



Cooperative Education Report

**“A report on banking activities during Covid-19 at Civil bank Ltd,
Itahari”**



**This Report Submitted in Partial Fulfillment of the requirements for
Co-operative Education, Faculty of Business Administration
Academic Semester 1/2020
Siam University**

Title: A report on banking activities during Covid-19 at Civil Bank Ltd, Itahari.

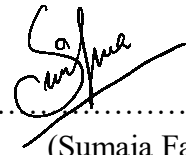
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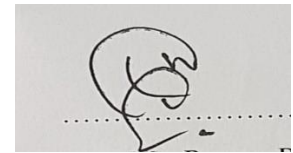
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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 1/2020.

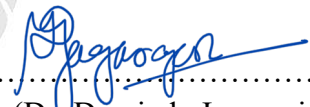
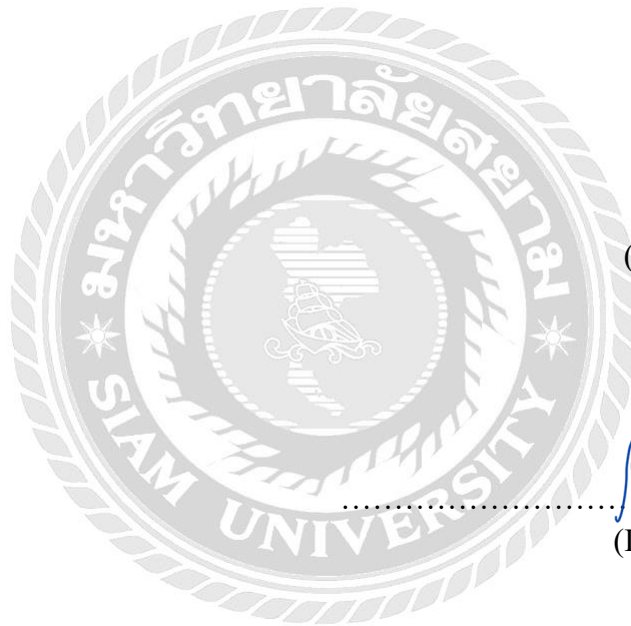
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I would like to take the opportunity to thank Siam University and Kathmandu College of Management for providing this opportunity to work as intern cum full time at companies that has been a part of the undergraduate course which has ultimately enhanced our learning-based skills and bestowed the chance to raise practical proficiency.

I would also like to thank Civil Bank Ltd, Itahari for accepting me for the internship position even during the current pandemic situation. With much pleasure I would also like to extend my thanks to Mr. Raman Raj Sharma to have taken me under his guidance, along with all my dear colleagues and all those who directly or indirectly pushed me to greater knowledge. All the help I received from them has allowed me to accomplish all my internship goals. My time at the office has been very smooth and delightful along with attaining and helping the bank to achieve its goals.

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It was a great opportunity to work at Civil Bank Limited, Itahari even during the course of a pandemic which has enhanced my knowledge as well as aided in my personality development. I'll forever be grateful to the team at the branch and look forward to work with the team in the coming days.

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By : Mr. Utshav Limbu
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Abstract

This cooperative report entitled “Banking activities during Covid-19 at Civil Bank Ltd” is a report based on the learning and findings during the internship tenure at Civil Bank Ltd, Itahari branch where it primarily focuses on general banking activities during Covid-19 situation. The findings are based on the roles and responsibilities carried out by the internee at the Customer Service Department (CSD) of the bank.

Objective of the study includes i) To be competent on operational activities of a bank ii) To experience the real working environment at a publicly listed company iii) To be competent enough to land a job at a reputed financial center. During the internship tenure at Civil Bank Ltd, the student was assigned at Customer Service Department, where the roles were to have frontline stage communication with customers entering the bank, along with managing customer queries, supporting documents for new accounts, filing and bookkeeping of distributed documents, stamping on supporting documents. The above-mentioned activities were sometimes overlapped by other duties like check payment entries, creating new accounts using T24 server whilst there was staff scarce. The problems encountered during the tenure were solved through the help of the supervisor and department heads and self-observation. During the tenure, I was assigned with various roles and responsibilities which has enhanced my personal skills as well as aided in my intellectual development. The student has been able to learn a lot with firsthand experience working at a corporate environment.

Keywords: *Customer Service Department, Frontline, T24 server, Intellectual*

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List of Acronyms

ATM	: Automated Teller Machine
BOD	: Board of Directors
CCB	: Chief Credit Business
CCO	: Chief Credit Officer
CEO	: Chief Executive Officer
CIO	: Chief Information Officer
COVID	: Corona Virus Diseases
CRN	: C-Asba Registration Number
CSD	: Customer Service Department
CSR	: Corporate Social Responsibility
DP	: Depository Participant
ECC	: Electronic Check Clearing
ETC	: Et cetera
FD	: Fixed Deposits
IPO	: Initial Public Offering
NEO	: Named Executive Officer
NEPSE	: Nepal Stock Exchange
NPR	: Nepalese Rupee
NRB	: Nepal Rastra Bank
PDF	: Portable Document Format



CHAPTER 1: INTRODUCTION

1.1 Company Profile



Figure 1: Company Logo (Civil Bank Limited)

Civil Bank Limited is a publicly listed “A” class commercial bank licensed by Nepal Rastra Bank which has been providing all commercial banking services in Nepal since its commencement on November 26, 2010. The corporate office of the bank is situated in CTC Mall, Kathmandu. To promote basic principle of “Thinking Forward, Moving forward”, the bank was established with a paid up capital of NPR 1.20 billion which was further raised to NPR 2.00 billion by issuing ordinary shares to the public. The company is currently listed in Nepal Stock Exchange (NEPSE) and is currently trading at NPR 240 per share. The paid-up capital of the bank has since been increased to NPR 4.70 billion after successful acquisition of Axis Development Bank Limited, Civil Merchant Bittiya Sanstha Limited and International Leasing and Finance Company Limited.

The company is founded by promoters coming from a very diverse professional background (such as manufacturing, trading, financial industry & real estate) considering the vision of becoming the most trusted bank in the country. The bank is committed to provide enthusiastic service to all the individual and corporate clients & customers in rain or shine. Civil Bank intends to become a commanding market player in the banking industry of Nepal, while also prioritizing the contribution in the economic growth of the country by providing financial services to all parts of the country. Civil Bank is solely focused on providing efficient financial services to all the Nepali citizens across the country with the cultivated resources and sophisticated technology. The company has consistently increased the core business via 116 branches across the nation and

counting. The capital composition of promoter and public shareholding is 51%:49%.

Civil Bank Limited, Itahari is a full subsidiary branch of Civil Bank Limited, which is located in the eastern city one of the busiest cities of Province 1. The branch was formally inaugurated on January 13th, 2019. The branch is led by Mr. Raman Raj Sharma, under whom six full time employees are currently working in four departments, i.e., Customer Service Department, Teller Department, Operations Department and Credit Department. The branch is providing range of commercial banking facilities to around 3500 individual customers and 200 more corporate customers.

1.1.1 Brief information about Civil Bank Limited

Registered Office Address	Itahari-06, Sunsari, Province 01
Head office	Civil Trade Center(CTC), Sundhara, Kathmandu
Paid up Capital	Npr 8 billion
Type of industry	Banking
Founded	November 26, 2010
Official Website	www.civilbank.com.np
Contact details	+977-014251015, 4251087
Number of branches	116

Table 1: Brief information of Civil Bank Limited

1.2 Mission of the company

- i.Ensure excellence in customer service
- ii.Offer best return on investment to shareholders
- iii.Be the best employer who treats employee as a valuable asset
- iv.Effectively implement good governance and compliance
- v.Uphold Brand equity

1.3 Vision of the company

- i.Prudent expansion

- ii. Innovation and digitalization
- iii. Dedicated customer service
- iv. Competitive Human resource
- v. Vigilance

1.4 Organizational Structure

The company’s board of directors consists of 7 members. Under the provision made by Nepal Rastra Bank, one of them is an independent director. The board is chaired by Mr. Ichchha Raj Tamang. Moving down the vertical organizational structure, next in line are the three NEOs, CEO Mr. Govinda Gurung who ensures optimal activity of the company, CCO/CIO Mr. Sachin J. Rayamajhi and CCB Mr. Suman Acharya. Moving down, there are 23 departmental heads, followed by the 7 provincial managers.

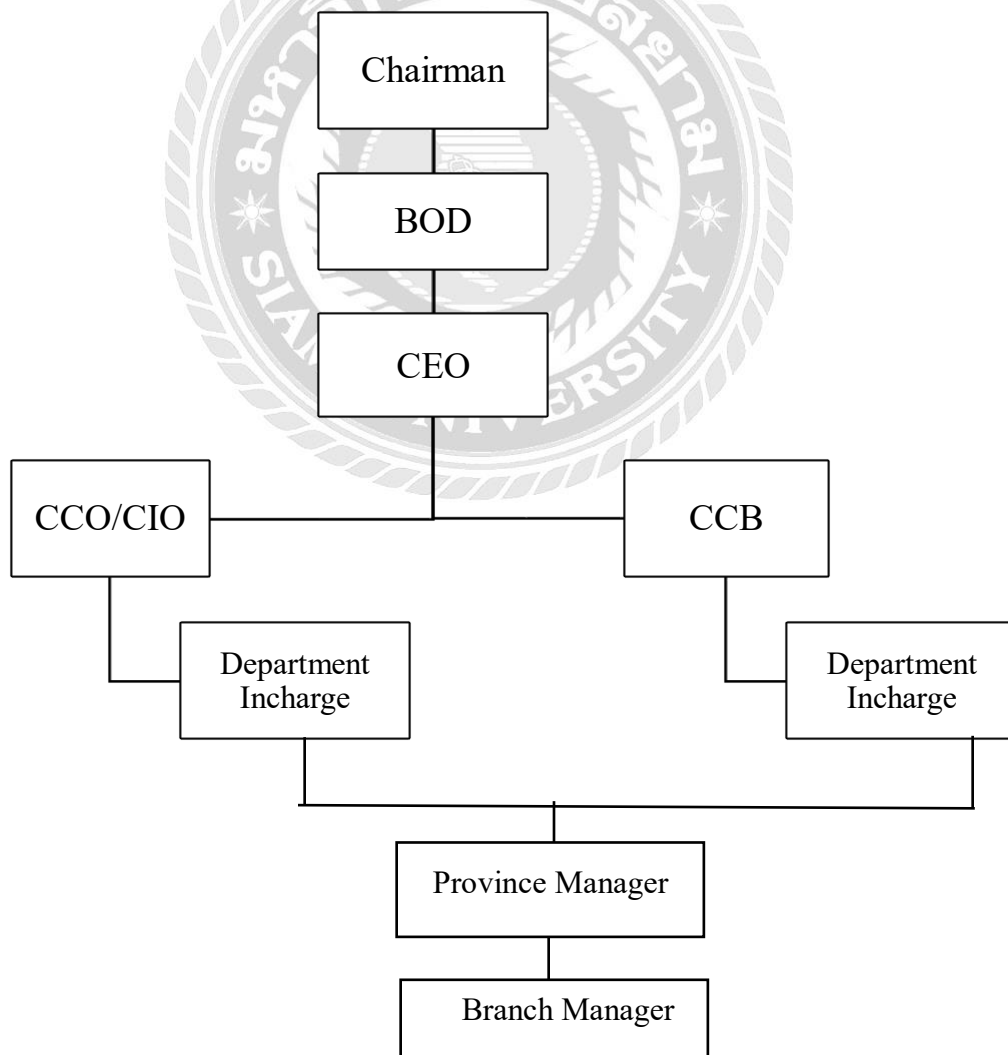


Figure 2: Organizational Structure

1.5 Job Position of the Intern

Civil Bank Ltd, Itahari includes 4 major departments; Customer Service Department, Teller Department, Operations Department and Credit Department. For the internship period, the intern was assigned in the Customer Services desk under the supervision of Mrs. Neelam Dhamala, CSD head. Being an intern with limited experience, CSD was the best way to start the journey of acquisitions.

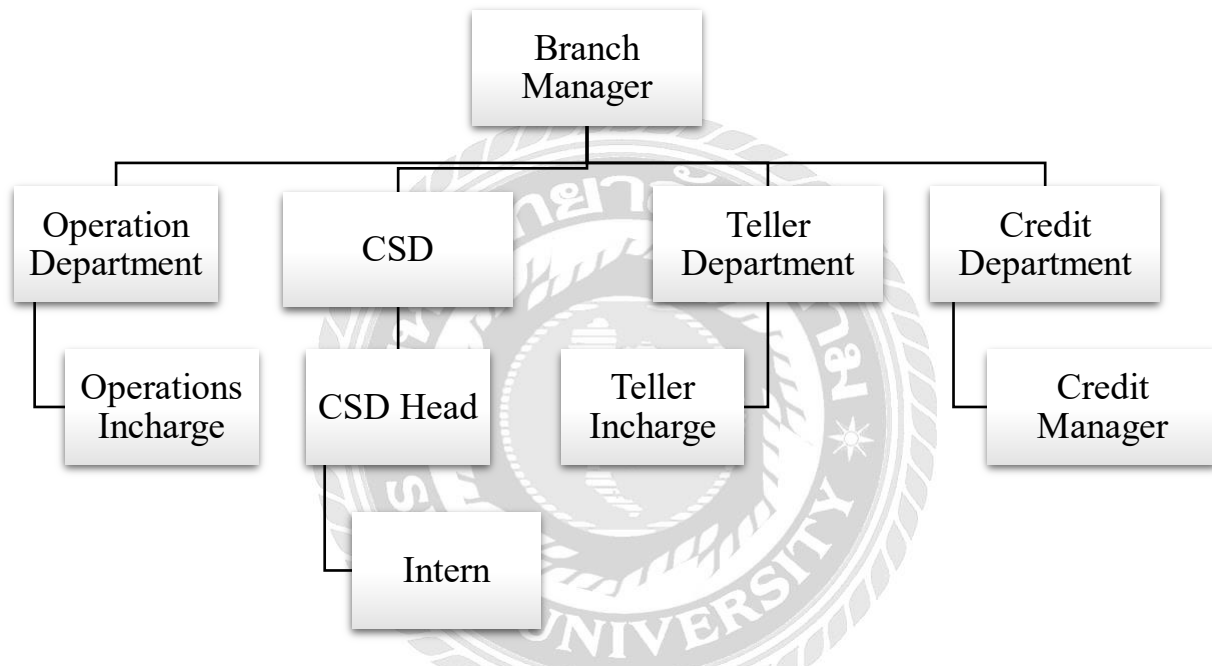


Figure 3: Job position of the intern

1.6 Intention/motivation to join the company

Being a Finance major myself, working in a financial institution had always been in my bucket list. My initial thought was to work in the capital market industry. I was staying in the capital city of Kathmandu, which eased the opportunity of getting an internship in the aforementioned industry; in capital institutions and stockbroker houses. However, due to the unprecedented lockdown as a measure to curve the spread of Covid-19 adopted by the government, me and my family members had to temporarily shift from the valley to my hometown in Sunsari district, which ultimately ruined my plans.

After shifting, I looked after internship opportunities in capital market near my residence which was unsuccessful. The capital market institutions were difficult to access. Hence, banking institutions were the only option where my opportunity lied. Therefore, I went ahead for the position and started my tenure at Civil Bank Ltd, Itahari from 1st of September, 2020.

Initially, I was quite in despair as I couldn't land myself in the capital industry which I had always wished to go for. However, as time passed by, I realized that the opportunity for me in the bank weighed more than my distress. After that, it was very much like a high-speed train, I intended to learn so much and thankfully, all my supervisors and staffs helped me in achieving so.

1.7 SWOT analysis of the company

A SWOT analysis is a major strategic tool that aids in identification of a company's strength, weakness, opportunities and threats. After the identification, the business can work on its strategic direction to grab the opportunities and minimize the issue with the weakness and threats. Apart from that it also helps the company to realize its core strength and stride for competitive advantage.

1.7.1 Strength of the company

I. High Growth rate

Since its commencement, Civil Bank Limited, has focused on aggressive business strategy in order to gain market share. Dubbed as the youngest bank of the country, its captivating strategy has let the company to match the competitive level of some of the old commercial banks in terms of business as well as financial health. Apart from business strategy, the company has also focused on exorbitant CSR activities with the motive of "giving back to the society".

II. Experienced business units with skilled human resources

With total of 116 branches around the country, Civil Bank has the strategic benefit due to the individual units present all over the country. This helps to approach a relatively large number individual, retail and corporate customers. Apart from this, the branches are possessed experienced as well as effectively trained human resource to carry out the activities. The operation manager at the branch I worked had been working in the bank ever since the bank was established. This shows

the experience as well as the fidelity of its staff. Also the bank has the culture of providing best training sessions to its staff in order to improve productivity and align with technical upgrade.

III. Financially strong promoters

As already mentioned above, the company is backed by economically strong and experienced promoters who possess both the mindset and resources to push for organic business growth. The promoters are linked to other businesses like housing, real estate, trading and finance. Such association can provide a way for revenues in some form or other for the bank.

IV. Strong customer base due to acquisition

Civil Bank Limited is an institution that has been formed by merging and acquisition of 4 different financial institution. Despite being a young bank, the customers from other institution prior to the formation of the bank are still tied to the bank for various service facilitation. Civil Bank Ltd., Itahari was inaugurated in 2019 but currently serves 3500 individual customers and more than 200 corporate customers. Most of these customers were prior customers of International Leasing and Finance Company limited which was acquired by Civil Bank. Despite the disintegration of older financial institutions, the customers are still receiving services from the new bank, i.e., Civil Bank limited.

1.7.2 Weakness of Civil Bank Limited

I. Lack of infrastructural push

Banking industry in the country is relatively competitive given the fact that there are 26 listed 'A' class commercial banks facilitating their services around the country. To facilitate services the bank must establish branches around the country which is not seen in the case of Civil Bank Limited. Despite having 116 branches, the number is relatively lower when compared to other competitors in the industry.

II. Sluggish software

During my tenure, I acknowledged that the branch faced a serious problem of sluggish software. There were instances where the system would crash while using it which hampered the provision

of the services. While sometimes there was technical glitch during the service facilitation. With this I could conclude that the entire banking units of Civil Bank Limited faced the same issue as banks use an integrated software. Such issue was very much prevalent during the opening hours of the schedule. This delayed the service facilitation which left customers fuming.

III. Inattentive to entrepreneurship

While the company has been focusing on strategies that is providing the company with strong growth, I acknowledged that it has not been able to explore the shift in socio-economic pattern. During my tenure, there were customers both individual and corporate, who were seeking capital for their businesses through loans. But I noticed that all of those had a traditional way of doing a business. Entrepreneurship is booming currently. And Civil Bank has not been able to find a way to invest in such entrepreneurial ventures.

IV. Lack of proper utilization of resources

During my internship period, I noticed that there were almost 3 sets of computers in the branch that were not being used, 2 in the teller department and 1 in the credit department. And honestly, the branch was only providing 1 teller windows out of possible three. This delayed the service facilitation in an enormous way which left customers furious. Also there was a petrol powered engine in the branch which could be used during power cut. But in the name of lowering expense, the engine was not used regularly even during power cut. Hence, I concluded that the company has not been properly utilizing the resources it possesses.

1.7.3 Opportunities of Civil Bank Limited

I. Room for Organic growth

Banking services are yet to outreach major areas of the country, especially in the rural areas where infrastructural development is yet to occur. The whole of banking industry is yet to tap the customers of such rural areas. This leaves a room for Civil Bank Limited to exploit such areas by adopting suitable strategies before its competitors take the first mover advantage.

II. Developing economy

Since Nepal is a developing economy, it creates lots of opportunities to the financial institutions to invest in profitable and productive sector of economy. Also, apart from traditional way to doing the business, i.e. receiving deposits and providing loans, Civil Bank Limited can opt for more sophisticated utilization of the funds like funding mega infrastructural projects, moving into venture capital, etc.

III. Booming entrepreneurship

While the country is facing a shift in the way of how people perceive business process, there is an ongoing trend of entrepreneurship which opens a very huge opportunity for banks like Civil Bank Limited to finance innovative and sophisticated ideas of different entrepreneurs. Also, as the ongoing pandemic is hitting the traditional business hard who are having tough time to even pay the interests on their loans owed to financial institutions like banks. This creates a risk of negative credit for banks. At the same time there are modern entrepreneurial businesses which are doing better in the current situation. This is a lesson for banks like Civil Bank limited who only opt to fund such outdated business corporation.

1.7.4 Threats of Civil Bank Limited

I. Growing competition, possibility of deprived funds and lower profitability

Preexisting large number of players in the industry provides a greater competition. Apart from that, Class “B” financial institutions are also starting to provide some banking services which can be result on lower profitability. Also the major source of funds for institutions like banks is deposits. With cooperative institution and finance companies providing higher interest rate on deposits, there is a risk of customers flocking to such institutions for storing their money. This may result in the lack funds for the company which will ultimately hamper the profitability.

II. Political unrest

The country has always been embroiled in political unrest. And gradually the situation is worsening. It may shift the dynamics of the economic situation of the company.

III. Fluctuating NRB policy

As the number of financial institutions like banks, cooperatives and microfinances is increasing rapidly, NRB has been pushing for merger and acquisition policies in order to stimulate healthy capital and reduce unnecessary competition.

IV. External business risks

Apart from political situation, the socio-economic function of the societies can hamper the business of the company. Investment in Hydropower sector is fruitful over the long run, however there are many cases where such companies have filed for bankruptcy. Also the current pandemic has made it impossible for banks to finance small scale business firms which impacts the credit growth.

<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none"> • High growth rate • Experienced business units with skilled human resources • Financially strong promoters • Strong customer base due to acquisitions 	<p style="text-align: center;">Weakness</p> <ul style="list-style-type: none"> • Lack of infrastructural push • Sluggish software • Inattentive to entrepreneurship • Lack of proper utilization of resources
<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none"> • Room for organic growth • Developing economy • Booming entrepreneurship 	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none"> • Growing competition, possibility of deprived funds and lower profitability • Political unrest • Fluctuating NRB policy • External business risk

Table 2: SWOT Analysis of Civil Bank Limited

1.5 Objectives of the study

- i. To experience the real working scenario of a listed financial institution
- ii. To examine different type of accounts through the differences in interest rates, and other facilities

- iii. To engage myself with more practical field of finance
- iv. To acquire knowledge on the functioning of Customer Service Department of commercial bank
- v. To comprehend with work culture in a financial institution
- vi. To observe cross selling of products in a financial institution

CHAPTER 2: CO-OP STUDY ACTIVITIES

2.1 My Job Descriptions

Internship role: CSD Intern

Internship Location: Itahari, Sunsari

Span of Internship period: 14 weeks

Internship commencement date: September 1, 2020

Internship end date: December 18, 2020

2.1.1 Department description

Customer service department is the first in line section of any banking institution which is liable to provide with the initial banking services and assist with issues that customers go through. The majority of the activities are primarily concerned with paperwork and assistance with solving queries of the customers. Some of the carried-out functions are opening new accounts, printing and providing checks, distribution of ATM cards, record keeping of mailed documents to other branches, documents archiving, etc.

2.2 Job responsibilities of Intern:

The major roles for the intern are as follows:

- i. Entertaining customer queries
- ii. Guiding visiting customers to fill up account opening forms
- iii. Opening of accounts
- iv. Entertaining phone calls
- v. Printing checks and statements
- vi. Record keeping of distributed checks, statements and ATM card

- vii. Clearing check payments via Electronic Check Clearing (ECC) portal
- viii. Documents archiving
- ix. C-Asba Registration Number (CRN)
- x. Domestic remittance disbursement
- xi. Guiding aged people to reimburse their check payment
- xii. Record keeping of couriered documents

2.2.1 Entertaining customer queries

As an intern in the customer service desk, I had to face the visiting customers first hand and assist them with their queries. Balance enquiries, minor adjustments queries, photocopying necessary documents, stamping on clearing checks and voucher, filling up forms for essential activities, were most rigorous and repetitive activities for the intern. The queries which were more comprehensive were followed up by CSD head and Operations Manager.

2.2.2 Guiding visiting customer to fill up account opening forms

Another rigorous activity was to guide visiting customers to fill up account opening forms for new accounts. It was my duty to fill up Know Your Customer (KYC) forms among the documents and also direct the customers to properly sign and apply fingerprints in the required area. Most of the time I encountered with customers who opened individual saving accounts which was a mandatory requirement for reimbursement of insurance payments of National Life Insurance Company Ltd which was just above the office. I was also to make sure that the customers have provided necessary documents for the account opening process, i.e., Copy of a citizenship and 2 passport size photos.

For accounts opening for a firm, the process was quite rigorous as it requires variety of documents, i.e., PAN card, Firm registration certificate, citizenship of the owner, 2 PP size photos, stamp of the firm and signed cum stamped sole proprietorship form. Most of the firm accounts are current accounts which is a mandatory requirement for loan processing in the branch.

2.2.3 Creating new accounts

The type of accounts depended on the age, sex and requirement of the customers. Primarily

individual customers wanted to open savings account unless they had to take a loan from the bank. If individual customers were aged below 18 years, they would not be allowed to open any type of account without the nomination of their parents. The prime signatories were the parents and the bank only offered Kishor Bachat Khata for such underage customers. For customers who would come for redemption of social security fund, they were suggested to open Social security account. For female customers, there were certain saving products like Naari Bachat Khata.

For firms and corporations, the company only allowed current accounts. Majorly firms attended the bank for loan process and for that, current account was necessary to be created. Apart from that, for individuals who were there to take a loan, they were allowed to have a current account.

After realizing the requirement of the customers, the forms were filled accordingly and inspected, the next process was to use Digital Archiving portal in T24 server to open the necessary accounts. The responsibility was on me to do so and this would generate account numbers for the respective clients.

2.2.4 Entertaining phone calls

As an intern, it was my primary responsibility to entertain phone calls in the Customer Service desk. This required to greet the calling customer and reply to their queries like balance inquiry, products inquiry, interest rates on fixed deposits, etc. If they are looking for other personnel in the office, I had to transfer the call using dial code.

For balance inquiry, I would request the customer to hold on for some time, login to the T24 server and ask for the account number and details. After that I would enter the details in the server, look for the statement and respond accordingly.

For products inquiry, if it was inquiry about savings products, I would pitch the different products that the bank offered. For loan products I would transfer the call to the credit department.

2.2.5 Printing checks and statements

For withdrawing cash from the accounts, one must use a Check. After opening new accounts, the

bank offers only 10 pieces of checks, as the first check, which was to be printed also using the T24 server. The process was carried on, only after the respective customers had signed in a check requisition form. After I process the necessary information, Operation In charge ma'am had to verify and then only the check could be printed.

For account statements, a customer had to present a slip of statement requisition with proper signature, and for firm accounts, respective stamp was required with proper declaration of the duration of transaction. After the verification of signature and stamp, the process could be started after entry in the T24 server.

2.2.6 Record keeping of checks, statements and ATM cards

Customers have different requirement ranging from check, statement, ATM cards, fixed deposit receipts, returning of check and many more. All these had to be properly recorded in the books for internal purposes. Hence as an intern, my role was to record almost every activity regarding product distribution.

After printing check, I had to keep the entry in the Check issuance book and comply signature from the customer, and distribute the check. Similarly for statements, I had to record in the statement acknowledgement books, ATM cards in the cards book and FD receipts also had a similar book for record keeping.

2.2.7 Clearing check payments via Electronic Check Clearing (ECC) portal

A customer can deposit funds in the accounts via cash or check deposits. For Cash deposits, customers could easily go to the teller with cash and voucher and deposit the fund instantly. However, for check deposits in which the withdrawing bank is other than Civil Bank, it would require time and the check as well as voucher was to be presented to the CSD desk. Then I would stamp on the voucher and process the payment via ECC portal. Once the process was done, the reimbursement is again inspected by the Operations Manager and forwarded through the portal. Such check amounts to be deposited in the respective account would normally require two full working day, however, customer have the ease to use Express facility which would charge NPR 100 per check and the work is finished within a day.

2.2.8 Documents Archiving

After opening new accounts, the documents had to be forwarded to the central operation for further processing and record keeping. This had to be done using Digital Archiving in the Esarathi portal. In this, the documents had to be scanned converted into pdf files and uploaded in the server.

The system was also recently introduced hence prior to it, the documents were assigned with numbers and kept in the store room. However, with the implementation of the system, the old files also had to be forwarded to the central operations. Hence apart from the archiving of new accounts, I also carried out the archiving of old files.

2.2.9 C-Asba Number Registration (CRN)

To apply for Initial Public Offering (IPO) of issuing companies, one must have the CRN number at their disposal. For this, customer have to fill a CRN acquisition form. Once the form is submitted, it was my responsibility for registration of the CRN number of the applicants through Nepal DP server. After the clients filled the CRN registration form with the necessary details, it was verified by the department head and then provided the form to me. For further process the user details of CBL-DP was used in the meroshare portal of the Nepal DP server to login. The necessary details were filled in the server along with the client details and account number of the customer. After further proceedings, the server generated a code that could be used as the CRN number and then it was provided to the customer.

2.2.10 Domestic Remittance Disbursement

As a financial institution, the bank also provides remittance facility. The visiting customer had to have a code which would be used to identify the payment schedule and details. This was to be done using Civil Remit portal. There are many payments gateway providing the facility. The unique code would help to determine the original gateway.

After receiving the code that the client possesses, the gateway was determined. After that, I would login into the Civil Remit portal then the system would generate a detailed payment schedule which needed to be printed. After it was printed, the operation manager would verify the

authenticity of the documents possessed by the client, i.e., their national id card. After it was done, I would guide them to apply their signature on the related space in the printed form and forward it to the teller department. After that the amount could be reimbursed by the customer. I was able to use the portal few times and carry out the process.

2.2.11 Escorting aged people to reimburse their check payment

The branch where I worked was assigned as a primary distributor of Social Security Allowance for Itahari ward-18, hence there were numerous occasions where very much aged and old customer would visit the office to reimburse their allowance from the accounts. For this they had to write in checks which was impossible given their age and also most people were disabled.

Hence, I had to issue checks as well as guide them to apply fingerprints in the required area and send them to the teller for further processing.

2.2.12 Record keeping of couriered documents

There were certain instances where documents had to be sent to other branches or other offices via courier. Documents like Laalpurja (property documents) from credit department had to be sent to government offices for verification. Request letter for ATM card blockages, check misplacements, other confidential files, etc. had to be sent to other branches. For this the sent packages had to be recorded in the ledger books stored in the CSD desk as a part of record keeping.

2.3 Job Process Diagram:

2.3.1 Entertaining phone calls

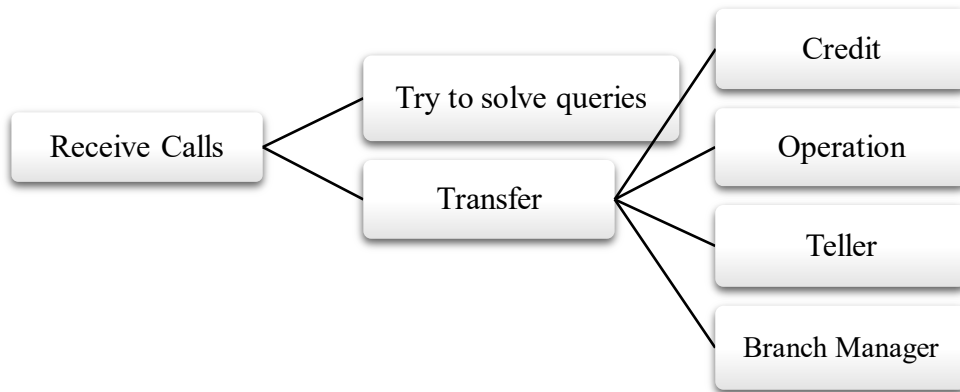


Figure 4: Entertaining phone calls

2.3.2 Balance inquiries

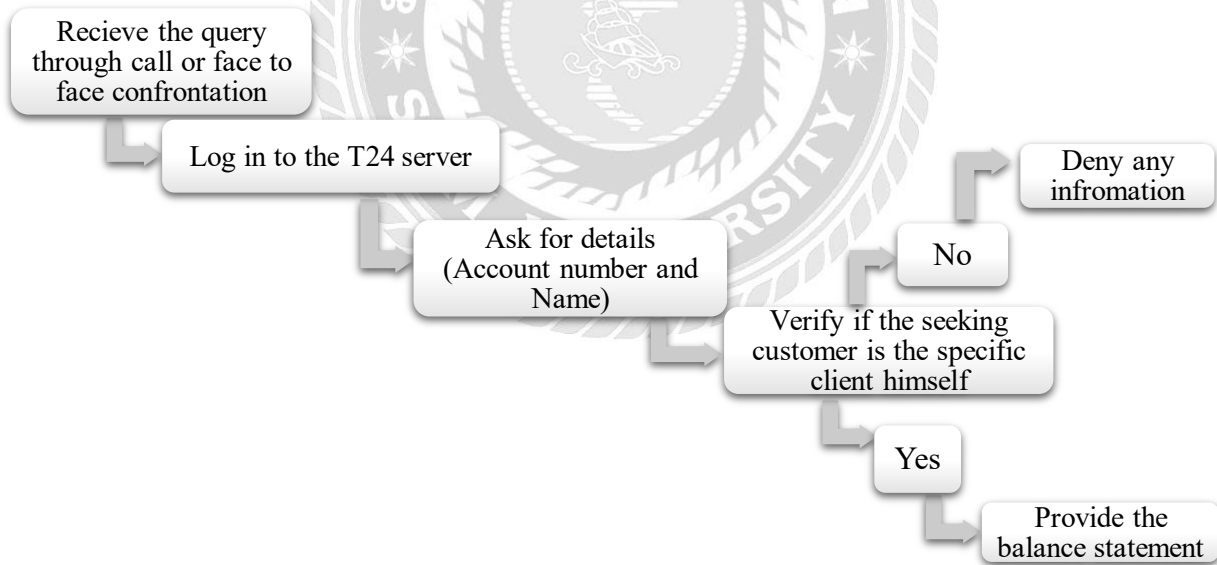


Figure 5: Balance inquiries

2.3.2 Creating new accounts

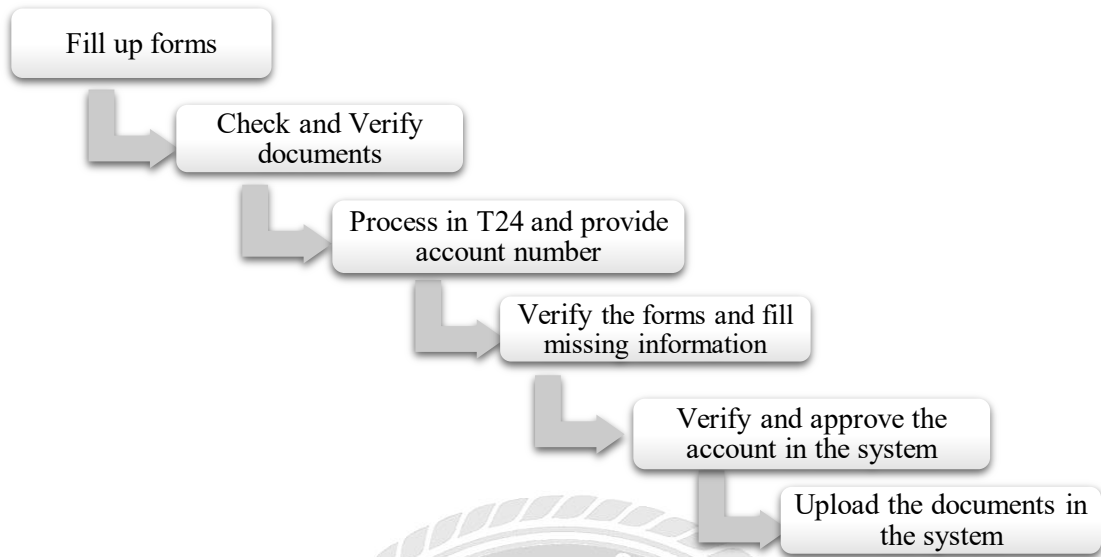


Figure 6: Creating new accounts

2.3.3 Printing checks and statements

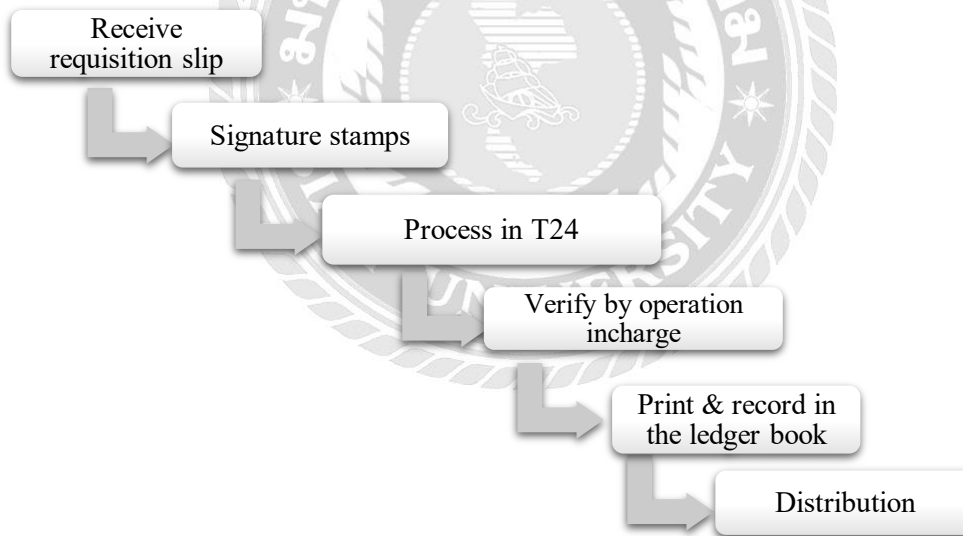


Figure 7: Print checks and statements

2.3.4 Clearing check payments via Electronic Check Clearing (ECC) portal

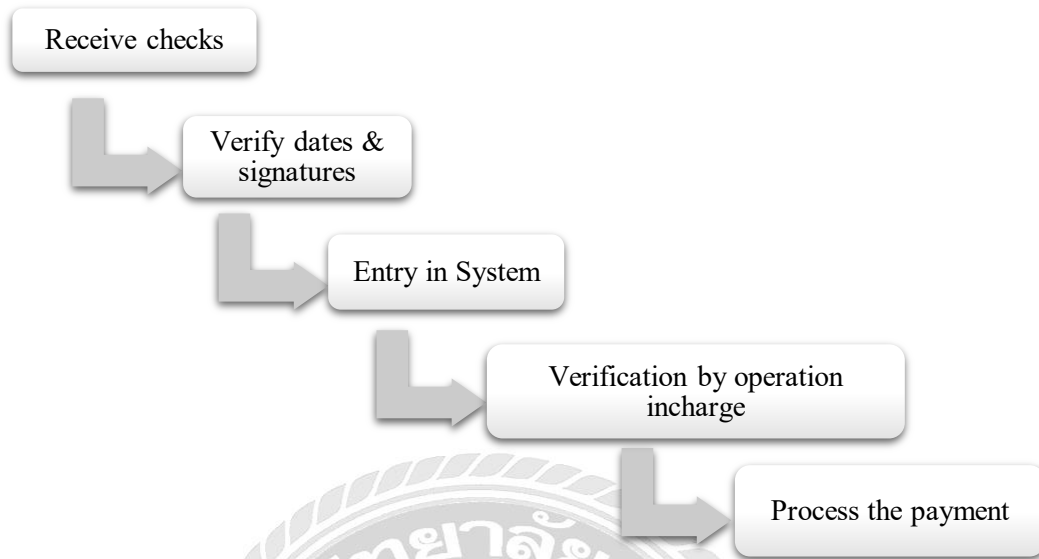


Figure 8: Clearing check payments via Electronic Check clearing (ECC) portal

2.3.5 Documents Archiving

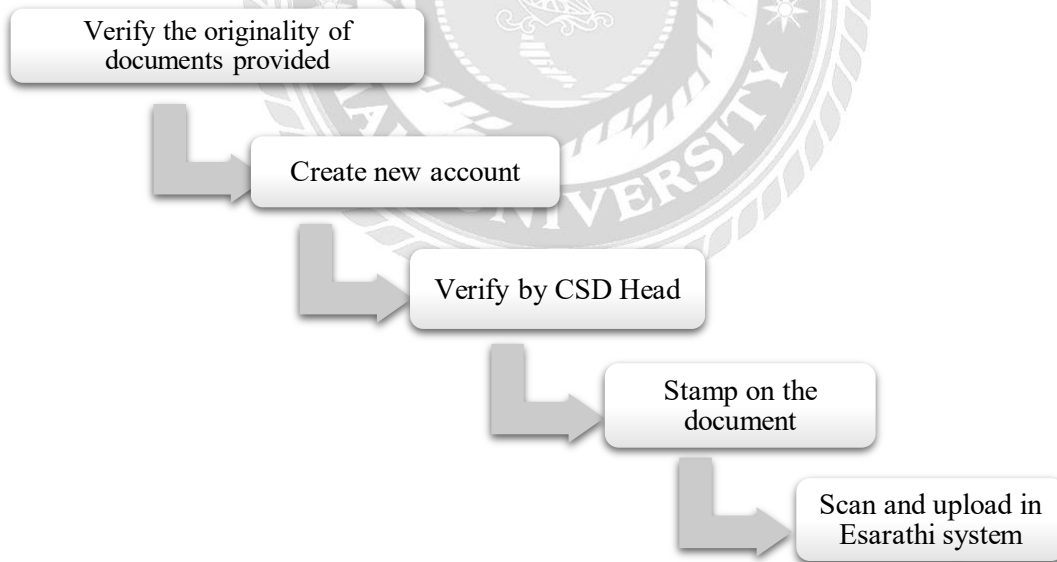


Figure 9: Documents Archiving

2.3.6 Record keeping of couriered documents

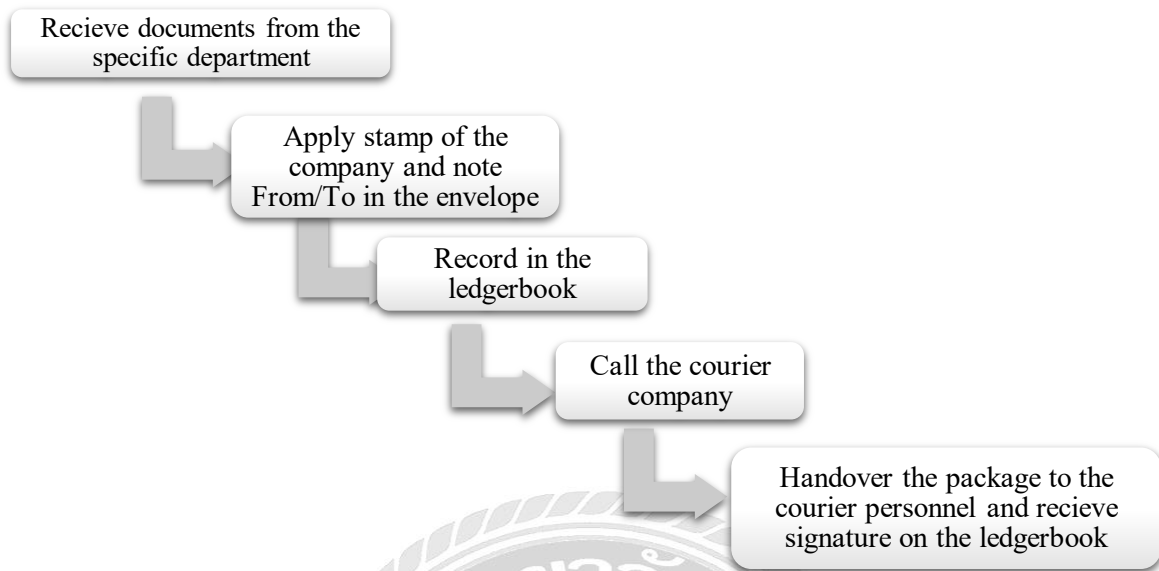
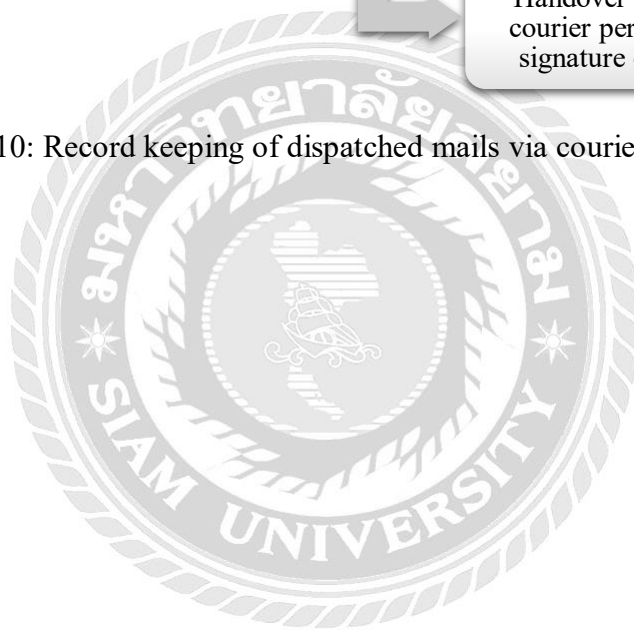


Figure 10: Record keeping of dispatched mails via courier service



2.4 Contributions as a Co-Op student in the company

During the early days of my internship, it was quite a problem for me as I was very much new to such workplace, especially in a financial institution. Furthermore, I also had almost no idea of the activities however with the assistance of my senior, I could learn slowly but efficiently. As an intern my major contributions were solely focused on the CSD department.

The first thing I could help with was with photocopying the documents and picking up incoming calls and admitting their queries. Steadily, I watched over other activities being carried out very carefully, which I had to learn. With time, I could help the visiting customers with filling up forms and delivering products pitches to the customers. After rigorous attempts, I could now be able to verify the documents required for account opening, I could easily help fill up forms, stamp them and process to the senior for further process. By the end of the internship program my contributions were:

2.5.1 In the beginning of the internship period, when I had little knowledge on the work process of the bank, I was able to help by photocopying documents like citizenship, driving license of the customers and other paperwork needed in the CSD desk, teller desk and other departments as well.

2.5.2 I received incoming calls and admitted the customer queries and tried to solve them in an efficient way.

2.5.3 I had the opportunity to use the T24 server, core system of the bank and open different types of accounts, i.e., savings accounts and current accounts for the customers. I was able to check the current balance and other queries like account statements.

2.5.4 Using the core banking software, I had to print checks and statements required by the customers. After the print was done, I was to keep record of the dispatched products in the ledger books along with keeping track of the inventory of check and statements pages. After the record is kept in the books, I could now distribute the product to the customer.



Figure 11: Record keeping of checks before distribution

2.5.5 There were certain documents which were to be dispatched physically to other branches or head offices which was done using courier services. For such dispatched documents, I was to keep record of them in the ledger books of dispatched mails.

2.5.6 There were physical documents of the customers who opened accounts in the branch. Such documents had the risk of loss, wear and tear. Digital integration is very important. I had to convert all the documents in PDF file and upload in the document archiving in the core banking system. This helped to share database of customer among all the branches of the bank to enhance customer service as well as keep track of risky customers.

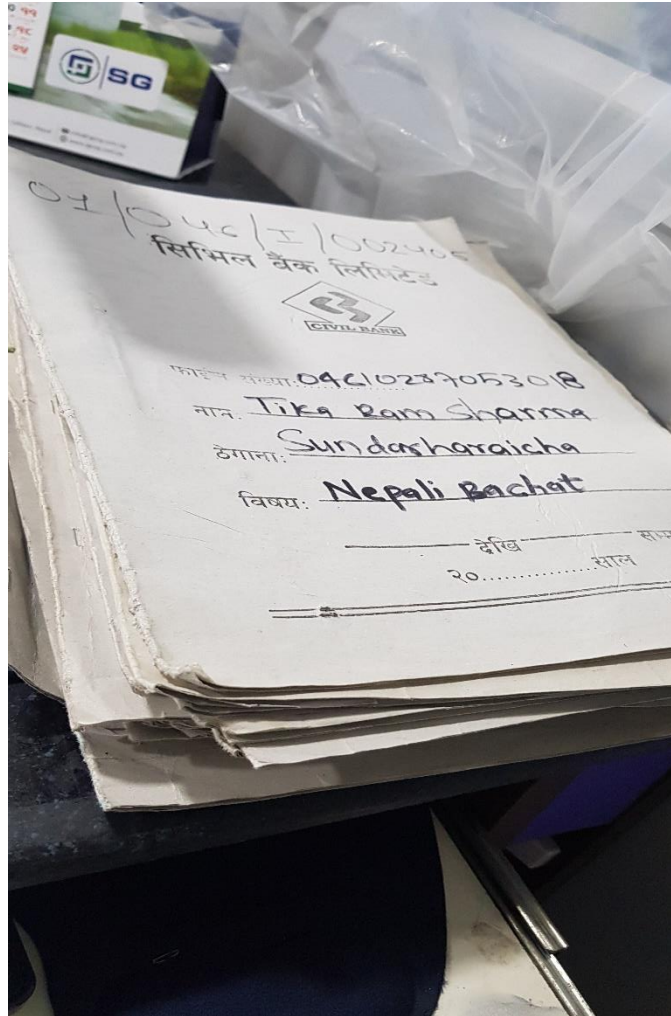


Figure 12: Documents to be digitally archived

CHAPTER 3: LEARNING PROCESS

3.1 Problems/Issue faced at Civil Bank Limited

Working as an intern at Civil Bank Limited, Itahari, was a wonderful opportunity as well as challenging. The challenges were based on the problems encountered during the tenure of which some were a part of my personality while most of the others were related to the office.

3.1.1 Overlay of responsibility due to single teller option

Civil Bank Ltd., Itahari, currently provides its services to 3500 individual customers and further 200 corporate customers. Apart from that, there are also non account holder customers who visit the branch to receive service and facilities like remittance and premium payment. When there is a load of customers to perform a monetary transaction, it is sometimes overlapped and ultimately time consuming as the branch only provides one teller to operate.

3.1.2 Sluggish Software

Providing the customers with efficient services in a timely fashion, must be an important aspect of a business/corporate house. When I visited other banks as a customer, the sluggish software was a big issue as I had to wait for a long time to complete my work. I thought such issue was with only government banks. But after working as an intern at the bank, it figured out to me that even private sector banks faced a sluggish software problem. The portal Esarathi and T24 server both had problem with loading and displaying data at times which delayed the service facilitation and hampered the efficiency of the human resource.

3.1.3 Overlapping duties

With most of the visiting customers, there were different queries that had to be solved. Due to this, there were times when two or more works overlapped, like creating accounts, balance inquiry and photocopying documents. This was a very common and recurring problem faced during the tenure. Visiting customers also behaved rudely while they waited for their work to finish. Such instances were quite demoralizing for the intern.

3.1.4 Work adversity

During the period, the responsibilities provided were quite overwhelming as well as tiring sometimes. Apart from daily activities, the immense demand to create 2-3 accounts per day, scanning and forwarding multiple documents, issuing checks, statements and record keeping of such operation, were quite repetitive and rigorous.

3.1.5 Unusual power cut

The branch often had to face electricity blackout which was due to expansion of the Koshi Highway which runs just beside the office. The CSD department had two computers out of which one was run through direct electricity where as other could run with the inverter placed in the bank. When the electricity was down, only one computer could be used. This was a problem for me as I could not work much on the technical aspects. It was rather limited to paperwork, like filling forms, record keeping, stamping on documents.

3.1.6 Lack of Staff

The branch is operated by only 6 full time employees, which is a major challenge. Since they were segregated to different departments leaving just single personnel in each department apart from Credit Department where there are two employees. Whenever the CSD Head was on a leave, the teller operator had to fulfill the duties in both departments. This led to delay in the service most of the times.

3.1.7 Dealing with customer queries

Working in the CSD desk was to ensure the facilitation of customer queries. While most of the issues were responded easily, there were certain customer who were polite and ignorant. They often argued on matters which were quite ambiguous and out of my knowledge. Other than that, some customers tend to miscomprehended policy of the bank and argued on certain charges and fees applied which was quite stressing.

3.2 How to solve the problem

In the beginning of my internship tenure, it was quite difficult to understand the process of work and my responsibility. Therefore, I only focused on works like photocopying and transferring

papers from one department to another. After some time, there were other problems which I was facing of which some I handled on my own while for some I had to seek help assistance of my seniors.

Working in CSD department was quite rigorous having to run across numerous customers with different queries. Some queries were very much vague that were out of my knowledge. For such queries, I had to call upon my senior who would then solve the query. Another problem with customer queries was that they often were delusional about certain charges that the bank applied in their transactions. Charges applied on yearly subscription of mobile banking, SMS banking, debit card charges, etc. were major issues of most of the customers. It looked like many ignored the fact that use of such services is charged by the bank as it is the policy, and when the charges were incurred, they would rush to the branch and complain about it. And being in the CSD desk, I had to face rude customers very often. And being a staff of the bank, I would be very much polite in relaying the policy of the bank and make them understand the policy of the bank.

My department supervisor was on leave for almost a week due to her personal errands. During that time the responsibility was quite frenetic because of lack of staff. For the replacement a staff from another branch was placed. He was quite unknown about the whereabouts of certain files and items. I would assist and guide him to get all the necessary items. Also, as the customer inflow was heavy, I would often fill the forms for old-age people, guide customers to fill forms, initiate remittance transactions, and prepare bank statements, checks. During the supervisor's absence, I was able to learn a lot more work especially that involved use of the system. It helped me improve my time management skills as well as adapt in bustling work environment.

During unusual power cut and interruption in system, many services were halted temporarily. Photocopying of documents, printing of checks and statements were major services that were halted. In the course of such complication, I would recommend the customers to go to the cyber cafe near the office to photocopy documents that were essential. For printing of checks and statements, I would make sure to enter all the necessary data of the customers in the physical files, collect signatures and requisition slips. After that I would ask them to come after certain time or on their flexible time to collect the checks and statements. During the inconvenience of use of

system, I would not stay ideally, I would work on documentation, managing files and data entry in the files. Also, if I had a leisure time, I would visit the credit department and talk to unoccupied staffs about the credit policy of the bank which further enhanced my knowledge.

3.3 Recommendation to Civil Bank Limited, Itahari

Some of the recommendations that I would like to make to the bank are:

- i. Before the commencement of internship period, intern should be explained and illustrated the responsibilities and job process.
- ii. Work supervisor should provide a clear framework and schedule of the day-to-day responsibilities for the intern.
- iii. Remuneration of some amount should be provided to incentivize the work rate and ability of the intern.
- iv. Weekly or monthly assessment of the intern should be done in order to motivate and encourage them to push for personal development.
- v. If possible, job placement recommendations can be made after the assessment of the work of the intern.
- vi. Despite the short tenure for the intern, if the company could include them in the monthly target meetings and provide with a target, it would inspire the intern to work more efficiently and stimulate in focusing on the specific goal alongside day-to-day responsibilities.

3.4 Learnings during the Co-Op studies

Internship opportunity at Civil Bank, Itahari has been a glorious opportunity which has uplifted my knowledge of activities at a financial institution, and contributed to my personal growth. Being an intern, it was always about learning new sets of work every day, and I was very much looking forward to it. As an intern at the office for 14 weeks, my learning and contribution has been somehow affected by the time constraint but yet the learning has been very much assuring.

During the early days of my internship, it was quite a problem for me as I was very much new to such workplace, especially in a financial institution. Furthermore, I also had almost no idea of the activities, however with the assistance of my senior, I could learn slowly. The first thing I could help with was with photocopying the documents and picking up incoming calls and admitting their

queries. Steadily, I watched over other activities being carried out very carefully, which was for me to learn. With time, I could help the visiting customers with filling up forms and delivering products pitches to the customers. After rigorous attempts, I could now be able to verify the documents required for account opening, I could easily help fill up forms, stamp them and process to the senior for further process.

During the period, I had a very helpful seniors, who would assist me in best possible way to learn new things. My CSD supervisor was on leave for almost a week, which opened a door of opportunity for me to explore. When I was alone in the CSD department, the teller operator would come and perform Electronic Check Clearing (ECC) payments which I would look closely to learn. When the teller was also to be attended, she offered me to teach the process of ECC which I was very much looking forward to. After numerous tries, I could promptly process the ECC payment. And then the check and voucher would again be verified by the Operation Manager for possible mistake. From that time, I was able to assist in the ECC process. At the same time, I also learned to register the CRN number of the customers, which was not so time consuming.

Record keeping is a very essential part in any business, especially in a sensitive office like bank where it is about safety of the funds. Whenever the checks and statements were printed and are to be given to the clients, they are entered in the books of record. I had to record these activities in the respective books. Along with it, I also had to keep record of the courier that went in and out of the office.

Account opening was a very rigorous step that required multiple phases of work. Although the account number could be obtained in a very short time, the remaining process was quite time consuming. Usually, the office would provide the new account number instantly after filling up forms by the customer. However, after the account number was generated, the files had to be stamped, signed by the senior and all the documents had to be scanned and forwarded to the central operations department for final verification as well as record keeping. This would require intense amount of time as one individual account form would include almost 7 pages and along with documents, it would be almost 10 pages, and each had to be scanned and forwarded. For firm accounts, the same form would be almost 15-20 pages that needed to be scanned and sent.

Apart from being accustomed to the work environment of Civil Bank Limited, I also had the opportunity to grow in a personal aspect:

i. Communication skills

As an intern at the CSD desk, I was able to face number of visiting customers who had different queries and attitude. With numerous encounters with number of people with different perspectives, I certainly feel that it has sharpened my communication skills along with the increment in patience level.

ii. Time management

There were many delicate works that were to be completed in a timely fashion, like creating accounts for loan processing, check payments, etc. In order to complete such functions along with the daily routine duties, I was very much conscious in completing every work assigned in a very efficient manner.

iii. Anger management

During the period, I had a verbal disagreement with a client over the telephone line. He was very much rude for which I could not bear and I finally could not talk more and transferred the call to the operation manager. The customer had same attitude toward other staffs as well. Despite the fact that he was rude, I acknowledged that, as a staff, I should tolerate and move on. From that day, I have relatively worked on controlling my anger.

3.5 Application of knowledge from coursework to the real-life working situation

Theory and practicality are two different aspects of a learning curve. With knowledge gained from books and lectures, it's not always sure that it can be applied in real life situation. But that doesn't mean all the knowledge are not applicable. With 3 years as a Finance major, there were numerous courses that were covered. Among them, there were certain courses that subliminally assisted in the learning process during the internship tenure.

Microeconomics provided a better knowledge on terms like remittances and savings which is an integral part in a banking system. The inflow of remittances from different countries provided a certain revenue to the bank as well as easily accessed financial transaction to customers.

Cross product sales are a fascinating process. After a customer opens an account in the bank, they are persuaded to take facilities like debit and credit cards, mobile banking and web banking subscriptions, fixed deposits, etc. Marketing course had provided me a theoretical concept on the particular process.

After the documents are uploaded and archived in the system the serial number was to be added in the excel list. This helped in easy navigation of the database in the time of need. Project finance provided a great deal while using excel.

Certain documents and mails had to be sent to other branches and senior officials of the bank. Hence while emailing them, acceptable format was necessary. English as communication course provided a better guideline while writing such mails.

Finance and banking course provided a better knowledge in different types of accounts, i.e., savings, current and fixed deposits account. Also, the term interest rate was vital during the internship course.

Coursework name	Applied theoretical knowledge
Microeconomics	Understanding of remittances and savings
Fundamentals of Marketing	Cross products sales
Project finance	Data entry in excel
English as communication	Writing formal emails
Finance/ Money banking	Saving accounts, call accounts, Fixed deposits and interest rates.

Table 3: Courses and applied knowledge



CHAPTER 4: CONCLUSION

4.1 Highlights of the Co-Op studies

During the entire tenure of the internship period, I was assigned in the CSD department. It allowed me to get acquainted with the basic banking activity carried out in the bank. Apart from it, I was also able to explore the work as well as the corporate environment of a publicly listed financial institution. The internship period also helped me acknowledge the role of Customer Service Department and its impact in the functioning of the bank along with the performance of the bank. I also realized that CSD desk has the responsibility of creating a perception of the bank among its customers.

The internship period despite being shortened by the unexpected spread of Covid-19 virus, it has widened my level of experience, and personal perspective. Bank is a major source of monetary transaction in the modern economy. Despite the lockdown imposed by the government, the banks and financial institutions were allowed to be open by following safety measures. Hence, there was a regular inflow of customers in the bank to carry out various type of transaction. Working in the CSD department allowed me to have a face to face two way communication with customers with different queries and persona. Such interaction has expanded my communication skills, time management skills as well as interpersonal skills which has contributed in the overall growth of my personality development. It was a great learning period which has assisted in the practical use of theoretical terms comprehended during the 3 years of academic sessions. It also provided a great deal of practical exposure in work process of the corporate world.

4.2 Self-assessment as a professional

The internship tenure at Civil Bank, Itahari has been an exuberant experience filled with skill learning, time management and knowledge sharing. I have had the opportunity to observe the functionality of a bank in the modern economy especially on how the bank accepts clients and provide different services. I was also able to perform all the assigned responsibilities promptly in a timely fashion. Moreover, the learning is completely practical based done through firsthand experience.

It was my first time as an intern at a bank, which was a bit odd during the early stage. However, with days passing by, the accommodating work environment at the branch did help me to get over with my awkwardness and work proficiently. The communication between all the staffs were pretty smooth. This helped me to have that courage to always ask things which were not to my knowledge to any of the seniors and they would help right away. The experience of real work environment at a listed company has given me the taste of a surface of modern corporate world.

As a CSD representative my roles had given me both the leverage of being a marketer and a banker. I often had to pitch in schemes that the company provided. Opening an account would lead to selling of other products. It can be a Visa card, scheme of fixed deposits, loans and more. Often called as cross selling in the world of finance, I find it appealing how banks use it so smoothly on the customers.

I wondered how my internship would go, but after 14 weeks period, I feel it has indeed broadened my knowledge, made me aware about the practicality of a corporate job. I have learned how the CSD department of a bank works. I have the grabbed the importance of record keeping in a company. Along with the necessity of proper communication among the team to have maximum efficiency. The program has provided adequate platform for thriving my skill and functionality which will be very much fruitful for my future career.

4.3 Limitations of the Co-Op studies

There were certain limitations during the internship period. Some of them were stood as the policy of the institutions, while some were due to other factors like short span of the period and academic qualification.

- i. During the internship period at Civil Bank Limited, I was just able to work in a single department, i.e., CSD. If the period was longer, I might have had the opportunity to work in other department as well. But due to the spread Covid-19, I was only able to work in the CSD desk.

- ii. Teller department is a very delicate segment in a bank as it is the store house of the all the physical money and currencies. Hence as to the policy of the bank, I was not given access on the entry to the teller department and analyze the work process because I was just an intern and not a full-time employee. The policy avoids the risk of theft and misplacement of currencies.
- iii. Due to the spread of Covid-19 in the country, the time for internship tenure was reduced. 14 weeks is not enough to have a comprehensive experience of the work environment of the financial institution like bank.
- iv. Due to the responsibility provided only in the CSD department, this report does not include experiences and work process of other departments in the same branch unit.
- v. In order to examine the performance of the branch, financial data couldn't be retrieved due to the policy of the bank. Since Civil Bank Limited is a publicly listed bank, it publishes a consolidated financial statement of the bank as a whole unit. It does not publish financial statements on a branch level.

4.4 Recommendations to the Civil Bank Ltd. Itahari

After completion of 14 weeks of internship tenure at Civil Bank Limited, Itahari, the intern faced different challenges and was able to face them off. With the company's mission to ensure excellence in customer service, there are many measures to be taken in order to accomplish such feat. Apart from that, the company also has a lot to do in order to achieve their primary mission and objectives. Here are a few recommendations as observed by the intern:

- i. The company must consider customer feedback process, in order to identify the need and queries of the customers and work accordingly.
- ii. As the industry is very competitive, the company should review their products and services. Under performing products should be discarded, while more innovative products must be introduced to draw a greater number of customers.

- iii. In order to strengthen market reach, the company should focus on extensively spreading across the nation with abundant number of branches.
- iv. Prioritize for a better relationship with the existing customers so that they don't have to flock to other financial institutions seeking similar services.
- v. Emphasize on providing more training and opportunities for internship learner and provide feedbacks in a comfortable way.
- vi. Increase number of teller operators in order to facilitate a greater number of customers at the same time.
- vii. Sluggish software will create a huge problem while facilitating service to the customers. Continuous delay and interruption may lead to the dissatisfaction for the customer who may end up abandoning the service provision from the bank and shift to other banks. This will negatively impact the image of the bank. Hence, the bank must immediately plan to install new or upgrade the current software system to increase efficiency.
- viii. Focus on placing a greater number of staffs in the branch.
- ix. Establish a more sophisticated power source which can help to facilitate services even during power cuts. If a new one is not possible, the bank must focus on using the existing source at fullest of capacity to improve the service facilitation.

References

Civil Bank Limited. (n.d.). Retrieved from Wikipedia: https://en.wikipedia.org/wiki/Civil_Bank
Company Profile. (2018). Retrieved from Civil Bank Limited: www.civilbank.com.np



Appendices



Figure 13: Civil Bank Limited, Itahari Branch



Figure 14: Customer Service Desk



Figure 15: Filling up forms for verification and archiving

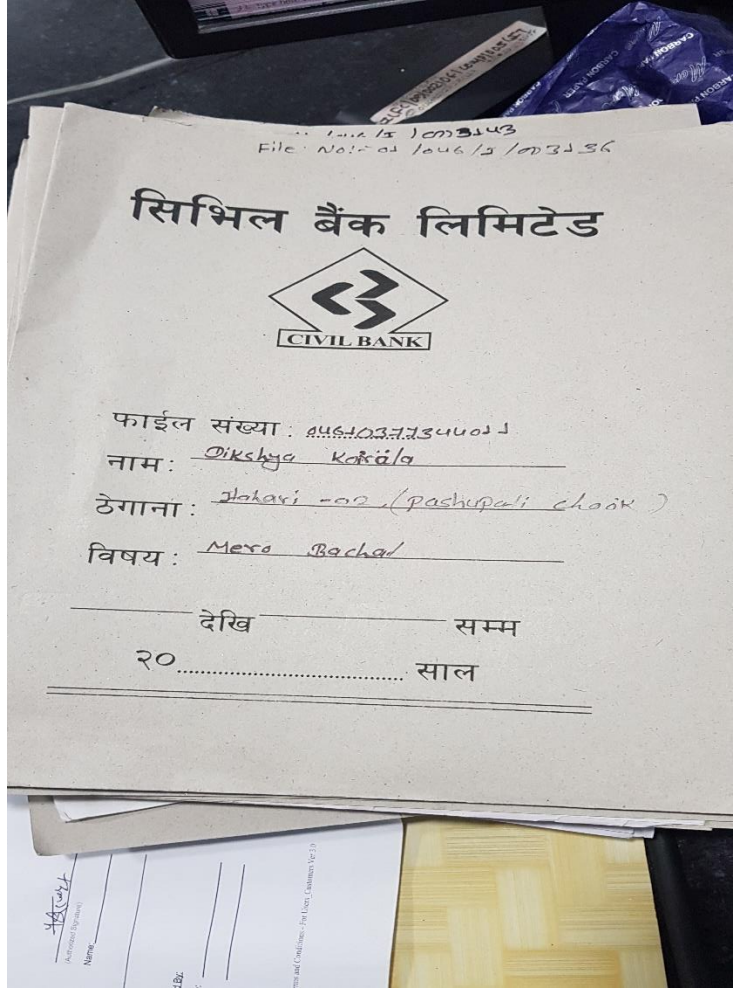


Figure 16: Documents to be archived in the T24 server



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Ref: CiBL/HRD/OGI./492/2020

December 21, 2020

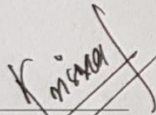
To Whom It May Concern

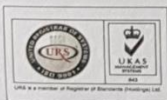
This is to certify that **Mr. Uthav Limbu** has done internship at **Itahari Branch** for **14 weeks** from **01 September, 2020**.

During the internship period, Mr. Limbu was placed in **Operations Department** and was found to be sincere, energetic, had keenness to learn and desire to take up any responsibility assigned by the Bank.

We hope this internship will play a significant role in Mr. Limbu's professional growth and we wish him all the very best in future endeavors.

Yours sincerely,


Karishma Khattri
Officer- Human Resources



An ISO 9001:2015 Certified Financial Institution

Figure 17: Internship letter provided to the student