



Cooperative Education Report

Internship at Century Commercial Bank Limited

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**This Report Submitted in Partial Fulfillment of the Requirements for Cooperative
Education, Faculty of Business Administration**

Siam University

Title- Internship at Century Commercial Bank Limited

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We have approved this cooperative report as a partial fulfillment of the cooperative education program.

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ABSTRACT

This cooperative report entitled Internship at Century Bank has the goals to study the working of banking sector and the different products that it has to provide. Objectives of the study include: (1) to acquire knowledge about the overall banking procedures of commercial banks in Nepal and the products they have to offer (2) To acquire the knowledge of dealing with clients and sharpen your communication skills (3) To enhance theoretical knowledge in practical working environment. Within the company, I was assigned to work as apprentice in the department of customer. My major responsibilities were to handle the customer's queries regarding their accounts and about the products as well as entertain to different difficulties that the customers face, like sorting out the required documents and information regarding account openings and others.

Upon the completion of the internship, I found that the problem was resolved by means of ethical behavior and a lot of patience. In this matter, student is able to learn more about career choices and the pressure you can build on which are very important for future career development and profession.

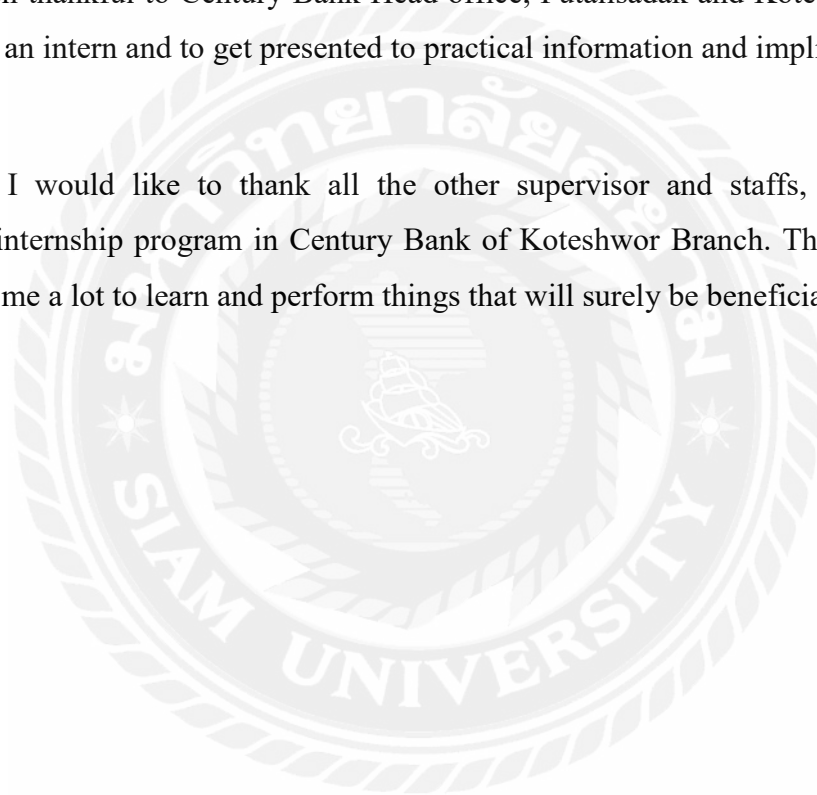
Keywords: Remittance, memorandum.

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I am even thankful to Century Bank Head office, Putalisadak and Koteshwor branch for accepting me as an intern and to get presented to practical information and implication of the real world.

Further, I would like to thank all the other supervisor and staffs, who guided me throughout my internship program in Century Bank of Koteshwor Branch. The guidance that I received helped me a lot to learn and perform things that will surely be beneficial in my career.



List of Acronyms

CCBL- Century Commercial Bank Limited

NRB- Nepal Rastra Bank

CSD- Customer Service Department

BOD- Board of Directors

KYC-Know your customer

KBC- Know your bank

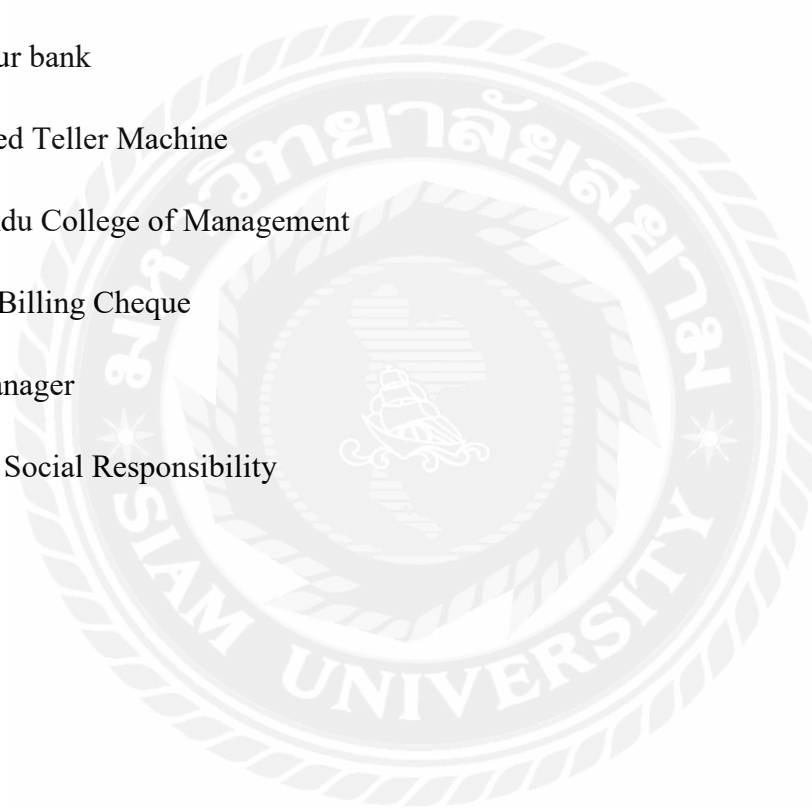
ATM- Automated Teller Machine

KCM- Kathmandu College of Management

OBC- Outward Billing Cheque

BM- Branch Manager

CSR- Customer Social Responsibility



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Chapter 1: Introduction

1.1 Company profile

A bank is a financial institution licensed to accept deposit and creates credits. Bank also provides financial services, such as wealth management, safe deposit lockers and foreign currency exchange. There are two types of banks: Commercial banks and Investment banks. Banks are generally regulated by the national government or central bank (Investopedia, 2019).

Century Commercial Bank Limited (CCBL) is a National Level Commercial bank established on January 23, 2011. Its head office is located in Putalisadak, Kathmandu. The banks primary objective is to provide its customers with simplified banking with the use of latest information and communication technology.

CCBL aims to extend to the country's unreachable places and is driven by the mission of "saral banking sabaiko lagi" (*simplified banking for all*). With the view to providing safe, steam less, quick and advance banking services, the bank has been heavily investing in contemporary banking technologies. The bank has completed years of journey since its origin and has extensive network of 111 branches and 63 ATMs across the country. Also, 8 extension counters and 13 branchless banking are provided by CCBL to reach out to every customer in the country (Bank).

The bank provides its customer with a wide range of service like personalized service, mobile banking, exchange system, remittance etc. The bank has endeavored practices like collection of advantageous store plan, outside exchange workplaces, trade financing, inside/outward settlements, exhibit maker for government securities, Non-account based organizations like issuing guarantees, letter of credits (LOCs), etc.

Success relies upon different factors, for example, quality interview and directing. So the bank has given top most need in creating HR fit enough to comprehend the need of client and meet their prerequisites. The bank keeps its client at the focal point of everything it does.

1.2 Organizational Structure

The Board of Directors (BOD) is composed of seven members consisting of one chairman and six others directors. Beside the BOD, there is management team for the functioning of the Bank which is led by the CEO of the Bank.

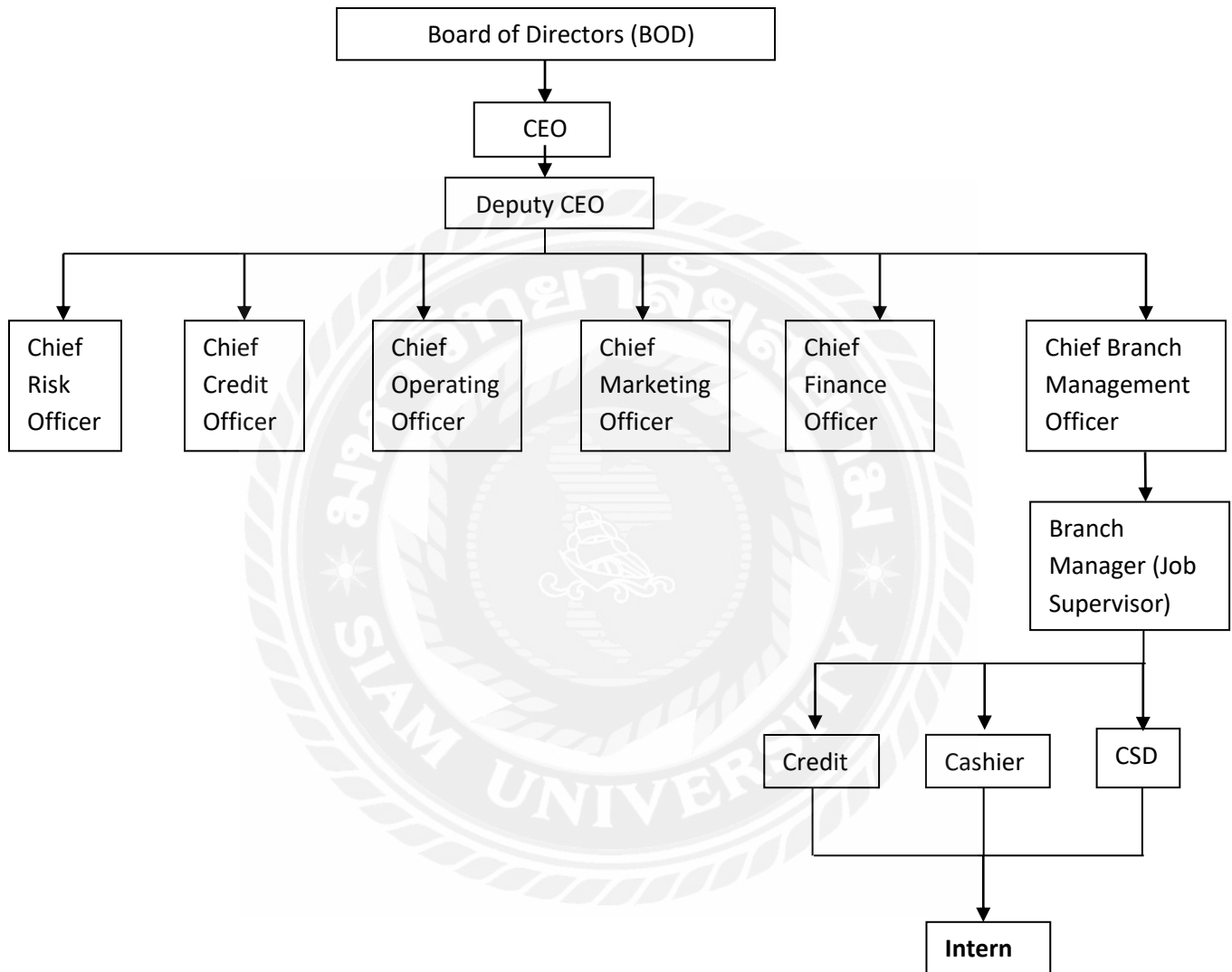


Figure 1

The Board of directors of CCBL consists of:

Name	Position
Mr. Rajesh Kumar Shrestha	Chairman
Mr. Laxman Kumar Shrestha	Director
Mrs. Uma Kumari Shrestha	Director
Mr. Rajesh Raj Dali	Director
Mr. Mahesh Kumar	Director
Mr. Sunil Kumar	Director
Mr. Abhishek Bajracharya	Director

Table 1

Management Team

CCBL management team consists of managers acting as head in their departments. For different departments with individual purpose a manger has been appointed as all those departments are overlooked by the CEO of the bank. Board of directors formulates the vision, mission statement and objectives for the organization and the managers on their part are engaged in devising an action plan to achieve those objectives.

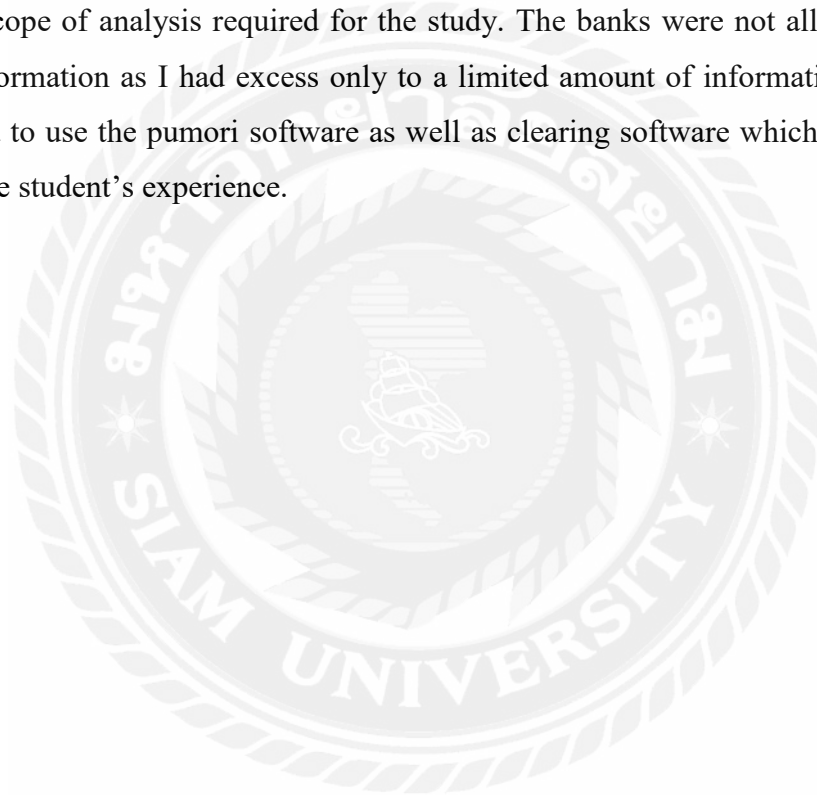
Name	Designation
Mr. Tulasi Ram Gautam	Chief Executive Officer
Mr. Jeevan Bhattaria	Deputy Chief Executive Officer
Mrs. Anupama Shrestha Manadhar	Chief Risk Officer
Mr. Manoj Neupane	Chief Credit Officer
Mr. Deepesh Pradhan	Chief Operating Officer
Mr. Rajan Khadka	Chief Marketing Officer
Mr. Ramesh Kumar Shrestha	Chief Branch Management Officer
Mr. Anil Regmi	Chief Finance Officer

Table 2

1.3 Statement of Report

Internship program provides the practical exposure needed to the students to experience the real life situation. Students need to cope up with the difficulties out there in the world and internship is just the platform to do so. From the interview of the job, to the interaction with different clients, every step has been a learning stone for the future minds. For this report, CCBL had provided me with practical workspace for me to use my theoretical knowledge that I've acquired through my BBA program. Like any other report, this study also has some limitation.

The factors that have affected this study are inadequate access to information, which has hampered the scope of analysis required for the study. The banks were not allowed to give out the required information as I had access only to a limited amount of information. Also, interns weren't allowed to use the pumori software as well as clearing software which could have been beneficial for the student's experience.

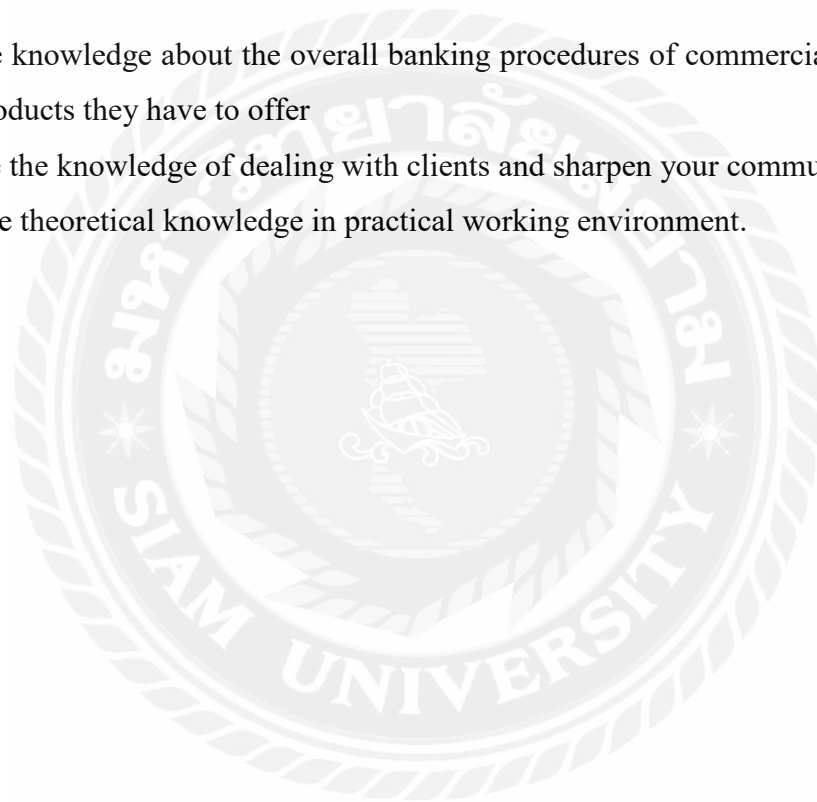


1.4 Objective of the Study

As a partial fulfillment of the requirements of the BBA program of Siam University, I undertook a fourteen week internship in Century Commercial Bank Limited, Koteshwor Branch. The main objective of this BBA program is to provide students with clear view of business world and to use their theoretical knowledge outside the classroom. It has helped us to implement our skills and further polish them. Also, this is the only scenario where we can get the exposure and learn from the mistakes that we did so that we may not face such problems in our career.

The internship program in CCBL had the following objectives:

- To acquire knowledge about the overall banking procedures of commercial banks in Nepal and the products they have to offer
- To acquire the knowledge of dealing with clients and sharpen your communication skills
- To enhance theoretical knowledge in practical working environment.



1.5 Roles and Responsibilities of the Student

Interns at Century bank limited are assigned to different departments according to their time allocated for the internship period. I fortunately had the privilege to be intern for 3 months as I got the opportunity to be listed in different departments of the company. The intern was expected to do the general tasks that are carried out by the respective employees. The following are the departments where the interns were assigned:

Customer Service Department

In my internship period I had to spend most of my time in this department. This department is responsible for handling all the customer related queries like balance checking, account opening, closure, complaints regarding products of the company etc., issuing the cheque books, ATM cards, selling deposit products and other functions.

Roles of the intern:

- Helping customers with their queries regarding the company's product as well as receiving their complaints.
- Helping customers fill out the different forms provided by the company like account opening form, account activation form, IPS, Deposit slips and others.
- To familiarize customers with the company's product and how it will be beneficial for them.
- Issuing of cheque books, ATM cards and ATM pin.
- To enter manually the account openings, account activation and closure of the concerning account holder in the register.

Marketing Department

Interns in this department were responsible to advertise the company's product; more often deposit accounts were focused. Every branch of this company is responsible for marketing the company's product in its area.

Roles of the intern:

- To approach the market for potential customers and to highlight them with the company's benefits.
- To bring in a considerable number of deposit accounts for the company as assigned by the supervisor.

Operation Department

This department is responsible for clearing of cheques, handling TT accounts, account section, teller and remittance. As an intern I had the opportunity to work in remittance and clearing section.

Remittance (Role of the interns)

- To help customers fill out the remittance form and maintain the required documents for it.
- To fill out the information given by the customer and check whether the information match accordingly.

Clearing section (Role of the interns)

- To enter the outward billing cheques (OBC) manually in the register.
- To inform the concern client about their cheque that have been returned and the reason behind it.
- To maintain the OBC to be taken to the NRB

Accounts Section

The account section is responsible for maintaining all the records of the customers of the bank. It has to maintain the records of income, expense and other required information of the clients. The records are maintained as it is checked by the NRB officials.

Role of the intern

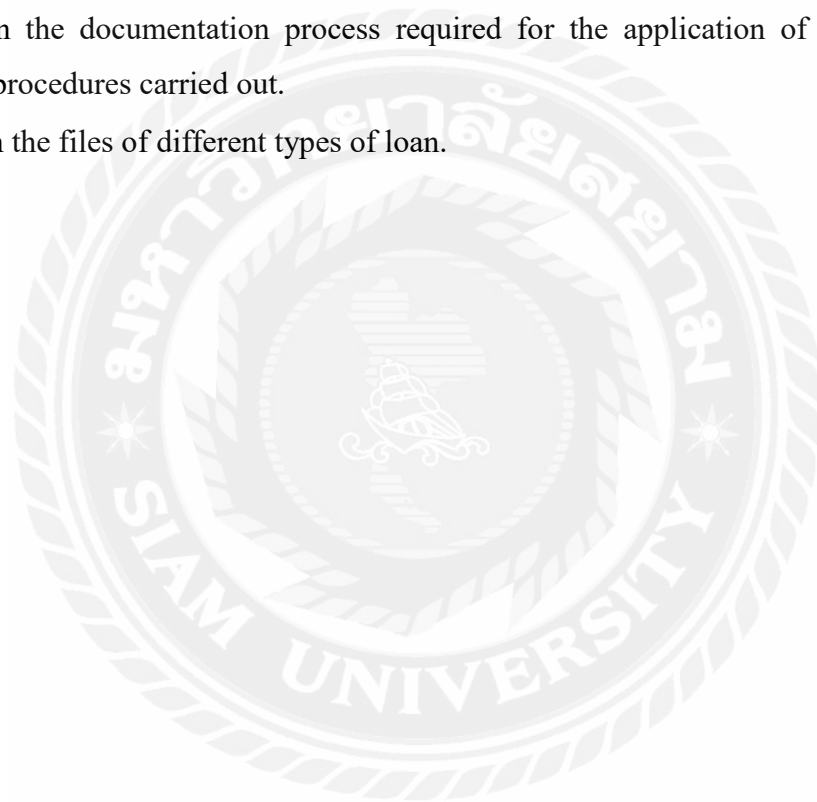
- To assist the accountant in maintaining all the records of the company.

Credit Department

This department is responsible for handling all the documents required for the loan process as the evaluation of the loan is also done in this department. All the process like valuation of property/collateral, credit memorandum, application of loan, etc. is carried out here. The distribution of loans is the most risky function of the bank. The department needs to analyze the credibility of the probable client.

Role of the intern

- To learn the documentation process required for the application of loan and all the further procedures carried out.
- To learn the files of different types of loan.



Chapter 2: Internship Activities

2.1 Assignment and responsibilities of the student

My internship tenure at Century bank was about 3 months. As in most internship program the initial phase begins from interaction with customers. In century bank, I got this opportunity through the CSD. Through this department, I got the essential banking knowledge which can be beneficial for my future endeavors. As an intern, I was assigned with the following task:

- Opening of new accounts

An application form is filled out by the customers mentioning the required information about the client needed by the bank. Also, the documents required for the processing needs to be provided to the bank in the time of account opening. This information is cross checked and is needed to be verified to see any discrepancies. This document is checked by the intern, the CSD and then the OI who approves the account opening. That information is also stored in the computer and in case of CCBL pumori software is used to store the detailed information of the client.

- Balance inquiry:

The customers like to check their balance before writing cheque, wants to get updated about their balance. The customer service department provides the facility of balance inquiry to the customer by entering the customer account number. The interns are allowed to provide the customer with their balance inquiry.

- Providing balance statement:

The customer who wants to check their balance statement are requested by the intern to fill up the balance statement form with necessary detail like name , account number , stamp if the account entity is company, dates etc. the intern verifies the information by checking it on the database and finally provides the balance statement to the respective clients.

- Issuing of ATM card and pin

ATM cards can be issued through the process of account opening. The account holder can mention the requirement of card in account opening form itself and if it is not mentioned then later on additional form regarding visa debit card can be filled to issue the ATM card. Interns are responsible to record the client who wants to issue ATM cards and help them fill the information required.

- Account activation and closure

In case account is dormant for more than six months then the account holder needs to activate the account for its processing. For this the account holder will be given account activation form which specifies the reason behind the dormant account as well as the KYC, KBC and signature specimen card needs to be filled. Further transaction should be made for the activation of the account.

If the account holder demands the account to be closed, account closure form will be provided mentioning the reason behind the account closing and also other ATM card, cheque books of the account holder must be returned to the bank. Then, finally the account of the applicant is closed with certain charge.

- Cheque book distribution

The account holder can request for the cheque book by filling the requisition slip which is provided with the previous cheque book. For new customer cheques are issued the next day after account opening. Interns here are responsible to help prepare the cheques of the clients as well as maintain the record of the customers who issue cheques.

- Mobile Banking and Internet banking distribution

The account holders are provided with the internet facility and mobile facility to know about the balance, fund transfer, SIM recharge, electricity bill payment, etc. Intern is required to help the customer fill out the forms required for those facilities. They can also mention the need of such facilities in the account opening form itself.

Also, as an intern I had the privilege of handling the remittance system and cheque clearing section.

- Remittance

In remittance the client needs to fill up the form mentioning the sender and receiver's detail. This detail is verified in the remit software and after it's verified, the intern is allowed to enter the client's detail and fulfill the client's demand which can be sending or receiving of money. At times the information can be mismatch and in that case the supervisor is informed.

- Cheque clearing section

Those cheques are goes to the Nepal clearing house for the exchange with respective banks so that customer gets their payment amount on time. The intern is responsible to enter those outward cheques in register. Cheques that have been returned will be informed to their respective clients with the help of intern and must be manually entered in the cheque return register.

In the marketing department the intern had to visit different potential clients and advertise the company's product to them. The intern is assigned to bring the required number of deposit in the allocated time given by the supervisor. Through this, intern has the opportunity of interacting with clients in market and see how their marketing skills can be honed.

Also, as an intern I had the privilege of working in the credit department. This department handles all the credit related activities of the bank which overlooks the related documents of credit process, the credit ratings of the client, the collateral/security of the client, etc. Moreover, this is one of the most risky business of the bank as well as profitable. The intern is assigned to study the documentation process and keep in check all the required documents. The intern is also required to help customers through the process of signing the documents.

Chapter 3: Identification of problems encountering during the internship

In CCBL, I was exposed to real life situations as a professional. As an intern, I was assigned to different responsibilities with expectation of better performance. The working environment seemed familiar and friendly as I was able to ask for help with any problems that I couldn't solve. Some of these problems were:

3.1 Indicate how you successfully solved the problem

Attending to customer's confusions

Some customers were unaware of the requirements of different documents for account openings (mainly institution accounts). Also, they were confused about what details to be filled. In such situation, intern needed to help them fill those informations as well as guide them about the importance of documents required by the bank.

Filing problem

While doing filing more often the files weren't kept in proper places beforehand. So, it becomes difficult for internee to find the related files. Also, at the time of intern NRB officials had checked all the concern client files and that had also misplaced some of the files. To solve this problem, intern managed all the files according to their respective detail and kept in proper place.

Savvy customers

In my internship period, I got to see how customers were really indecisive and impatient with the service provided to them. Some customers were in a real hurry as the employee and intern needed to be patient with the customer's decision. The customer needed to be provided with proper knowledge about the various services of the bank which helped them to finally take an appropriate decision.

Complaints regarding ATM service

ATM service in Koteshwor branch was problematic as customers had to face with loss of cash transaction in the machine, error in ATM machine and blank screen while inserting the ATM card. And the customers used to get really irritated with such unnecessary problem. In such

condition the intern needed to handle the situation in a proper manner by convincing the client politely, giving them proper reasons behind these problems.

3.2 Some Examples

While interning at CCBL, intern needed to follow the work ethics and behavior set from the bank properly. Intern had to face with different problems but with the help of staff and supervisor those problems could be solved easily. As per customer's feedback, we found out that the processing time of documents was found to be time consuming. From this feedback, we tried to provide prompt service. The intern in this part helped the customers with filling in as well as providing them with the bank's policy of the required documents for the bank's product.

Unfortunately, staffs at CCBL had to take leave at the same time due to unforeseen events at home so at the time intern had stepped up and handle the remittance department with the help of the staff of the bank which was a really great opportunity to learn something extra. This was the time when I got to interact with the customers more than usual and learn about the century remit software. For me this was one of the highlights of my internship period.

Also, there was a lot of complaint about the ATM service in Koteshwor Branch as clients at times would get aggressive. The intern at the time explained the concerned client patiently and politely about the system failure and that new machine were being imported for outside the country.

Chapter 4: Contribution and Learning process

CCBL is one of the leading banks in Nepalese financial industry. As mention in its mission statement CCBL has made banking easier for everyone. Internship at CCBL has helped internee to gain in depth knowledge about the real working environment, interpersonal and communication skills, organizational culture and behavior, professional qualities and building spirit as well as working samples of commercial banks.

4.1 Contributions of students made during the internship

During internship, internee has learnt a lot about the overall banking procedures of commercial banks and the products they had to offer. The intern spends the internship period in almost all the departments of the bank. The intern has gained a general overview of the working of a Bank and can easily now follow up any procedures to be handle in a bank.

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

The lesson learnt by the intern during the internship period is as follows:

- Acquired knowledge about the different aspects of banking procedures and the real working environment.
- Learnt the proper manner set in the business world and how behavioral issues are important.
- The customer of any business is the key to success for an organization. Organizations should never forget its loyal customers and try to retain new and hopeful customers.
- Learnt about different products introduced by the bank and how bank plays a part in the economic sector of the country.
- Learnt to communicate and deal with customers and how to convince them in using our products.

Chapter 5: Conclusion

5.1 Self-assessment as a professional

The student life is one of the most important phases of life. This is the phase where your decisions make a huge impact later on in your life. The selection of different course which will further help decide your career is done in this phase. Here is the place where your mistakes are overlooked and you learn from them but after this there isn't any room for mistakes as it might cost the individual. Internship helps provide a platform where students can make mistakes, learn from them and use their knowledge in the real business world. This helps in making career choices easier and frees you from the anxiety of work pressure. The only person you are destined to become is the person you decide to be and internship gives us this platform (jobs, 2018).

The internship in CCBL has helped internee to gain a lot of knowledge about the system, manual works and the working environment of different department of the bank. CCBL tries its best to make the procedure of banking easier for its customers.

During internship, internee has learned many aspects other than banking as well. The internee has learned the importance of patience and behavioral issue. The intern needs to socialize to make the working environment friendlier. The customers are to be treated in a proper manner to satisfy their wants and needs. This helps to create more number of loyal customers and uplift the bank performance.

It is one of the most promising banks today and has the opportunity to perform even better by overcoming its weakness and doing their best to retain quality service. Overall, the internship program has been really fruitful in enhancing the practical knowledge of the internee.

Annex

Annex A: With Job Supervisor (Ms. Angel Sharma)



Annex B: Workplace



Annex C: With Staff members



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