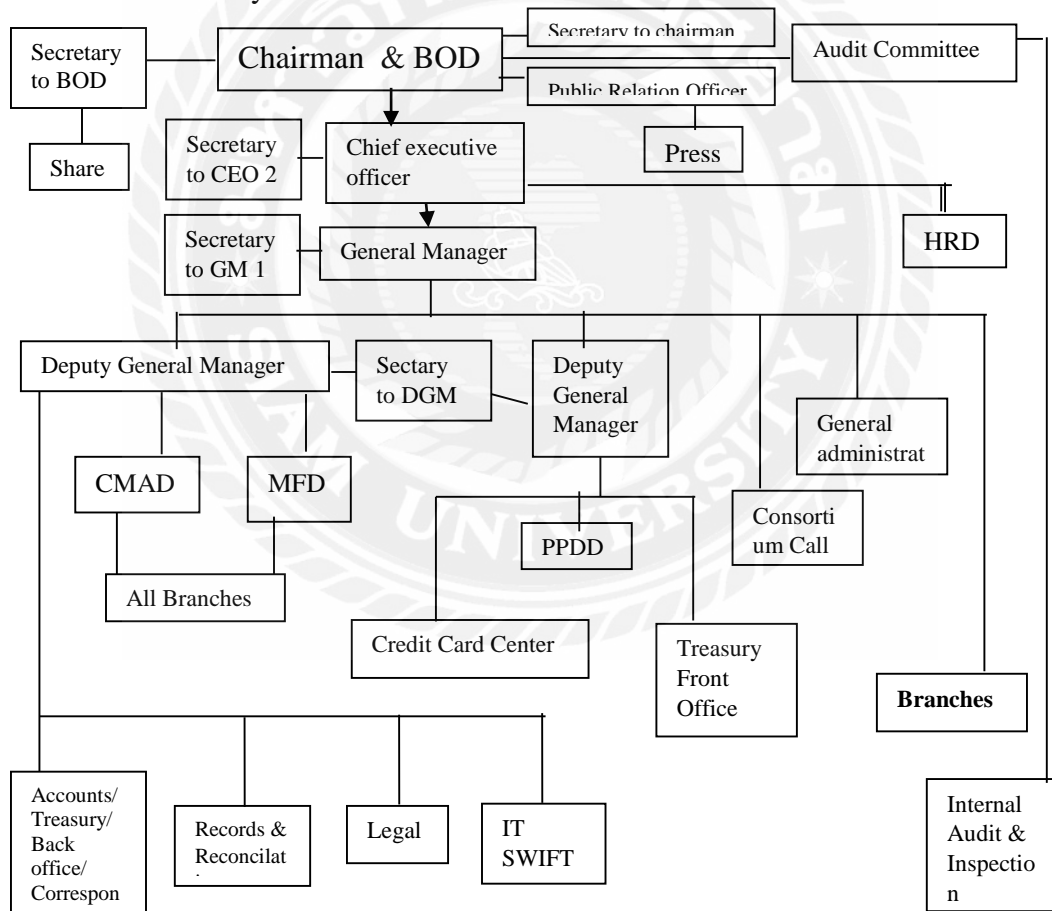


Figure 2: Organizational Structure of HBL (*himalayanbank, n.d.*)

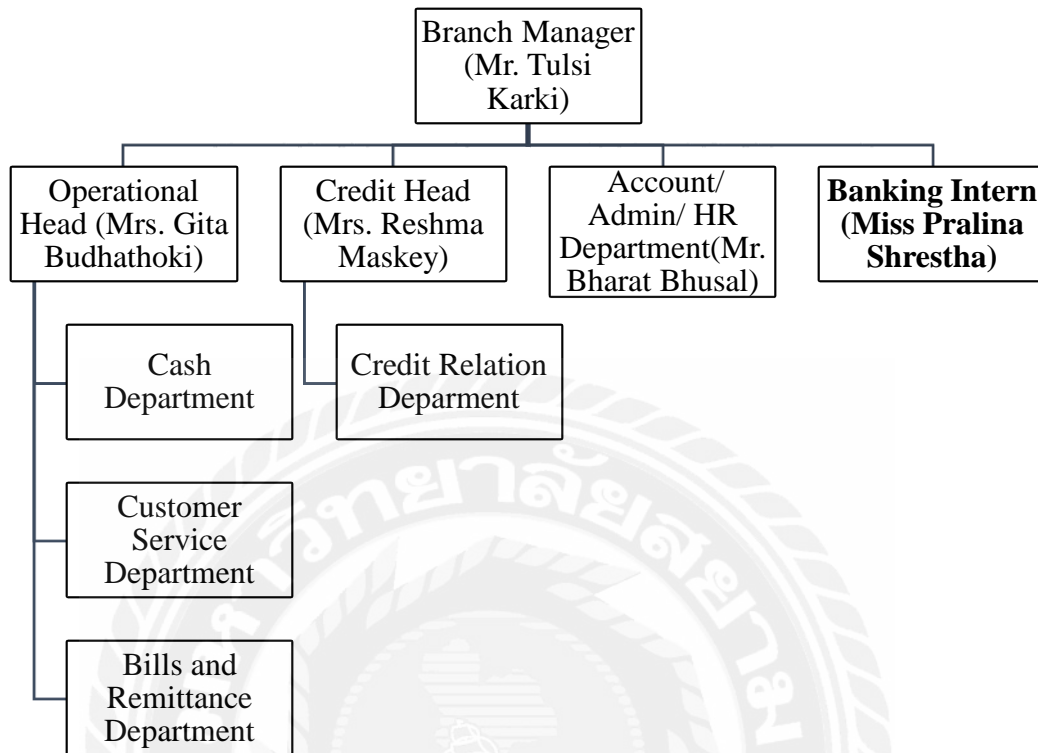


Figure 3: Organizational Structure of HBL- Bhaktapur Branch

The above mentioned organizational structure shows the overall line of authority in the Bhaktapur branch of HBL.

1.3 Statement of the Report

This report is made for the completion of undergraduate degree of Siam University. The internship was completed in Himalayan Bank Limited, Bhaktapur branch of Nepal. It is an 'A' class commercial bank. It is a joint venture bank with Habib Bank of Pakistan. The main motive of my internship was to enhance my learning in customer service and experience. I was assigned with such tasks that could grow my skills in these aspects.

1.4 Objectives

The main objective of doing internship in Himalayan bank are as follows.

- I. To gain knowledge of the recent business changes taking place in the economy and further opportunities in the banking industry.
- II. To know about various processes and working environment of a commercial bank.

- III. To assess the various processes banks go through to overcome the risks associated with loans.
- IV. To enhance my communication and interpersonal skills as the foundation of professional correspondence.

1.5 Expected Outcomes

The expected outcomes of my study are given below.

- I. To get practical insights into the real-life activities of the financial institutions such as banks.
- II. To experience the professional work culture and to learn for future prospects.
- III. To apply concepts and theories which were previously understood on the basis of assumption.
- IV. To analyze how to handle the real-life scenarios and deal with customers in future accordingly.

1.6 Limitation of the study

To prepare a report in short time period is not easy. Some limitation of the study are given below.

- I. Lack of access to internal software and data
- II. Due to limited time, the study has been conducted quickly.
- III. The details of prescribed departments and its transaction were not provided to intern due to confidentiality reasons and policies of the bank.

Chapter 2: Literature Review

Bank plays a vital role in developing the economy of any country. Bank is a financial institution whose primary function is borrowing and lending. Banking institution plays a major role in accelerating the process of development of a country. For achieving the economic growth, the funds need to be collected and to be utilized properly in the productive areas. Traditionally, the banker used to accept three types of deposits. i.e. current, saving and fixed deposit. But because of the intense competition for resources, there are a variety of other innovations introduced by the bankers in recent times, which is the major source of fund collection and other source of fund collection is common stock financing, preferred stock financing as well as bond or debenture financing.

Joint venture banks are the commercial banks formed by joining the two or more enterprises. They are the mode of trading to achieve mutual exchange of goods and services for sharing comparative advantage by performing joint investment scheme between Nepalese investors, financial institute as well as private investors their parent banks, which have been experiencing highly mechanized and efficient modern banking management skill and international of banking institutions. Joint venture banks are established by joining two difference forces and with ability to achieve common goal with each of the partners.

Himalayan bank has 50 branch offices in 55 districts (17 branches inside Kathmandu valley), 126 ATMs, 850,000 clients and 1,450 staff members. They have 10 branches pipeline to be opened by July. It stands for customer's convenience and support. It is driven by values of efficiency in operation, integrity and a strong focus on catering the needs of every customer by offering high quality and cost effective products and services. The professional management team along with dedicated employees is always looking forward to serve the customers, understand their needs and design tailored products. The bank operates in highly automated environment in terms of information technologies and communication systems.

The documents that are required for an individual to become the customer of the bank are as follows.

- I. Photocopy of Citizenship Certificate
- II. Photocopy of birth certificate (In case of Minor)
- III. 2 pass port size photographs
- IV. Photocopy of a guarantor's citizenship certificate
- V. ID card of a Student in case of Student Saving Account.

- VI. ID card of Senior Citizen in case of Senior Citizen.
- VII. ID card of Single women if she is a single women.
- VIII. ID Card of Nepal Army, Shanti Sena if he/she wants to open the privilege account.

The documents that are required for the account opening of the Corporate Customers are:

- I. Firm Registration Certificate
- II. Name list of Board of Directors.
- III. Tax Clearance Certificate
- IV. Specified name of Signatory of the Organization
- V. Photocopy of Citizenship of the Administrators

The products and services provided by HBL are given below.

Deposit products

- I. Fixed deposits
- II. Current account
- III. Normal saving account
- IV. Bishesh Saving Account
- V. Recurring saving account
- VI. Himal saving account
- VII. Call Account
- VIII. Premium saving account (PSA)
- IX. Super premium saving account
- X. Shareholder's saving account
- XI. Himal remit saving account

Loan Products

- I. Consumer/Personal loan
- II. Home Loan
- III. Subidha Loan
- IV. Auto Loan
- V. Small Personal Business Loan (Personal)
- VI. Loan Against Fixed Deposit Receipt
- VII. HBL Consumer Financing
- VIII. Loan Against Government Bonds & Bonds of Bank
- IX. Loan Against First Class Bank Guarantee
- X. Loan Against Shares

International Banking

To assist its trading customers, HBL offers LC facilities. Customers can place their LC application in any of HBL branches. The fees for LC is one of the lowest among other commercial banks of Nepal. The customers enjoy wide correspondent network of HBL in addition to attractive rates.

HIMAL Remit

Himal Remit is a web-based online money transfer system. It is easily accessible through website of HBL. It can be directly accessed by all branches and network thus ensuring prompt execution of the remittance. The product is monitored and serviced 24/7 by Remittance Promotion Department of HBL. It is dedicated to deliver fast and reliable services to the customers. Himal Remit has the largest payment network covering all cities, towns and villages of the country and is capable of paying at more than thousand locations across Nepal.

Safe Deposit Lockers

Looking at the varying needs and wants of the customers, HBL offers locker facilities of 4 different sizes as per customer's preference and convenience. Customers availing of this facility enjoy not only peace of mind in terms of security of their valuable belongings but also one of the most attractive rates and ease of location.

Cards Services

HBL provides various card facilities to the customers through which they can withdraw, purchase goods from several merchants as well as pay restaurants bills. Customers use these cards at any ATM terminal of HBL networks as well as SCT network also of other banks. HBL provides ATM services to their customer, which is open 24 hours. The cards facilities by HBL are:

- I. HBL Credit Card
- II. HBL Prepaid Card
- III. HBL Debit Card

SMS Banking and E-Banking

SMS Banking allows customers to check their balance, mini statement, HBL's foreign exchange rate and contact numbers of branches. Through the customer service department customers fill up the application form to apply for these services. After fulfillment of the application form, the information regarding

customer are sent to the information department for further process. After that pin number issued by the information department is provided to the customer through the customer service department. By using E- Banking and SMS Banking customer can make inquiry for balance and can get the mini statement by using the electronics means and mobile by sending SMS.

HR Performance

The HR performance of HBL is very effective. HR staffs are very concerned in how the employees are doing their job, plan for their training, spends hour an hour at least one month each year making sure your manager turn in their employee performance evaluation on time. Here's what HR has to aid this process:

- I. Incentivize employees showing adaptability, creativity and inquisitiveness for digitization
- II. Hire applicants having digital skills
- III. Bring the IT and other departments closer
- IV. Re-design career paths
- V. Encourage innovation in training and branding

Corporate Social Responsibilities by HBL

HBL is not only a bank. It is a committed corporate citizen that holds one of the very important aspects of HBL. Being one of the corporate citizens of the country, Right from the time of its commencement, it has been discharging its social responsibilities through various social and allied institutions. It has always promoted social welfare activities. Many activities that do a common good to the society have been undertaken by HBL in the past. HBL is enthusiastically interested in enrolling itself in such activities on an ongoing basis. The major services being rendered by HBL are related to education, healthcare, sports, culture and social services. HBL allocates a significant portion of its 'Annual Sponsorship & Donation Budget' for fulfilling social responsibilities.

Financial Performance

On the basis of the annual report of the bank, the bank is performing very well in context to net profits (See table no. 2). It has increasing its net profit amount every year. This amount of profit can be taken as the perfect earning for any bank in the context of banking industries of Nepal. The growth exhibited in the balance sheet (see table no. 1) and profit & loss (see table no. 2) are impressive despite unforeseen that were expensed due to the public issue and were associated with the prevalent

risk in the capital market of country. On the average, HBL is doing better in the stock market of the Nepal. So the financial performance of the bank can be understood better.

HIMALAYAN BANK LIMITED
BALANCE SHEET
AS AT ASHAD END, 2074

(Amount in Rs.)

CAPITAL AND LIABILITIES	Schedule	Current Year	Previous Year
1. Share Capital	1	8,114,529,375	5,848,888,500
2. Reserves and Funds	2	3,590,667,378	2,974,879,628
3. Debentures and Bonds	3	600,000,000	600,000,000
4. Borrowings	4	40,000,000	1,000,000,000
5. Deposits	5	92,881,114,255	87,335,785,849
6. Bills Payables	6	82,892,887	504,174,092
7. Proposed Dividend		85,416,782	71,039,132
8. Income Tax Liabilities		-	-
9. Other Liabilities	7	1,860,859,289	1,528,240,879
Total Capital & Liabilities		107,255,479,966	99,863,008,080

ASSETS	Schedule	Current Year	Previous Year
1. Cash Balance	8	1,558,322,040	1,498,347,320
2. Balance with Nepal Rastra Bank	9	6,141,151,917	5,677,702,310
3. Balance with Banks / Financial Institutions	10	1,215,911,701	698,934,429
4. Money at Call and Short Notice	11	-	1,482,036,329
5. Investments	12	17,929,265,339	19,306,073,338
6. Loan Advances and Bills Purchase	13	76,394,259,228	67,745,978,944
7. Fixed Assets	14	2,175,892,638	1,922,966,664
8. Non - Banking Assets	15	-	-
9. Other Assets	16	1,840,677,103	1,530,968,746
Total Assets		107,255,479,966	99,863,008,080

Table 1: Balance Sheet (*Himalayan Bank Limited, 2017*)

The share capital of Himalayan Bank Ltd. has been increased from Rs. 5.8 billion to Rs. 8.1 billion (see table no. 1). The borrowing of the bank has been decreased from Rs. 1 billion to Rs. 40 million which is very attractive. The bank has been able to increase the deposit of customers as well which shows it has good reputation in the Nepalese banking sector. The asset side of balance sheet shows it has high liquidity as the bank balance with Nepal Rastra Bank has also been increased as compared to last fiscal year.

The interest income and interest expenses of the bank has also been increased. Increase in interest income helps to increase the net profit of the bank. Net profit of the bank has been increased from Rs. 1.9 billion to Rs. 2.1 billion (see table no. 2).

HIMALAYAN BANK LIMITED
PROFIT AND LOSS ACCOUNT
 FOR THE PERIOD FROM SHRAWAN 1, 2073 TO ASHAD END, 2074 (JULY 16, 2016 To JULY 15, 2017)
 (Amount in Rs.)

Particulars	Schedule	Current Year	Previous Year
1. Interest Income	18	6,938,502,556	5,015,843,968
2. Interest Expenses	19	3,173,333,669	1,565,895,670
Net Interest Income		3,765,168,887	3,449,948,298
3. Commission and Discount	20	713,467,993	599,641,824
4. Other Operating Income	21	128,497,398	105,107,706
5. Exchange Fluctuation Income	22	609,622,195	602,985,146
Total Operating Income		5,216,756,473	4,757,682,974
6. Staff Expenses	23	1,081,611,213	908,436,071
7. Other Operating Expenses	24	849,631,171	806,909,410
8. Exchange Fluctuation Loss	22	-	-
Operating Profit before Provision for Possible Losses		3,285,514,089	3,042,337,493
9. Provision for Possible Losses	25	835,752,640	744,816,820
Operating Profit		2,449,761,449	2,297,520,673
10. Non-Operating Income/(Loss)	26	26,806,694	22,276,054
11. Loan Loss Provision Written-Back	27	933,017,460	1,401,387,144
Profit from Regular Operations		3,409,585,603	3,721,183,871
12. Profit/(Loss) from Extra-ordinary Activities	28	2,293,572	(697,479,118)
Net Profit after considering all Activities		3,411,879,175	3,023,704,753
13. Staff Bonus Provision		310,170,834	274,882,250
14. Tax Provision		923,473,448	812,914,869
a) Current Years		945,628,135	809,825,053
b) Previous Year's Additional Tax		1,469,670	9,707,048
c) Deferred Tax		(23,624,357)	(6,617,232)
Net Profit/(Loss)		2,178,234,893	1,935,907,634

Table 2: Profit and Loss Account (*Himalayan Bank Limited, 2017*)

The balance sheet and profit and loss statement of the bank seem attractive as the income of the bank is increasing.

After having proper observation of the both internal and external environment, I was able to do **SWOT** analysis of the organization.

Strengths:

- I. Goodwill of HBL
- II. Experienced management team
- III. Customer friendly environment
- IV. Allow to withdraw remit amount up to Rs 2 lakhs whereas other banks has set limit of Rs 1 lakh

- V. Pioneer in Online banking

Weakness:

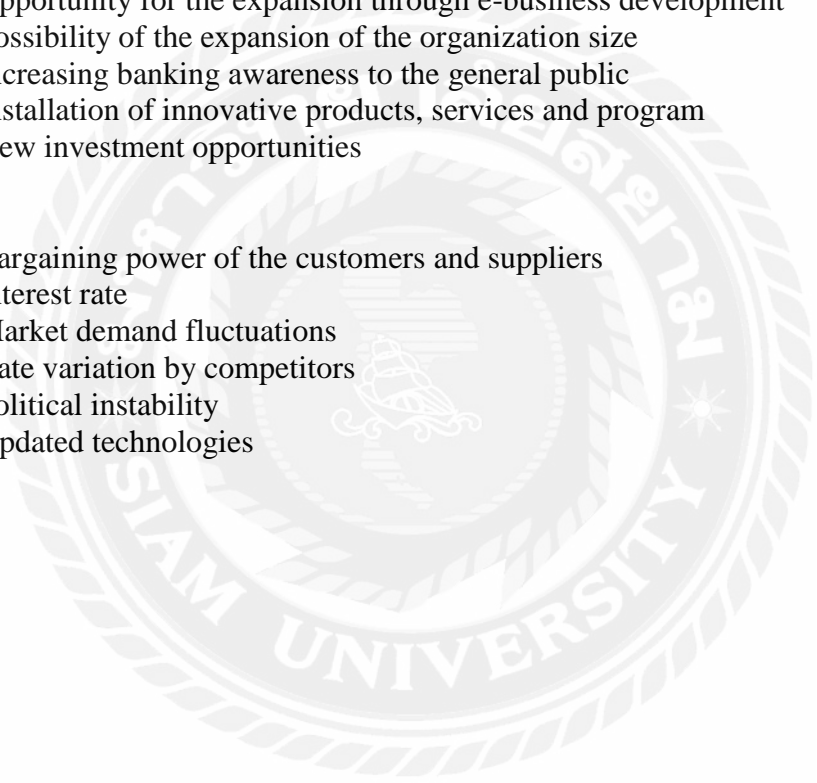
- I. Lack of promotional and advertisement activities
- II. Fluctuation of interest rate
- III. Lack of effective Human Resource in every department
- IV. Frequent problem in ATM

Opportunities:

- I. Opportunity for the expansion through e-business development
- II. Possibility of the expansion of the organization size
- III. Increasing banking awareness to the general public
- IV. Installation of innovative products, services and program
- V. New investment opportunities

Threats:

- I. Bargaining power of the customers and suppliers
- II. Interest rate
- III. Market demand fluctuations
- IV. Rate variation by competitors
- V. Political instability
- VI. Updated technologies



Chapter 3: Methodology

3.1 Sources of Data

This report was prepared from both primary and secondary sources of information collected through the period of internship. The information required for the preparation of report has been collected from observation of the activities that are performed in the bank and the personal interview and consultation with the staffs involved in different departments of the bank and the customers that I have dealt with. And, secondary data used in the report includes the information that is collected from the annual report of HBL, brochures, newspaper, bulletin, booklets, websites and other published documents.

I. Primary Data

The primary data are collected directly from the field. In other words, the data which are generally collected by the investigator or researcher is known as primary data. The sources of primary data are:

- I. Discussion, interaction and enquiry with the HBL staffs.
- II. Observation of different operational and specific tasks performed by HBL staffs.
- III. Interaction with the customers
- IV. Files, registers, computer data

II. Secondary Data

The secondary data are collected from the secondary sources. The data, which are already collected and used by someone, is known as secondary data. It is collected indirectly. The secondary sources of data collection are:

- I. Official website of HBL
- II. Reports and Brochures of HBL
- III. Related websites for general information
- IV. Publications and journal

3.2 Roles and responsibilities assigned by the company

This internship was done to complete with the final semester of undergraduate degree. I was held responsible for a series of activities at the bank. As an intern, I worked in Customer Service Department, Bills and Remittance Department and Credit Department.

Weeks	Roles and responsibilities
1	Inward and Outward Remittance
2	Making cheque book and bank statement
3	Account opening and account closing
4	Account opening, account closing and account transfer
5	Filing
6	KYC update of old customers
7	KYC update of old customers
8	Process of issuing of visa card and its pin number, and distribution of visa card to customers
9	Compliance
10	Compliance
11	Field Visit
12	Personal loan, Business loan, Education loan and Auto loan
13	Loan against Fixed deposit and Life Insurance & Non-life Insurance

Table 3: Roles and responsibilities

As there were other interns in CSD and credit department, I was assigned at bills and remittance department in the first week of my internship (see table no. 3). In which I learnt about inward and outward remittance through himal remit, clearing of cheque and telex transfer. I spent more time of my internship in CSD. Making cheque book and statement was not new for me as I had learn it on my first internship at Prime Bank Limited. Customer must fill cheque requisition slip to request new cheque book otherwise they are charged and to request bank statement they have to fill statement slip. For account opening, account closing and account transfer customers have to fill respective form. It was quite confusing about stamp at the beginning but after working for some more days I was perfect in it. Filing was done to update the information of all customers. Visa card is issued from card center, we just process for issue visa card and its pin number and distribute it to the customers after they are delivered in branch office from the card center. I was assigned for compliance also. I had to check either they match with customers profile or not. The customer who are politically influenced and whose closed family members are involved in politics are matched are kept under true match and kept as high risk. For the last few weeks I was assigned at credit department. I got chance to know about personal loan, business loan, auto loan, education loan and loan against fixed deposit. They have insurance facility also. HBL offers insurance from MetLife and LIC Nepal.

Chapter 4: Results and Discussion

4.1 Activities performed in the organization

I worked for thirteen weeks in different departments of HBL, Bhaktapur Branch such as CSD, Bill and Remittance Department and Credit Department. The general specialization was made under CSD with much time spending and other departments were also performed with less time period and less specialization purpose. I specially worked in the Customer Service Department. The departments, in which I was assigned to work, are explained below with what I have performed.

Customer Service Department

CSD is the department which initial test the deals with the customer directly. Being the place of the first contact for most of the customers of the bank, it is one of the most important departments of the bank. Customer service is the process by which an organization delivers its products and services to the customers. This department interacts directly with the customers and the people coming for inquiries about the bank and its financial products. This is the only department that acts as an interface between the customers and other departments of the bank. The performances made in the CSD are listed below:

I. Customer Interaction

Customer Services Department is to place where customer comes with queries and gets satisfactory answer. Following activities were performed in the customer service department:

- I. Giving information to all the customers regarding banking services.
- II. Address to customer complaints and solve their problems.
- III. Assisting customers in account opening with the necessary details.
- IV. Receiving orders of bank statement and cheque book.

II. Account opening, account closing and account transfer

Account opening means opening account of customer in a bank. I helped customers to fill the form and informing them about necessary information and newly updated rules. Account opening requires citizenship, photo, second ID, nominee ID. I was not allowed to use any user ID. So I am just able to open account in copy not in the software. To close account in a bank one need a valid reason, citizenship, remaining slip of cheque book and an ATM card. Transfer of account is done through one branch to another branch of HBL.

III. Filing

This is the first thing that I've learnt in my department as filing of the required documents was one of the necessary part to proceed with endorsement and renew all document of their individual customer were needed in filing process and after that several other necessary documents were attached to the files accordingly.

IV. Receiving and Doing Phone Calls

I believe that customers want exact and on the spot services. So I have also done the work of receiving phone calls from the other branches and customers and help them out by answering their queries.

V. Preparing Cheque Book

At customer service Department, interns are trained to make cheque book of customer. For the existing customer, cheque requisition slips are received, which are basically attached to the customer's old cheque book and for new customer cheque are delivered very next day (but generally it took 3/4 to make one cheque book) of the account opening.

VI. Process of issuing of visa card and its pin number, and distribution of visa card to customers

Except for the fixed deposit, the customer holding other account is provided with a visa card. As visa card is issued from card center, we just process for issue visa card and its pin number. They can use this card in various ATM counters all over the country to withdraw cash and even for other activates like balance certificate, shopping etc. It goes through a certain steps to dispute card to the customers. Nowadays, it's been necessary to take acknowledgement letter to take any ATM Card.

VII. Balance Inquires

I was allowed to check the remaining balance of the customers in their request. We are allowed to say the remaining balance if the customer is self-present on the bank only. To check the balances of the customers, I have used T24 banking software.

VIII. Providing Balance Statement

Balance statement is the statement that provides the information about the amount deposited and withdraw by the customer. HBL has made provision of providing account statement as per customer's demand and requirement. Normally it is provided as weekly, monthly and quarterly basis if only it is needed for the customers.

IX. KYC Update

KYC indicates to the “Know Your Customers”. It means updating the customer personal profile in brief. KYC involves to identifying its customers and targeting them accordingly. And its main advantage is to get reach to the customers if any fraud case occurs.

X. Making Counter Cheque

This can be also known as withdrawal slip. In the case emergency customer can use it. I have worked for preparing counter cheque in the CSD. In other banks they charge some amount to make counter cheque but HBL does not charge to make counter cheque. The counter cheque are valid if it has authorized signature i.e of branch manager.

XI. Compliance

The head office of HBL had selected certain customers as high risk. I had to check either they match with customers profile or not. The customer who are politically influenced and whose closed family members are politically involved are matched are kept under true match and kept as high risk. They have to be follow up very six months.

Bills and Remittance Department

In Bills and Remittance Department also we have to deal with customers. It is all about transfer the money as per the customer’s documents and receive of money that are remitted.

I. Telex Transfer

Telex transfer is transfer of money to another country. For this a customer need permission from Central Bank. If they don’t have permission letter from central bank then we are not allowed to transfer money in respective country’s bank account. This is especially done to those students who are in studying in abroad and pay their fees.

II. Remittance

HBL has its own product for remittance i.e. Himal Remit TM. It can be both inward and outward remittance. The one who are working in abroad send money to their family and friends through himal remit is inward remittance. It can to both domestics as well as international. Outward remittance is done domestic only from one part of country to another.

III. Bills

It includes both inward clearing and outward clearing of cheques. Inward clearing means the cheque from HBL itself. It is done from the branch where the customer has submitted the cheque. Outward clearing means the cheques from other banks other than HBL. They are sent to head office for the payment by scanning.

Credit Department

I. Loan

Bank always provide loan against collateral. There must be sufficient collateral in other to get loan. The fixed assets are evaluated by engineers as per market rate and government. I got chance to know about personal loan, business loan, auto loan, education loan and loan against fixed deposit.

II. Insurance

Insurance is done to secure us. HBL offers insurance from MetLife and LIC Nepal. Among this most of the customers prefer LIC. As it seems attractive and give more facilities as compared to MetLife. There is a system in which we calculate and clear the return to the customers. It has made us easy to deal with the customers.

4.2 Key Skills Learnt

Learning is either by doing or by observing. Internship was an opportunity to observe as well as to work so as to learn the skills and knowledge required at the workplace. This internship program help to gain professional working experience in corporate environment. Some of the important lessons learnt during internship are given below.

I. Workplace Ethics

The most important lesson learned during internship was workplace ethics. It helped to understand the importance of punctuality, discipline, attire and responsiveness in an organization.

II. Organizational Culture

Every organization has its unique way of performing day-to-day activities and has its own set of value. Employees must follow the organization's culture. The friendly environment of the organization made the internee familiar with the organizational culture of Himalayan Bank.

III. Team Work

Himalayan bank provided chance to observe activities of each department, as a team and the effectiveness of the department depend on the efficiency of the team

members. On the broader side, each department worked as a team that determines the overall effectiveness of the organization. Himalayan bank gave chance to work as a team member at CSD and developed the ability to work in a team.

IV. Interpersonal Skills

Working at CSD and interacting with customers was an opportunity for developing interpersonal skills. In addition, it also taught the importance of being cheerful, patient, and responsive to customer.

V. Communication Skills

Right information should be communicated to right people. Wrong information incurs loss to the organization. While working in the front desk, internee learnt the importance of communication and developed communication skills through interacting with customers and employees.

VI. Job Operational Skill

The entire job related skills such as; procedures are to be followed to accomplish various tasks are learnt by the internee by this 3 months internship program.

VII. Authority-Responsibility Relationship

Same as every organization, Himalayan Bank has a chain of command in the organization and every activity is verified by the upper level. With authority comes responsibility, so one should be careful while performing the task else one should also be responsible for the consequences.

Chapter 5: Conclusion and Discussion

5.1 Self-assessment as future professional

Himalayan Bank provided a good platform to observe, to work and to learn the work culture. The cooperation shown by the staffs was commendable and the team at HBL, Bhaktapur branch is a wonderful team to work with. It was a worthwhile and memorable experience working as an intern at Himalayan Bank, Bhaktapur branch. Himalayan Bank has a great corporate culture and focuses on customer satisfaction by providing top class customer service. It not only cares about the customer but also shows equal concern to its employees. This experience will definitely help the internee to cope with the challenges of the real work environment in the forthcoming days.

During my internship period, I learnt many things, I made many mistakes, and then that mistake gave me more ideas and knowledge. I learned more about the organization and how it works. Now I can handle the task given to me. I made new networks with many professionals of the banking sector. I learned to be more patient with the customer and take my stand for the right things. My management skill has improved and now I know how to work in systematic way. My communication and teamwork skills has improved. I have built confidence to work in real cases.

5.2 Comparison of practical learning VS theory

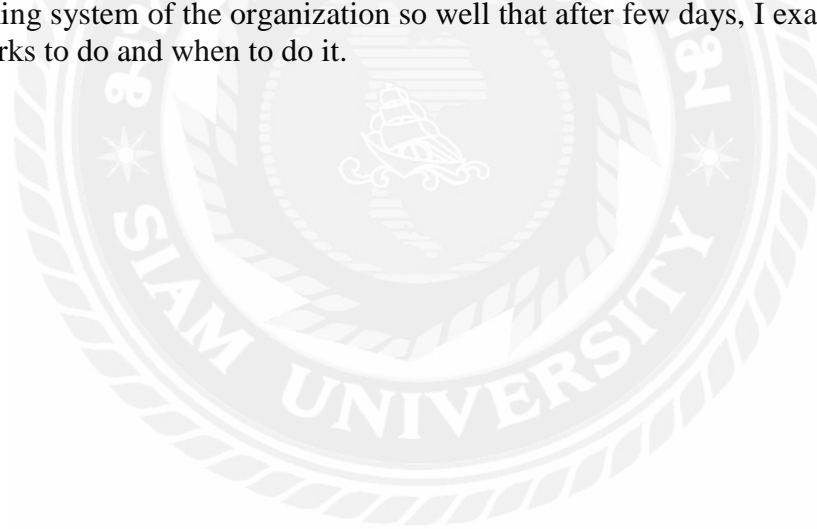
The internship program has provided the interns with lots of opportunities to learn about different aspects of an organization as well as it has introduced with the real world situation. Only theoretical knowledge is not enough, rather than implying theory into practical knowledge will help us learn many things. The internship at HBL provided a great opportunity to learn about different aspects of the banking sector. It is one of the most important industries that enhance the economic activities of the country. Working with the professional in the organization was challenging as well as a great experience. It is the opportunity to know what it is like to work in an office, to learn how to dress, perform in a professional manner, and to apply professional skills and talents.

The internship at Himalayan Bank gave the internee, the opportunity to know the real work environment and the experience gained in the bank is very much fruitful for the future job career. I have related my working experience as intern with some theories that we had studied in our class.

Competitor Analysis: Among 27 commercial banks of Nepal, HBL stands out to be among top 10 banks of Nepal. In Nepal there are no more banks in rural area but HBL has been able to focus those areas and has opened up new branches there. This gives customers easy access to banking facilities. This adds up to be the competitive advantage for HBL.

Business-to-Consumer refers to the transaction that occurs between company and consumers. Here HBL is a banking system that have many customers in the forms of depositor, remitter and loan client. This bank can also be related with Business-to-Business concept as it has to deal with central bank i.e. Nepal Rastra Bank.

It was a huge exposure for me to work as an intern in HBL. I observed that theoretical learning and practical learning are totally different. The thing I liked the most of the organization is that all the employees are very cooperative. Even though I was new to the organization, I did not feel uncomfortable to work as an intern over there. The employees were so friendly that whenever I used to meet them on the way they used to talk with me and ask if any help is needed. I received an immense support from my supervisors during my internship. They introduced about the working system of the organization so well that after few days, I exactly knew what works to do and when to do it.



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Annex I



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