



Cooperative Education Report

Study on the Evaluation of CSD and Remittance of NIC ASIA Bank



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ABSTRACT

This cooperative report entitled “Study on the evaluation of CSD and remittance of NIC ASIA bank” has the goals to study, the banking system and understand its functions and procedure. Objectives of the study include: 1) to scrutinize the marketing and sales practices that are adopted by NICA 2) to learn corporate culture 3) to apply my theoretical knowledge into practical corporate world and put my financial knowledge into practice. With the company, I was assigned to work as intern, in all operational departments and procurement during the tenure 18th January, 2019 to 30th January, 2019. While working on these departments, I got insight into the banks operation and understood the various working terms and functions. The report gives details about the NIC Asia Bank and my experiences and learning in this banking sector. M a i n responsibilities are to complete the task assigned in Remittance department and clearing department. Thereafter, coordinate in CSD department, wherever the help was required. At the end of my internship, I learnt problem-solving skills, handling responsibilities, work-ethics, communicational skills, time management skills and how to work with team having different opinions. Upon the completion of the internship, it found that the problem was resolved by means of reduction in the workload and process of communication. I was able to apply my knowledge and understand more of the banking system in Nepal. In this matter, student is able to learn more about financial system in real corporate world which are very important for future career development and profession.

Keywords: banking/ operation/ corporate/ banking

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List of Acronyms

ASBA: Applications Supported by Blocked Amount

ATM: Automated Teller Machine

CSD: Customer Service Department

FCY: Foreign Currency

KYC: Know your customer

NIC: Nepal Industrial and Commercial

RTGS: Real Time Gross Settlement

SWIFT: The Society for Worldwide Interbank Financial Telecommunication



Chapter 1: Introduction

1.1 Company Profile

NIC ASIA Bank has its antecedents in NIC Bank which was established on 21st July, 1998. The Bank was rechristened as NIC ASIA Bank after the merger of NIC Bank with Bank of Asia Nepal on 30th June, 2013. This was a historic merger in the annals of Nepalese financial landscape as the first of its kind merger between two successful commercial banks in the country. Today, NIC ASIA has established itself as one of the most successful commercial banks in Nepal. During the post-merger integration phase, NIC ASIA managed the transition very smoothly receiving accolades from the regulators as well as the stakeholders, paving the way for other mergers and consolidation in the Nepalese financial sector. After the merger, NIC ASIA was recognized as **“Bank of the Year 2013-Nepal”** by The Banker, Financial Times, UK. This is the second time that the Bank was recognized with this prestigious award, the previous occasion being in 2007.

NIC ASIA Bank is now, one of the largest private sector commercial banks in the country in terms of capital base, balance-sheet size, number of branches, ATM network and customer base. The Bank has 244 branches, 9 extension counters, 18 branch less banking and 216 ATMs across Nepal with a network covering all major financial centers of the country. The Bank strongly believes in Meritocracy, Transparency, Professionalism, Team spirit and Service Excellence. These core values are internalized by all functions within the Bank and are reflected in all actions the Bank takes during the course of its business.

NIC ASIA Bank is first commercial bank in Nepal to:

- Received ISO 9001:2000 certification for its Quality Management System standard in the year 2006
- Receive a line of credit by International Finance Corporation (IFC), an arm of World Bank Group under its Global Trade Finance Program
- Introduce insurance coverage in saving accounts
- Import pure bullion (Gold & Silver) for sale to customers

The primary objective of the organization is to serve clients in a manner to satisfy their needs and solve the issues arising in the banking sector along with setting the higher standards. To offer solutions to the customer to ensure satisfaction. There are almost 270 branches serving the customers inside and outside the valley, with 20 qualified representatives working in the organization. Keeping in mind the end goal to guarantee the effective business, the organization originators are focused on the accompanying primary standards.

1.2 Organization Structure

Organizational structure is a system used to define a hierarchy within an organization. It identifies each job, its function and where it reports to within the organization. This structure is developed to establish how an organization operates and assists an organization in obtaining its goals to allow for future growth. In other words organizational structure determines the manner and extent to which roles, power, and responsibility are delegated, controlled, and coordinated, and how information flows between levels of management. An organizational structure can be defined as the formal and informal framework of policies and rules, within which an organization arranges its lines of authority and communications, and allocates rights and duties.

The design and structure of the bank consists of various levels of owners and the staffs. Organization structure denotes the distribution of authorities, responsibilities and resources in an organization. The hierarchy of NIC Asia Bank starts from the Board of Directors followed by the Acting CEO.

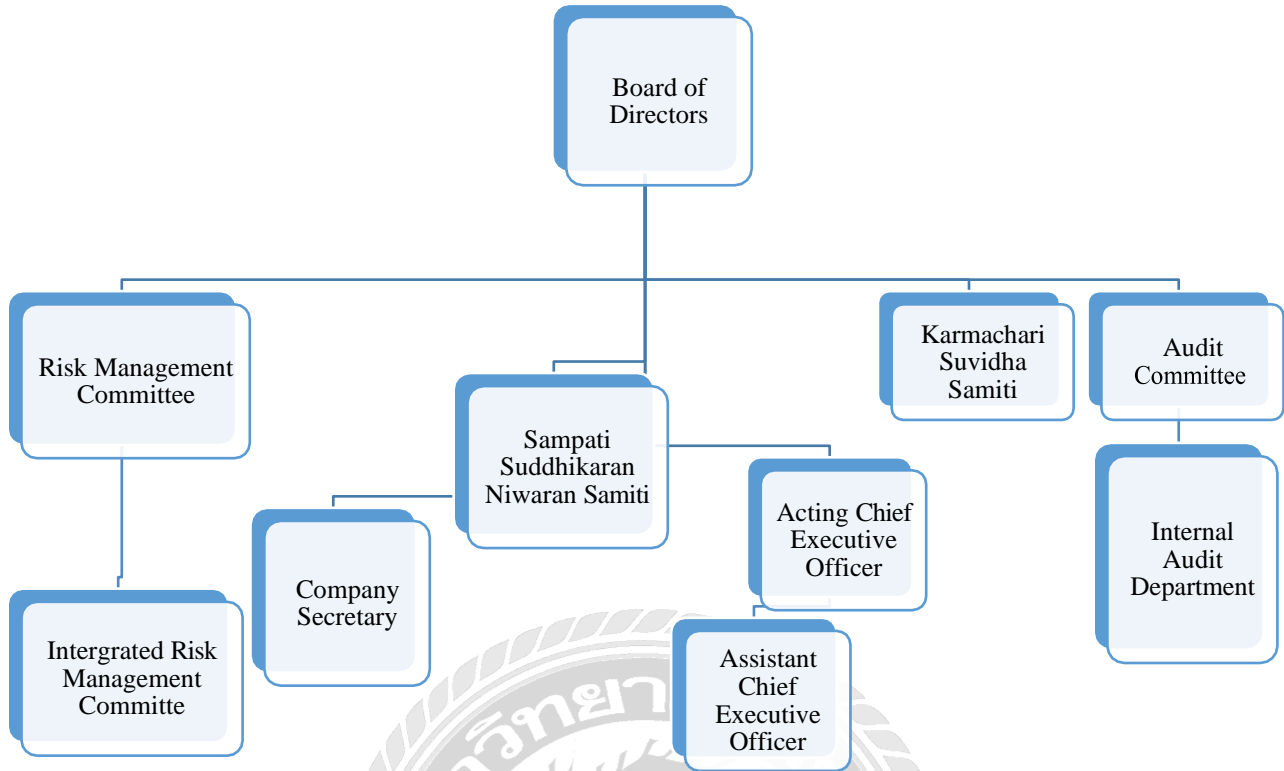
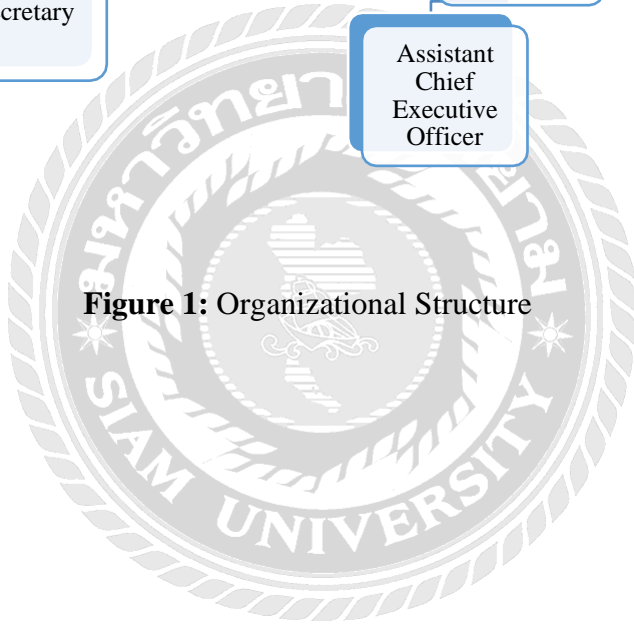


Figure 1: Organizational Structure



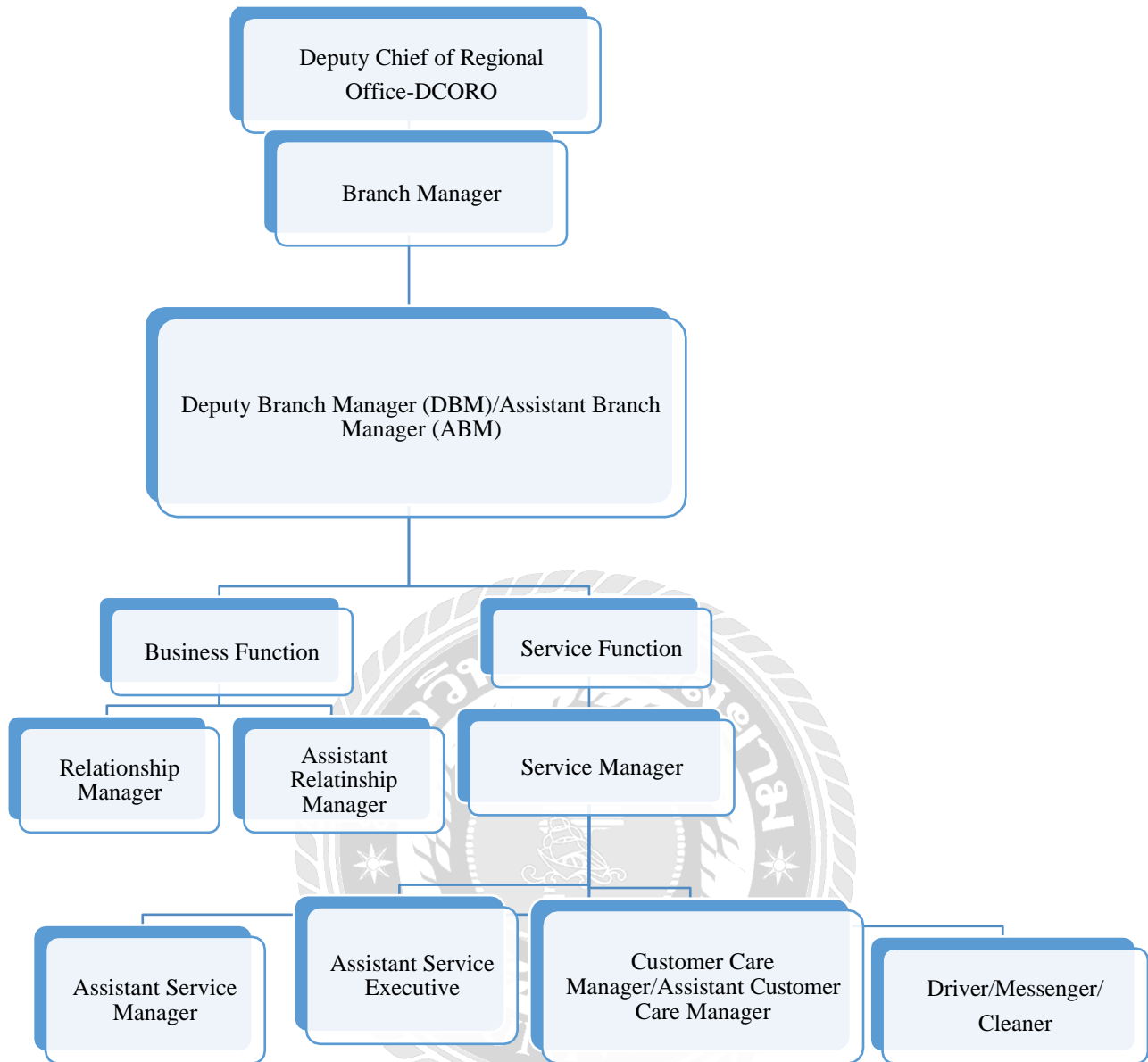


Figure 2: Structure at 'A' Category Branch

1.3 Statement of the Report

This report is submitted in partial fulfillment of the requirements for cooperative education to complete the BBA program of duration being four years. I also confirm that, the report is only prepared for my academic requirement not for any other purpose.

1.4 Objectives of the Study

The major objective of the program was to provide student with an exposure to the practical working environment, gaining more ideas about the real market. Apart from this, the objective remained from realizing the scope of conducting business in Nepal to facing the real problem that arises in the real working scenario through managerial and interpersonal skills. To enhance my career prospects, develop personal relations and become more professional, the internship would help me widen my career prospects through the experience, and help me inculcate professional etiquettes and develop a broader relation network which is very important in today's world in order to succeed.

The general objectives are listed below:

- To identify the various activities performed under cash, ECC, Remittance, and CSD.
- To examine different product and services offered by NICA.
- To enhance the communication, interpersonal and public relation skills through direct interaction with the representatives and customers.
- To observe realistic view of the professional world to the students whereby they can connect their theoretical knowledge into practice.
- To analyze various banking functions and performances.

Chapter 2: Internship Activities

2.1 Assignments and Responsibilities of the Student

Being assigned a role as sales and executive intern, some of my roles are:

1. Assisting in promotional strategies

I was given tasks to assist in different marketing campaigns so as to bring in new accounts.

2. Completing the tasks assigned in the CSD department

I was indulged in various activities; attending customer calls, updating KYC forms, account opening, help customers to select appropriate account among various schemes as per their needs, help customers to know their balance and interest, issuing cheque book and statements to customers, issuing ATM, E-Banking and Mobile banking requisitions.

Apart from these, CSD is also involved in managing files and recording data to enhance the performance of the bank.

3. Exposure to clearance

I was assigned to collect the cheques from account payee customers and make the entry into the system and later in the evening generate the report of the cheques entered and vice versa.

4. Exposure to FCY sales

I was assigned with providing forms and collection of the required documents and make sure the documents are properly scanned and stamped and proper documentation to be made at the end of the day.

5. Making SWIFT and RTGS payments.

SWIFT is account to account transfer in different banks ex: tuition fee payments in foreign country. RTGS is real time transfer of fund from one bank to another on the behalf of customer against legal documents for Advance Payment of goods, Freight Cost.

Chapter 3:

Identification of problem encountering during the internship

3.1 Indicate how you successfully solved the problem

As we look insight the banking sector; we can understand that it is very huge and complex roles are performed by the bankers. However, it is very difficult to undertake the problems of every individual customer so there is difficulty in encountering every problems and growth of the sector in Nepal. Looking forward there is a huge communicational gap among employee and customer which lacks due to proper education and training to deliver the services promptly.

Since there are customers from pension account and Nepal army who were unable to so it is difficult to get KYC information. As an internee, I helped them in filling up the forms and necessary applications so as to keep them updated depending on the nature of the customers. The system were not updated properly which created problem to run the system, leading customers to wait for a longer duration.

Also it is made easier to do banking transaction without taking risk of carrying huge amount of cash by ECC (clearance of cheque), however proper guidance and rules are to be followed. So, I helped by guiding the customers by checking dates, signature, company stamp followed by account payee in cheque. As an intern, helped in maintaining records of ATM issuance, E-banking passwords issuance, Supplemental formed filled up by existing customer.

3.2 Provide some examples

1. The employees used to face problem handling customers at rush hours where I was able to support them and coordinate along.
2. Customers used to come at remittance department with control number but with no idea about which remit to transact so I could help them find it.
3. I used to give priority to old people and Nepal army; as they require guidance in documentation.

4. At times, it was difficult for the employee to communicate among themselves at rush hour and I used to make sure the communication gap is eliminated.
5. Customers need timely reminder about collection of cheque books, ATM, and new services where I helped in communicating directly to customer so as to ensure information is flowed in an effective manner.
6. I used to help in sorting money so as to fill the ATM machine.
7. The top most solved problem was to overcome obstacles in new environment where I learned about new corporate culture.



Chapter 4:

Contribution and Learning Process

4.1 Contribution of student made during the internship

The sixteen weeks internship at NICA was a great learning experience. The main contribution made by the student during internship was assisting the works in the operational department. I was able to give a new touch in the department as an intern. As, I got the opportunity to perform task and learn experience in every task performed by the employee. The employees used to have a very hectic and busy workdays and as an intern, I was able to reduce that workload of the employees.

During my internship, I served in providing services such as: clearing, remitting, transferring fund. Along with these, I kept the record of the transactions such as remittance services done, FCY sales/purchase, ATM pin in/out. I was involved in doing transactions and required steps for SWIFT. For example. I was able to communicate the required information to the customer, and helped with documentation and forms. During the end of month, I was also able to understand the back office of the bank which is a crucial task for effective performance in a banking sector.

In a banking sector, it is always necessary for an employee to make sure the information is flowed in an effective manner among the departments and complete the works so as to reduce the burden from the customers. I was also responsible for making a call to our customers for collection of cheques, pin cards. Furthermore, I was assigned to inform customers about their accounts and necessary updates.

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

Some of the related learning process and new knowledge the student has received are as follows:

1. Before working in this company I had very little idea about how a company works and now by the end of the internship I have much clearer idea of how a bank performs.
2. I have acquired the knowledge about what the clients requires and expects from a company and how important the relationship with clients is.

3. Before internship I never knew about the various services/ activities that a bank performs but now I'm able to track the activities and also learn the procedures for completion of task.
4. Here I have also known how to act as professional employee and work in a company according to its rules and regulations.
5. I also learned about transferring the fund internationally and also rules and regulations are to be strictly followed by performing key task.

I strongly believe I was able to contribute to the organization in a fully professional manner with my utmost dedication. I completed my task and responsibilities within given time frame. I was able to leave a good impression on my seniors and supervisors. This led to widen my thought process and interpersonal skills.



Chapter 5: Conclusion

5.1 Self-assessment as a professional

In this internship of three and a half months long, I was able to grow professionally as well as personally. This internship was like a reality check for me, where I could know my strengths and weaknesses. I had to do many tasks and actions which were outside my comfort zone and I believe this has helped me grow. I have learned several things during this period of fifteen weeks, which was not at all possible through theoretical studies. All in all, I was able to build up my confidence level, interpersonal and soft skills, socialization with professionals, exposure of Nepalese banking system, and gained knowledge about organizational environment and work culture. I acquired the fact that facing any kind of adverse situation calmly and handling complex situation tactfully is the key to becoming a market leader for any organization.

This was a new experience for me but I hope this internship will help me a lot in my professional career in the future. Here I also learned about the practical skills of managing oneself, being a better communicator and a professional worker. Even though I was an intern, I always saw myself as an employee here and also got treated as an employee in the works I handled.

There are still many places where I have to improve and develop various skills but I believe this internship has been a kick-starter to my professional career. Not only did I meet my personal objectives set at the beginning, but also working in such a fast growing and dynamic industry helped me gain experiences well beyond those objectives and goals. The learning that originated was being able to deal with customers from various background. I also comprehended the importance of time, punctuality and discipline.

Moreover, one key aspect to take home was the fact that knowledge is power, but is nothing if not applied in practice. Professionalism is a must in any company as good skills and behavior can turn tables for any company. Work in a company should be done very systematically and employees should be able to solve any hurdle immediately without any grumble.

In addition, NIC ASIA helped me to indulge in various activities which gave me an insight of how internal communication works in order to make sure banking system works efficiently, how budgets are allocated, how the records of all the activities are kept on track, how do back

office performs to ensure the smooth flow of work in the branch. I was successful to learn these qualities while interning with NICA.



Annex:



Figure 3: Clearing and remittance Department



Figure 4: CSD Department



Figure 5: Cash teller (entrance)



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