



Cooperative Education Report

Title: Internship on Commercial Bank of Nepal

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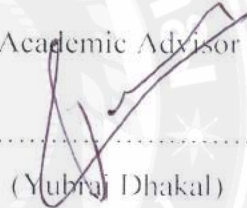
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ABSTRACT

The internship is conducted at NMB Bank. The main purpose of this internship is for student to make familiar with the real banking scenario. The internship program plays a vital role for the student to implement their theoretical knowledge in practical world. This report contains overall banking activities of all commercial Bank of Nepal. This report mainly focuses on the customer service department of NMB bank. The scope of this report is limited to the overall description of the bank, services and its position in the Nepalese Market.

There are nearly 800 staff members who are working for NMB. The bank focuses on giving services to the customer promptly. Throughout my internship tenure, I had worked under customer service department at Sitapaila branch.

Internship at NMB has been one of the most significant internship experience that I have ever has, as this internship opportunity has helped me to analyse my internal strength and weakness and developed me professionally. This experience taught me importance of personal relationship and consequently, helped to develop inter personal relationship skills.

Keyword: Finance/ Customer Satisfaction/ Communication

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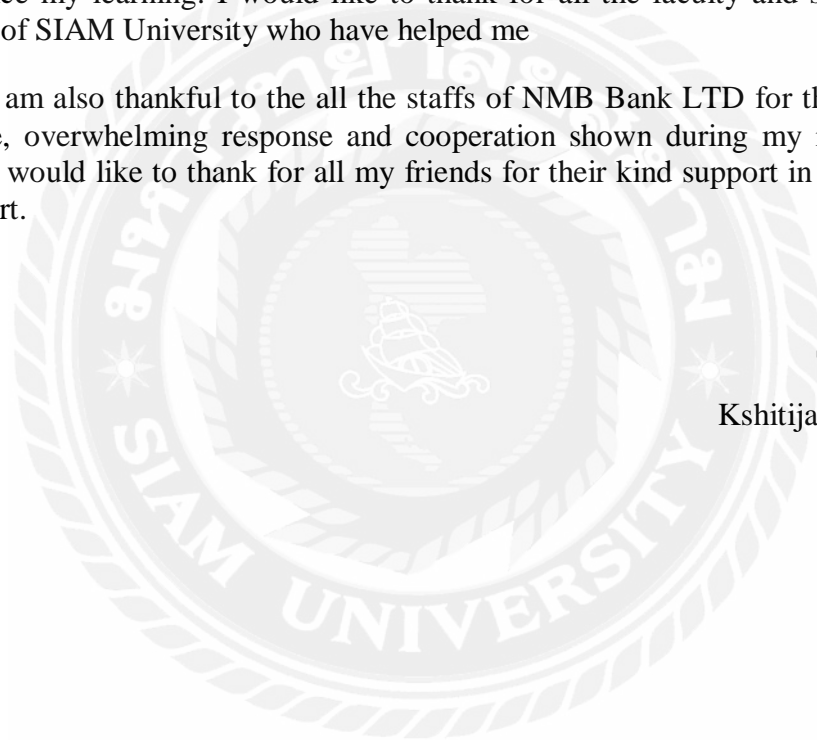
This report has been prepared as per the requirement of the degree of bachelor in business administration (BBA). The prominent role to assist us in this process goes to all my teachers without whom this project would not have been accomplished successfully.

I would like to thanks Siam University and Kathmandu College of Management for providing me an opportunity to do internship in NMB Bank Ltd to enhance my learning. I would like to thank for all the faculty and supervisor member of SIAM University who have helped me

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

Sincerely,

Kshitija Bhattarai



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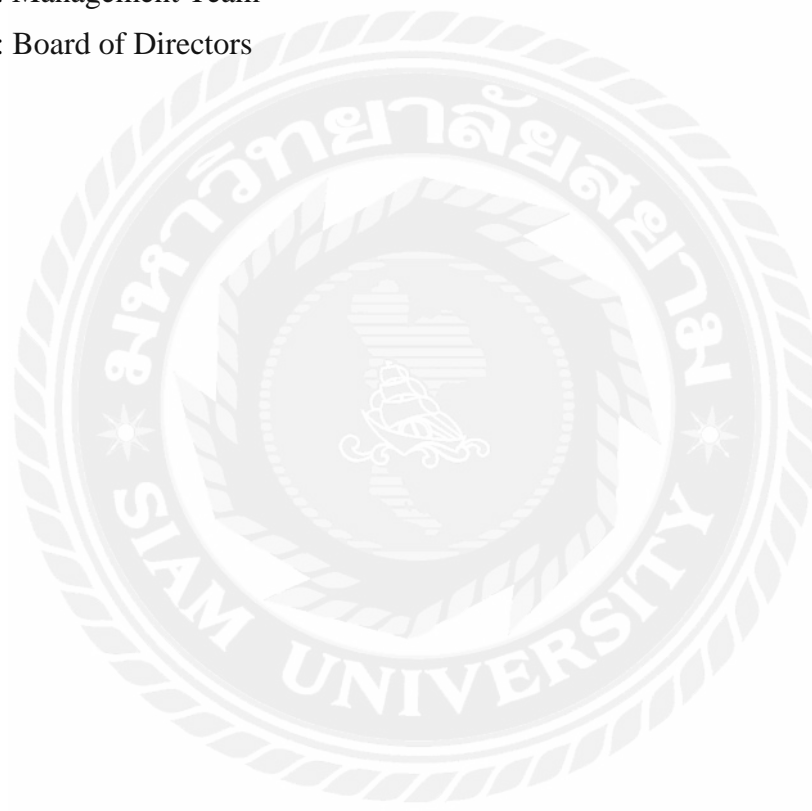
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Chapter 1

Introduction

1.1 Company Profile

This report is prepared on the basis of 3 month internship program at NMB Bank of Nepal that helps a lot to know the practical situation of the financial institution and teach us how to implement the theoretical knowledge into practical world. For financial sector the bank is the main component. This institution acts as an intermediary between surplus holder and deficit holder. They have several activities to perform which they categories under several departments.

As a commercial Bank, NMB Bank Limited, is a pioneer banking institution in Nepal that follows the NRB directives. NMB Bank Limited looks to provide unique service to the customer with friendly environment.

Bank is a solely a service oriented business organization. Bank has nothing to sell but its service. Service industry basic parameter is to provide service. If the service of any bank is good than the customer will do transactions in the same for long term. Walk-in-customers are those customers who enter the bank just to take a one-time service like draft, fax transfer or encashment of cheques. Till now the financial sector of Nepal include twenty eight commercial banks, eighty seven development banks, seventy nine finance companies, twenty one micro finance banks. The country's economic development also depends on development of Commercial bank. In Nepal, commercial banks are regarded as the vital element of the financial sector. They perform various functions like accepting deposits, advancing loans, credit collection, clearance of cheque, sales/purchase of shares/bonds, and transfer of money and so on. They perform these tasks for uplifting the economic activities.

In May 2008, the NMB bank ltd. is licensed as "A" class commercial Bank by Nepal Rastra Bank. This bank is operating for more than twenty years in Nepalese Market and one of the leading commercial bank of Nepal. NMB bank has a joint venture agreement with Dutch development bank named Nederland's Financierings- Maatschappijvoor Ontwikkelingslanden (FMO). FMO holds 20% of the shares. In September 2016, FMO becomes the largest shareholders of this bank. NMB bank becomes the market leader managing environmental and social risk and the leading player in agribusiness and renewable energy.

Vision

Building communities through responsible banking, preferred by all stakeholders, enabling customers and clients achieve their financial goals thus contributing towards prosperous Nepal.

Mission

Helping clients and customers to achieve financial security

- Strengthening and promoting sustainable socio economic development by working actively with local and international stakeholders
- Being responsible for bringing about positive environmental and social impacts
- Promoting self-reliance through financial products for real economy
- Creating an innovative climate within the organization, utilizing the skills and potential of staff.
- Delivering banking products and services to create delightful customer experience. (NMB BANK, 2018)

1.2 Organizational Structure

Organization should be innovative, flexible, and caring to attain the organizational goal. The main motive of the organization is to achieve the profit. The head office of the bank is located at Babarmahal, Kathmandu. The Board of Directors is responsible for policy making & guidance to the management. The executive power is vested in the Chief Executive Officer (CEO). NMB has the large branch network in Nepal, covering 21 branches in the inside valley and 59 branches in outside Valley. The Branch Operations Department is responsible for supervising the 80 branch network. I worked in the operational department in the bank. In operational department, I was assign in customer service Department and credit.



Figure 1: Management Team



Figure 2: Board of Directors

1.3 Statement of the Report

There are many problems that are bugging the Nepalese commercial bank some are identified below:

- 1) The existence of unorganised bankers which included money lenders, merchants who do the lending business on personal basis.
- 2) Lack of banking habit Nepalese people can be considered as an obstacle in banking in Nepal.
- 3) Political instability and domestic conflict.
- 4) The market is overcrowded with financial institution.
- 5) Change in rules and regulation of government.

1.4 Objectives:

The main objectives of the study are:

- To study about the overall banking activities of Nepal.
- To understand the practical implications of academic knowledge.
- To gain practical knowledge in real working conditions.

1.5 Expected Outcomes

The internship programs are designed to expand the academic learning for intern banking areas of study. Bank provides opportunity for intern to apply their classroom theoretical knowledge in practical workplace or real working scenario. Internship is not only the opportunity to get practical knowledge and skills but it helps to enhance some of the skills that can be transferable to any professional workplace.

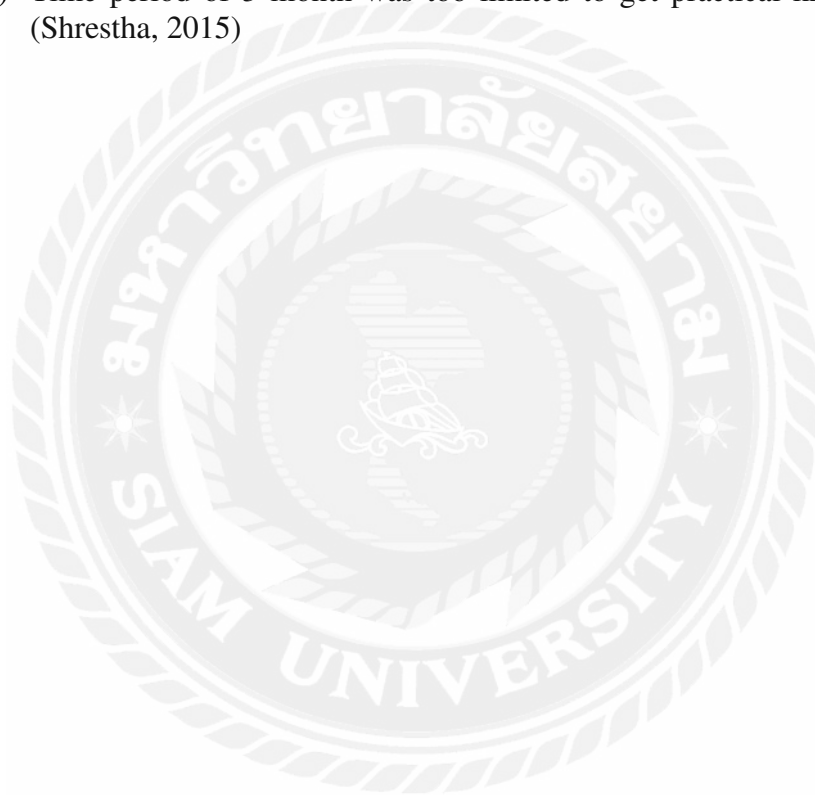
By the end of the internship, intern expects the following outcome:

- To know how to apply theoretical knowledge in workplace by linking those classroom knowledge.
- By applying by skill and experience to get knowledge.
- I would acquire new knowledge by challenging work to achieve meaningful activities.
- I would learn the process of work.
- I would like to learn the professional skills with the help of employee.
- I would like to maintain and build the positive relationship with staff as well as customer.

1.6 Limitation of the study

To prepare this report, I face certain limitation. They are:

- 1) According to some policy of bank they are not able to disclose some data and information.
- 2) Because Limitation of information, some assumption were made. So there might be some unintentional mistake in this report.
- 3) This study completely depended on official record and annual report.
- 4) Time period of 3 month was too limited to get practical knowledge.
(Shrestha, 2015)



Chapter 2

Literature Review

2.1 Origin of Bank

Banking concept is not a modern concept. This concept was emerged when humans were able to develop money. There was no word called banking before 1640. In early 2000 BC the temple of Babylon started the practice of safe keeping and saving flourished. About 300B.C. Chanakya in his Arthashastra mentioned about the existence of guild of merchant bankers who give advanced loans, received deposits and issued letter of transfer. During 1197 and 1247 AD the Jain scriptures mention the two name of banker who built the famous Dilware Temples in Mount Abu.

In 1157 the first bank was established in Venice which is known as “Bank of Venice” in Italy. The main purpose of this bank is to finance the monarch in his wars. The famous bank of England is bankers of Lombardy. Goldsmith is the first modern bank in english after 1640. This bank of hindustan was started in 1770.

Merchant Banker was the first who evolved the banking system by trading the goods. Remittance tool is used for trading of money from one place to another. Hundis is used for the purpose to remit fund. In India the merchant banker was known as “Seths”.

After the Merchant Banker the next step for the growth of banking system was the goldsmith. To do the business the goldsmith has to take some precaution against theft of jewellery and gold. If the merchant bankers seemed to be an honest than the lender will leave the ornament, money in his care. As the practice of this banking system the goldsmith started charging the certain amount for taking care of other people ornament and money. For the evidence of proof the goldsmith they use to issue a receipt. The goldsmith was prepared the receipt for the equal amount of money this receipt is like cheque.

The next step in growth of banking sector is the money lending activities. The goldsmith found that withdrawals of coin are higher than the deposit amount. So, the goldsmith started advancing the coins on loan by charging certain amount of interest. As a safeguard, he kept some money in the reserve. (Mishkin Frederic S)

2.2 Banking System of Nepal

During 1877 AD in the time of Prime Minister Ranoddip Singh the banking system was started. He started many economic and financial reforms for the development of society. The basic purpose of this system is to provide lending facilities for the general public at very appropriate interest rate. So, Tejaratha Adda was established. This Adda distribute credit for the people by looking at collateral like gold and silver. For the government employee the credit facility were given by deducting from their salary. This Adda only provide credit facility to public and they didn't accept deposit.

The real and modern banking was provided by Nepal Bank Limited in 1994 B.S by Judda Samsher . The main function of this bank is to accept deposit and provide loan from public. After that in 2013 B.S. Nepal Ratra Bank was established as a central bank of Nepal. This bank was owned by government and it started to issue notes since 2016. After this bank many commercial bank were established.

In the history of Nepal regarding banking system, Nepal Bank is the first modern bank of Nepal established in 1937 A.D. Nepal Bank limited was established as a semi government bank with paid off capital of 892 thousand and authorized capital of Rs 10 million and it was the first real bank of Nepal.

Nepal Rastra Bank is known as the central bank of Nepal because it has authority to make rules and regulation for Commercial Bank, for mobilizing the capital for economic development of the country, to look after the trade activities and foreign money exchange authority. NRB guide for the circulation of money in proper and effective so that this leads to development of industry.

The banks are formulated for the following reasons:

1. The bank was formulated for the monetary as well as foreign exchange. So, that they can maintain the same and stable price and can make payment for the need of people to develop the economy of the country.
2. NRB is the main body of bank and they only can supervise the financial institution to maintain the stability and proper development of country.
3. The bank was created because to pay the money effectively to the customer.

4. In past, Nepalese people have less trust on bank. So, to enhance the trust and confidence.

NMB Bank is another commercial bank founded in 1992 A.D by Zimbweans.NMB bank limited as an "A" class financial institution by Nepal Rastra bank in May 2008. This bank has been operating in the financial market for over twenty years and is one of the leading commercial banks in the banking industry of Nepal and awarded as Banker of the Bank award in 2017 A.D

2.3 Classification of Bank

Broadly, the banks can be classified into following types:

2.3.1 Commercial bank

It is the oldest type of bank. The major objectives of this bank are to earn profit on interest, besides this modern commercial bank has other means of earning profit. It collects deposits from general public and provide the loans to agriculture, industry, home, education and service.

2.3.2 Central Bank

The government has complete ownership for this bank and it is also known as nation of bank. The main objective of this bank is to issue currencies, develop monetary policy and also develop and implement fiscal policy. For formulation of economic policies, this bank provides loans and services to the government.

2.3.3 Industrial Bank

This bank was established for the development of industries The main objectives of this bank are to provide long-term loans and industries consultancy for establishment, development and modernization of industries. This bank encourages industrial investments. The first industrial bank of Nepal is Nepal Industrial Development Corporation established in 2016 B.S.

2.3.4 Agricultural Bank

This bank was established with the motive for the development and modernization of agricultural sector(s).This objective is to provide short term and

long term loans as per the need and validity of the customer. The first agriculture bank of Nepal is Nepal Agriculture Development Bank established in 2024 B.S.

2.3.5 Rural Development Bank

This bank started to provide banking services to rural poor people. The objective of this bank is to deposit saving of rural people individually and collectively and provide collective loan without collateral whereas, personal loan in personal collateral basis. This bank first established in 2044 B.S.

2.3.6 Exchange Bank

Exchange Bank established to deal in foreign currencies. The main objectives of this bank are to help in international trade and remittance by providing loans for trade and help in settlement of debt between different countries. No separate exchange bank in Nepal, commercial banks do foreign exchange transaction with the permission of central bank.

2.3.7 Universal bank

Universal bank performs the function of commercial bank and investment bank. The main objective of this bank is to collect deposit and grant loan and issues and underwriting of securities purchase and sale of securities of company.

2.4 Meaning of Commercial Bank in Nepal

According to Commercial Bank Act 2031, section “Commercial Bank is a financial institution that operates currency exchanges, money transaction, accept deposits, advance loans and performs other commercial transaction which is not specifically established with the objectives of cooperative, agricultural, industrial or any other such kind of specified purpose.”

2.4.1 Functions of Commercial Banks

The main objective of Commercial Banks is to make profit oriented Banks. It provides services to public and maximizes the profit. Central Bank regulates the function of commercial Banks with the Banking policies made mobilize the national economy.

Following are the function of commercial Bank:

Primary Function

- Accepting Deposits
- Demand Deposits
- Saving Deposits
- Fixed Deposits
- Providing Deposits
- Cash credits
- Overdraft
- Loan and Advance
- Call Loans

Secondary Function

- Remittance of money
- Collection of Payment of Credit Instruments
- Purchase and Sale of Securities
- Income receiving and payments
- Acting As trustee and Executor

Contingent function

- Locker Facility
- Travellers Cheque
- Letter of credit
- Dealing in foreign Exchange
- Collection of Statistics

2.5 List of Commercial Banks in Nepal

The commercial banks operating in present days are as follows: (imNepal, 2017)

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

6	Himalayan Bank Limited	1993
7	Nepal SBI Bank Limited	1993
8	Nepal Bangladesh Bank Limited	1993
9	Everest Bank Limited	1994
10	Bank of Kathmandu Lumbini Limited	1995
11	Nepal Credit and Commerce Bank Limited(Previously Nepal Bank of Ceylon Limited)	1996
12	Machhapuchre Bank Limited	2000
13	Kumari Bank Limited	2001
14	Laxmi Bank Limited	2002
15	Siddharth Bank Limited	2002
16	Global IME Bank Limited	2013
17	Citizens Bank International Limited	2007
18	Prime Commercial Bank Limited	2007
19	NIC Asia Nepal Limited	2013
20	NMB Bank Limited	2009
21	Prabhu Bank Limited	2009
22	Mega Bank Limited	2009
23	Sunrise bank limited	2009
24	Janata Bank limited	2009
25	Civil Bank limited	2010
26	Century commercial bank limited	2011
27	Sanima Bank limited	2011
28	Agricultural Development Bank	1967

Table 1: List of Commercial Banks of Nepal

Chapter 3

Methodology

Methodology of the report preparation includes selection of the organization, placement, duration of the activities, and the activities performed in the organization.

3.1 Organization Selection

In this competitive age it is not easy task to select good and reputed company. So it is difficult to select good organization. Not every organization provides intern an opportunity to learn and analyse the practical implication of the theoretical aspects learnt in the academic session. As a student of banking and finance, to convert the theoretical knowledge into the practical field, intern preference would be a financial institution, especially a bank.

NMB Bank (NMB) is one of the major commercial banks in Nepal. NMB is owned by the private that provides wide variety of services to the customers. Organization selection was very difficult as there were many options in front of us. Eventually, intern chooses NMB because it has the best offerings to the students. It is one of the large commercial bank of Nepal with higher net profit. Working as a part of such large bank would always be interesting.

The internship in NMB was possible only after the submission curriculum vitae of the intern, citizenship number, recommendation letter of the college and other necessary materials to the Human Resource Manager at NMB. The intern was placed at Sitapaila branch where intern got opportunity to achieve centralized management and with no doubt intern also got chance to know many new things and enjoyed the learning opportunities.

The intern was placed at Sitapaila Branch. The intern got good chance to observe the co-ordination among staffs and also the systematic flow of work. There are number of working staffs and each of them had their own duties which are performed in an efficient manner. I was assign in a Customer Service Department.

3.2 Roles and Responsibilities assigned by company

These sections include the study based on the internship period and the tasks performed during the stay in bank. As an intern I was assigned in a customer service department which is known as front desk officer. Likewise it is the information centre for its customers. It is a department which deals with customers and their complaints and orders. For any organization CSD is the place where the client gets first impression. It is because while entering to the bank, customers reach to the CSD at first and ask for help. The image and the reputation of the bank largely depend upon the effective functioning of this department, as they deal directly with different kinds of customers with same attitude and approach. So to transform customers to loyal customers to the bank the efficient functioning of customer's service department is the most. Thus, it would be fair enough to say that this department plays a vital role in the success of any organization. Interns were allowed to perform specific tasks so as to maintain confidentiality of the company. Despite of organizational learning I also learn attitude learning, like tackling the problem of Customers, Learn to smile and be polite with the Customer at any circumstances and Learn to be calm down while dealing with customer even when they are wrong.

The intern performed the below explained activities during the internship period:

DEPARTMENTS	ACTIVITIES PERFORMED
CSD	<ul style="list-style-type: none"> - KYC updating form - A/C opening & verification - Serve Customer by providing product and service information. - Cheque book distribution - Assist staff - Filing up forms - ATM card distribution - Making calls to customers to collect their cards - Writing in root books - CASBA - DMAT - Photocopy - Dormant Account - Social Security Amount distribution

Table 1: Activities performed during Internship

The internship period was a fruitful experience and knowledgeable regarding getting acquainted with the real life scenario of banking environment.

Through internship at NMB Bank, intern learns different kinds of personal and non-personal skills. Internee got to interact with the customer and with the member of the organization as a whole. Further, discussion and interaction with member of the NMB provides knowledge about professionalism.



Chapter 4

Result and Discussion

During the three months internship programme, I was placed in customer service department to accumulate learning experience of banking activities. All departments perform their work independently and all the departments having the aim to achieve same organizational goal.

4.1 Contribution of student made during the internship

Customer service department is basically the front desk of bank, as this is the department where customer first contacts with the bank. The reputation and image of bank is highly determined by this department. This is department where the bank delivers its product and services to the customer. The staff of this department should have fair knowledge of all departments so, that they can answer the customer queries. CSD department intends to attract the new potential customer and retaining the existing ones. All the activities of this department is to satisfy the customer. Customer department is also concern with revenue generation which mean to increase the profit. If the old customer are unhappy with this department or with bank then the bank should bear loss. The bank should find new customer which incurred expense for bank as well as the reputation and image will be damage of bank. This department is also known as bridge for bank as this department is link between customer and other department. So, this department is crucial for bank.

While doing internship, the intern manage all the files as per the application of filing and indexing and kept in proper place As the ATM of bank does not work and the money does not dispense any cash and the amount was deducted from account sometimes and the customer get aggressive especially when they don't have cheque with them to withdraw money. In such, condition staff and intern advice customer to fill the form of unsuccessful transaction and submit to bank. The intern serve customer by providing product and service information. The interns distribute cheque. The intern serve customer by providing various form like debit card, DEMAT account, Account opening form, Dormant form and many more.

The major functions performed by intern in CSD department are as follows:

- 1) Customer Counselling
- 2) Account operation (Account Opening and Account Closing)

- 3) Distribution Activities (Account and DMAT statement, Cheque book distribution, ATM card distribution, Checking Balance)

4.2 Details of related learning process and new knowledge student has received

1) Account operation(Account Opening/ Account Closing)

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

Account Opening Procedure:

- a. The account opening form should contain account name, account holder number, nominee name and signature. For account opening customer authenticated record like passport, citizenship, nominee citizenship, utility bill or identity card, two passport size photo are essential.
- b. Account number is given as per registered sequence following computer system rule to open the account in computer. The account number is of 20 digits; first three indicate branch code and middle last 8 digits denote the client code for saving account.
- c. If there is any discrepancy of document found by the manager or operation in charge then the customer is informed about that and is asked to clear the discrepancy.
- d. The manager or Operation in-charge approve the document
- e. Then the customer is requested to deposit the minimum re balance next day as prescribed in the assigned account number.
- f. Then customer is requested to collect the cheque next day and customer is released. They will be informed through a phone call after their debit card is ready.
- g. Then, documents are checked as per details given in Account Opening Rules according to the nature of the account.
- h. The documents are returned to CSD after the authorization.
- i. If there is any discrepancy of document found by the manager then the customer is informed about that and is asked to clear the discrepancy.

- j. Signature is scanned for the computer access. All other information related to the customer is written in the account opening section of “Pumori” for the future reference.

The account opening form and KYC along with other necessary documents are kept in a serial order as per account number for future reference.

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

Account Closing Procedure:

- a. Closing an account is just opposite of opening an account. Opening of the account can be taken as the contract between bank and the customers whereas closing of the account is the termination of contract. NMB account can be closed in following ways:
- b. As the request of the customer: Customer has the full right to close the account. Just he/she has to fill up the account closing form with the necessary details as account number, signature, name, reason for closing the account. He/she has to return the remaining cheque leaves and debit card to the bank. It is checked from the database at Pumori. Before closing any account bank staff's verifies the signature , check all the liabilities of the customer in the bank as LC, Guarantee, Loan , Locker etc. and administration department signs on account form so as to confirm the particular customer do not have any liability remaining with the bank.
- c. In case of fixed deposit account the bank closes this account after the expiry of the time period or maturity of the fixed deposit. The amount of the fixed deposit is transferred to other normal account of the customer as per mentioned in the form. On the other instances the bank has no right to close the bank account without the consent of the customer. (Nepal Rastra Bank, 2017)

2) Customer Counselling

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

3) KYC Update and Dormant

KYC is an abbreviation for “Know your Customer”, a term used for customer identification process. The KYC form helps the bank to know about customer’s true identity, the nature of business they are involved in, source of fund from which they deposit certain amount etc. This form helps to reduce the risk of the bank. This guideline helps bank to prevent the banks being used and the criminal activities like the money laundering. KYC has mainly focused on two components. They are: Identity and Address. The bank should update the KYC periodically because the address of client may differ from time to time but the identity of the person remains same. The dormant form is filled when the customer does not do any transaction for more than 6 month then the customer should fill the form and deposit certain amount of money.

4) Help customer filling cheque, deposit voucher

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

5) Filing

Intern manages the files as per the application form of filing and indexing and kept in proper place so that the entire staff intern could find it.

Chapter 5

Conclusions

Internship is the place where student can get practical knowledge. Internship helps one to understand the overall working environment. This may be the reason for making the internship program a part of BBA program where the student can learn something new simply by seeing other working and understanding the environment.

Internship was conducted in NMB, Sitapaila Branch. The internship on NMB bank helps the student to get the knowledge about banking sector. Prior to this experience the knowledge of banking was limited to books only. But through internship intern got a practical knowledge of the bank and the corporate culture. At NMB bank the intern was supportively guided by all the staffs that helped in acquiring the in-depth banking knowledge.

During the internship period, intern not only learns the banking aspect but also other than banking aspects like dealing with customer, supervisor and senior staff, intern colleagues. So, the work place environment will be friendly. Intern gets opportunity to know the importance of customer as they are assets of bank, if they are satisfied properly. Their queries are needed to be answered in a friendly and proper way so as to please and retain them in the organization

5.1 Self-assessment as future professionals

As I have completed my internship in NMB bank. Basically, Internship is designed to know the organization environment and how the organization performs work. This program gives me opportunity to receive practical knowledge by applying the theories I learned in class room. This program enhanced my skills and knowledge in the organization. This is the first phase or introductory phase in organization or workplace. This program helps me to link theoretical knowledge in practical world. I apply my knowledge, skills, and other internship experience in this bank. This program helps me to maintain professional relationship as this helps me to develop my communication skills with various kind of customer. This program helps me to learn various scenario of problem and how to tackle different challenges arises in working condition. This helps me to develop public relationship with different person. Intern learns different kinds of personal and non-personal skills. Internee got to interact with the customer and with the member of the organization as a whole. Further,

discussion and interaction with member of the NMB provides knowledge about professionalism. The internship helps student do enhance their Communication skill.

The non-personal skill learnt was to get acquainted with different kinds of machine like printer, scanner, ECC scanner, statement printer and cheque printing machine.

5.2 Comparison of practical learning vs. Theory

Practical learning can be define as the knowledge that student gets from the practical life whereas theory learning is about the study from the book. In the Practical learning the student get idea to know how to utilize the theory in their daily life but in theory the student learn about the basic things of the subject. The gaps between the practical learning and theory learning are mention below:

- 1) In theory the student study, different facilities provided by the institution is studied but all the institution cannot provide all the facilities for the customer of the bank.
- 2) In theory knowledge the students only get a chance to get surficial knowledge but in the practical learning the students get chance to know the organization knowledge entirely.
- 3) While studying the theory the knowledge the student only know the problem of the organization in written form but in practical learning, while facing the problem in work and to do the solution of that problem was the practical work.
- 4) The usefulness and the applicability of the business education to the real life business can be known from the practical knowledge.

5.3 Recommendation

In the Nepalese economy there are many commercial banks growing day to day. The Multinational bank is increasing day to day as the competitions increasing in financial institution market. So, NMB bank should develop different marketing strategy to attract the existing customer and new customer. The Bank main income is from the investment in loan. As the NMB bank, should minimize the default risk because to maintain the sustainable growth in economy. If the bank fails in minimizing this risk they might suffer from bankruptcy situation. The bank should pay different rate of employees because the hard working employee are not satisfied with the same rate and they might leave the job or transfer to other bank. This might affect the whole management team and the organization might not able to achieve the goal.

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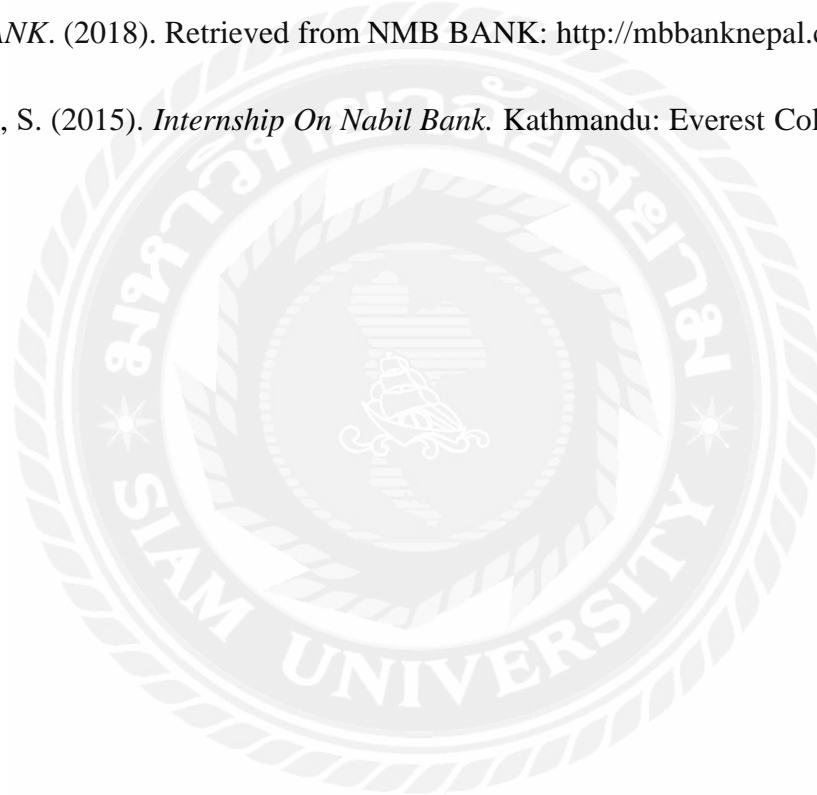
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