



## **Co-operative Education Report**

**Managing the CSD department of NIMB bank**

**Written by**

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**This report Submitted in Partial Fulfillment of the requirements of  
Cooperative Education, Faculty of Business Administration, Academic Semester 2/2022  
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Managing the CSD department of NIMB bank.

**Title** : Managing the CSD department of NIMB bank.

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### **ABSTRACT**

The purpose of this collaborative report, "Managing CSD department of NIMB," is to provide an in-depth analysis of bank's performance, financial position, and future prospects. It is based on the learning and findings from the internship. I was given the responsibility of serving as the junior staff at CSD department on NIMB bank from January 25 2023 to May 11, 2023. Opening and closing accounts, processing transactions, providing information about bank products and services and assist with resolving any issues and concerns that customers may have are the major duties of mine as an intern. The customer department staffs are often the first point of contact for customers, and they play a key role in ensuring that customers have a positive experience with the bank.

After finishing my internship, I realized that working in a professional setting is both fascinating and challenging. Problems do arise, but they can be resolved by the intern working with the supervisors' guidance. Students learn more about how business works and how to live professionally, both of which are essential for better career development and profession.

The foundation of NIMB is essentially the solid notion of social justice and equity. This report includes background for the NIMB default profile. After the internship was over; I discovered that one of the bank's main fundamental issues was the improper compilation and maintenance of files. I saw that the improper allocation of manpower and labor was one of the factors contributing to this issue. As an intern, I gave it my all to make this internship experience wonderful.

**Keywords-** CSD department, financial position, career development, files compilation.

Social justice

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### **Acknowledgement**

I hereby declare that the internship report I've provided to Siam University on Nepal Investment mega bank Ltd., which is based in (Butwal) Nepal is an original work. Under the direction of: Dr.Chutimavadee Thongjeen and Dr. Maria Shrestha. Learning is taking place throughout the internship program for the purpose of partially satisfying the Bachelor in Business Administration requirement. Assuring you that, this report has not already been submitted to another university or other institution for review.

I also declare that it was created using the working conditions of "Nepal Investment Mega Bank Limited". I'd want to take this chance to thank everyone who contributed to the effective preparation of this report. I would like to express my sincere appreciation to NIMB bank in Butwal for giving me the chance to do an internship at their outstanding facilities. My internship journey was a fantastic learning opportunity, and I will always be grateful for this.

Likewise, I would want to convey my sincere gratitude to the entire NIMB bank (butwal branch) members for their consistent support and direction during my internship. I would also like to take this opportunity to thank all of my coworkers at the company who were always willing to listen, address my concerns, offer advice, and provide any assistance they could. I am grateful to Siam University and Kathmandu College of Management for providing me with this internship program, which has allowed me to fully develop my skills and knowledge related to banking sector. In order to successfully coordinate and oversee the entire cooperative program, I would like to offer my profound gratitude to our principal, Mr. Bishnu Raj Adhikari. I also want to express my gratitude to Academic advisor Chutimavadee Thongjeen for providing me with all the instructions and oversight I needed to finish this report. I also want to convey my sincere gratitude to Dr. Maria Shrestha, my academic supervisor, for helping me prepare my internship report and providing me with guidance and advice.

I therefore sincerely express my gratitude to Nimb bank members and others, who contributed, both directly and indirectly, to my completion of this internship and cooperative

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education program. I hope to expand on the knowledge and expertise I have acquired from my internship journey and make the greatest use of them in my upcoming pursuits.

Sincerely,

Bhawana Poudel

Student ID: 6208040053



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**Important note:**

**What are the various issues that the bank has to face after the merger and acquisition?**

**Has it been easy or difficult for your internship working in a merged bank?**

Merger and acquisitions can have significant impacts on banks and their employee. Some of the issues that the bank has faced after the merger include:

1. Cultural Differences: When two organizations merge, they may have different cultures, values, and ways of working. This can create conflicts and challenges as employees adjust to new norms and expectations.

2. Integration of Systems and Processes: Merging two banks can be a complex and time-consuming process, especially if they have different systems and processes. It can take time to integrate these systems and processes, which can lead to operational disruptions and delays.

3. Regulatory Compliance: Banks are subject to strict regulatory requirements, and a merger or acquisition can create new compliance challenges. The bank may need to obtain new licenses, approvals, and certifications, and may need to comply with new regulations.

4. Customer Retention: After a merger or acquisition, customers may be uncertain about the future of the bank and may consider switching to a competitor. The bank will need to work to retain these customers by providing excellent service and communicating clearly about any changes.

5. Workforce Reduction: Mergers and Acquisitions often result in workforce reductions as the two organizations consolidate their operations. This can be a difficult process for employees, and the bank will need to manage this process carefully to minimize the impact on morale and productivity. Managing employee transitions

Doing internship in a merged bank has been challenging for me as customers of old Mega bank often visit our bank (investment bank) and they complain us various things related to Mega bank and even the staffs are unknown about it. People conception on the merger has been quite different then the word itself. Maintaining customer's satisfaction has been the biggest challenge for us because customers were unknown about merger and sometimes customers having dual account go through dilemma on which account to be closed and which to be continued. Number of customers' flow has been increased and side by side it has been difficult for Mega bank's staffs to follow Nepal Investment Bank's rule and all the systems, as they had been following their own since many years. Side by side, working in the old investment bank aka NIMB recently has been the greatest opportunity to learn as all the staffs

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were being so friendly and helped me to learn all the systems and customers' interaction has gone quite well in very short period of time.



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## **LIST OF ABBREVIATIONS**

Id- Identity Cards

NIMB- Nepal Investment Mega Bank

ATM- Automatic teller machine

CDS- Certificates of Deposit

SMS- Short Message Service

CSD- Customer Service Department

CV- Curriculum Vitae

KYC- Know Your Customers



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## **CHAPTER 1**

### **INTRODUCTION**

#### **1. Company Profile**

Nepal Investment Bank Limited (NIBL) is one of the largest commercial banks in Nepal, with a strong focus on providing high-quality financial services and products to its customers. NIBL was established in 1986 and has since grown to become one of the most prominent banking institutions in the country, with a network of branches and ATMs spread across Nepal

Mega Bank Limited, on the other hand, is a relatively new addition to the Nepalese banking industry, having been established in 2015. Mega Bank is based in Kathmandu and offers a wide range of financial services, including retail banking, corporate banking, and treasury services.

In 2021, Nepal Investment Bank Limited and Mega Bank Limited merged, forming Nepal Investment Mega Bank Limited (NIMBL). The merger brought together two strong and reputable institutions with a shared vision of providing top-quality financial services to customers across Nepal.

As a result of the merger, NIMBL now boasts a large network of branches and ATMs, enabling it to provide a wide range of financial products and services to individuals, small businesses, and corporations across the country. Some of the key products and services offered by NIMBL include savings and current accounts, loans and advances, debit and credit cards, online and mobile banking, and trade finance, among others.

Overall, Nepal Investment Mega Bank Limited is a strong and dynamic player in the Nepalese banking industry, with a commitment to providing innovative financial solutions and excellent customer service. Its merger with Nepal Investment Bank Limited further strengthens its position as a leading banking institution in Nepal.

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### **About Nepal Investment Mega Bank (Butwal branch)**

NIMB has a branch in Butwal, located at Traffic Chowk, Butwal-8, Rupandehi, Nepal. The bank provides a wide range of services, including personal and business banking, loans, and credit cards. They also offer digital banking services such as mobile banking and internet banking. If any locals of Butwal have any queries related to banking service can visit this bank rather than visiting in a head office. It's a branch that assist customers with all the banking services related with NIMB.

**1.1 Vision of Nepal Investment Mega Bank Limited:** As for their visions, NIBL's vision is "To be the leading provider of complete financial solutions in Nepal," while Mega Bank's vision is "To be the most preferred bank of Nepal by providing innovative banking solutions." Both banks aim to be leaders in the banking industry in Nepal and provide comprehensive financial solutions to their customers.

**1.2. Mission of “Nepal Investment Mega Bank Nepal”:** The mission of Nepal Investment Bank Limited (NIBL) is "To be a responsible corporate citizen by providing innovative financial solutions and creating value for all stakeholders with the highest level of ethical standards."

The mission of Mega Bank Limited (MBL) is "To create a banking experience beyond imagination by providing quality financial solutions to all, leveraging our knowledge, expertise, and technology."

Both banks aim to provide innovative and quality financial solutions to their customers while adhering to ethical standards and creating value for all stakeholders. They also emphasize leveraging technology to enhance the customer experience.

**1.3. Strategies of the company:** NIMB uses a variety of strategies to achieve its business objectives in Nepal. One of the key strategies is to expand its reach and customer base. The bank has been opening new branches and ATMs across the country to make its services more accessible to customers. Another strategy is to focus on digital banking services. NIMB has introduced several digital banking services, such as mobile banking and internet banking, to improve the customer experience and increase efficiency. The bank also focuses on providing customized solutions to its customers, which helps to meet their specific financial needs. NIMB is committed to social responsibility and sustainability. The bank has implemented

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various initiatives to support the community and protect the environment. NIMB bank uses various Strategies for the development of the bank. The major strategies they use are:

**Growth strategy:** By expanding their loan portfolio and introducing new goods and services, banks frequently seek to increase their clientele and broaden the scope of their activities.

Banks may try to diversify their company by entering new markets or industry sectors, such investment banking, corporate banking, or retail banking.

**Effective risk management strategy:** It is essential for banks to maintain the security and stability of their operations. This could involve carrying out regular risk assessments, monitoring risk exposure, and adopting risk management policies and procedures.

**Technology strategy:** In the current digital world, NIMB use technology to increase productivity, cut costs, and improve customer satisfaction. This can entail making investments in new technical developments like mobile banking apps and internet banking platforms.

**Customer-centric strategy:** NIMB bank prioritizes addressing the demands of their clients and delivering top-notch client care. This can entail delivering individualized banking goods and services, developing trusting connections with clients, and offering top-notch client assistance.

In conclusion, NIMB's strategies are focused on providing high-quality services and products to its customers, embracing technology and innovation, managing risk and compliance, and promoting social responsibility and sustainability. By following these strategies, NIMB aims to achieve its business objectives and maintain its position as a leading bank in Nepal.

## 2. Organizational Structure

### 2.1. Organizational Structure of Nepal Investment Mega Bank Limited



Figure 1: Logo of Nepal Investment Mega Bank

Source: Website of NIMB.

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## **2.1. Diagram of Organizational Structure**

Nepal Investment Bank Mega Bank Limited (NIBL Mega Bank) has a well-defined organizational structure designed to facilitate effective decision-making, efficient operations, and excellent customer service. The organizational structure of NIBL Mega Bank can be broadly classified into the following:

I. **Board of Directors:** The Board of Directors is the highest decision-making body of the bank, responsible for formulating policies, strategies, and guidelines for the bank's operations.

II. **Chief Executive Officer (CEO):** The CEO is responsible for implementing the policies, strategies, and guidelines formulated by the Board of Directors and managing the day-to-day operations of the bank.

III. **Management Committee:** The Management Committee is responsible for assisting the CEO in managing the bank's operations, developing and implementing plans, and making strategic decisions.

IV. **Departments:** NIBL Mega Bank has various departments responsible for different functions, such as credit, operations, finance, human resources, IT, marketing, and legal. Each department has a head who reports to the CEO.

V. **Branches:** NIBL Mega Bank has a network of branches located in different parts of Nepal, each with a branch manager responsible for managing the branch's operations and ensuring customer satisfaction.

VI. **Regional Offices:** NIBL Mega Bank has regional offices located in different regions of Nepal to oversee the operations of the bank's branches in those regions.

VII. **Central Operations Department:** The Central Operations Department is responsible for the centralized processing of various banking operations, such as account opening, loan processing, and remittance processing.

VIII. The organizational structure of NIBL Mega Bank is designed to ensure clear lines of authority and responsibility, promote teamwork and collaboration among employees, and provide excellent customer service. It allows for effective decision-making, efficient operations, and the ability to adapt to changing business environments.

NIMB (butwal) has simple hierarchical structure where there is such a homely environment having such a hardworking member. The topmost position includes the Branch manager.

Members of NIMB Bank Butwal Branch are:

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**Branch manager:** Navin Ghimire

**Operational manager:** Kamal bhandari

**Loan department staffs:** Shiva Aryal, Shakti gautam, Jeevan poudel, Ajay ghimire

**Teller department staffs:** Bala Chaudhary, Kalpana Bhandari, Ganga Gaire

**Clearing department staff:** Ganesh Regmi, Menuka Aryal

**Customer service department staffs:** Gyandhara Pandey, Abhisek Jung Rana

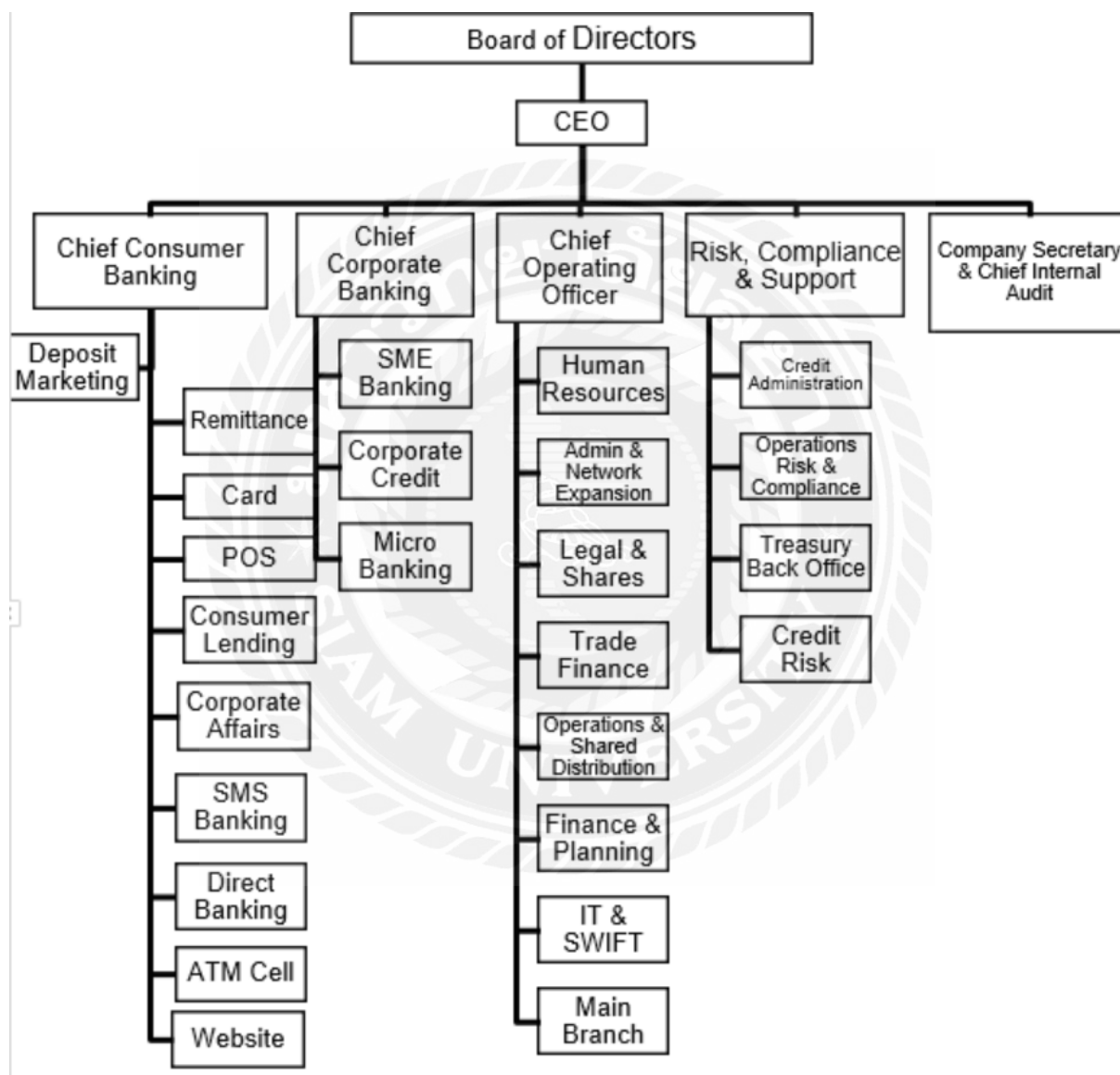


Figure 2: Structure of the corporate office

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## 2.2. My Job Position

My Job Position details are:

- Position: Intern at CSD department
- Duration: 25<sup>th</sup> January 2022 to 11<sup>th</sup> may 2022

Working Hour: 10:00am – 5:30 pm [Sunday to Friday]

## 2.3. My Job Position in the Company's Organizational Structure

I worked under the direct supervision of Branch Manager Mr. Navin Ghimire and Two Staffs Mrs. Gyandhara Pandey and Mr. Abhisek Jung Rana.

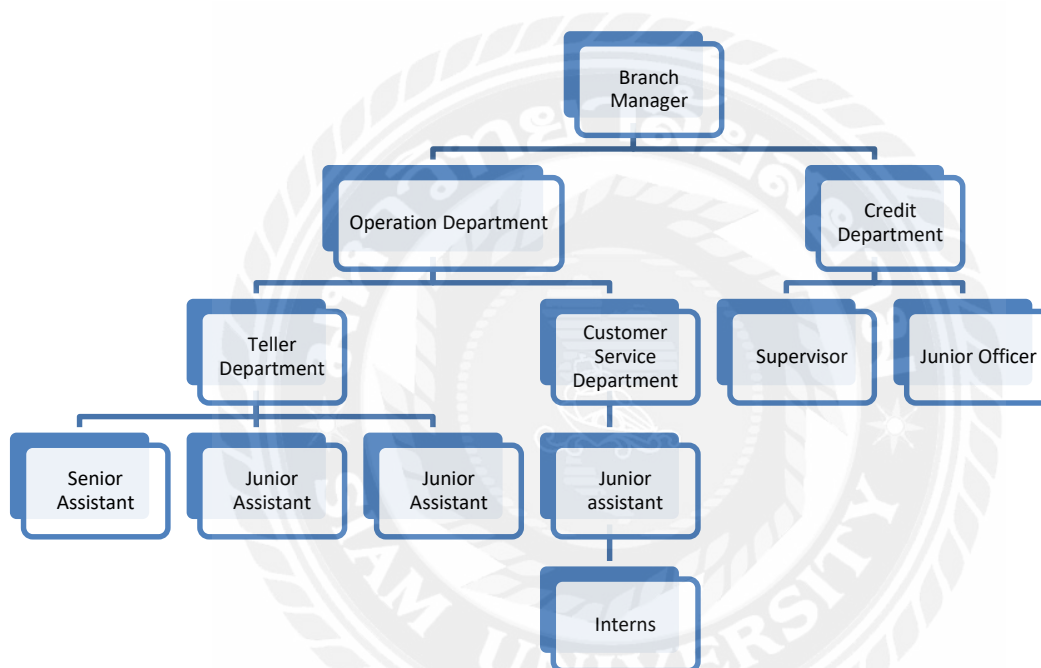


Figure 3: My Job Position in Nepal Investment Mega Bank Ltd.

## 3. Intention and Motivation to choose Nepal Investment Mega Bank Limited as your CO-OP studies workplace.

The banking sector is a crucial component of the financial industry, providing services such as loans, savings accounts, and investment options to individuals and businesses. Banks play a significant role in the global economy, facilitating financial transactions and promoting economic growth. A bank provides a unique opportunity to gain hands-on experience in the finance industry. Choosing NIMB to work as an intern is a great opportunity to work for a reputable and established bank with a strong brand image. As these two commercial banks



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merged together and formed strong foundations in banking industry. Interning in two merged banks can provide several benefits, such as exposure to a wider range of banking functions and financial services, the opportunity to learn about the merger process and its impact on the banking industry, and the chance to gain insight into the new organizational structure and culture.

Additionally, interning in a merged bank can provide valuable networking opportunities and exposure to a diverse team of professionals with different skill sets and experiences, which can be beneficial for personal and professional growth additionally; there may be opportunities for career growth and development, as well as the chance to work with a team of dedicated and experienced professionals. Working for this bank can also provide valuable networking opportunities and exposure to a range of banking functions and financial services, making it an attractive choice for those interested in the banking industry.

As an intern, you can also benefit from professional development opportunities, such as training sessions and mentorship programs. These programs can help you build your skills and knowledge, and gain insight into the banking industry. A professional organization like Nepal Investment Mega Bank can also help you develop important soft skills such as communication, time management, teamwork, and problem-solving. These skills can be applied in future academic pursuits and career endeavors. Also it can give you the opportunity to learn about the company culture and work environment. This can be helpful in determining if a career in the banking industry is the right choice for you.

Hence, The Intention and motivation to work in Nepal Investment Mega Bank could stem from several factors, including the bank's strong brand reputation, its commitment to innovation, customer service, and corporate social responsibility, and the potential for career growth and development within the organization.

#### **4. Strategic Analysis of The Company**

Table 1: SWOT ANALYSIS

| <b>Strengths:</b>   | <b>Weakness</b>   | <b>Opportunities:</b>   | <b>Threats:</b>   |
|---|---|---|---|
| <p>a) Strong brand image and reputation in the Nepali banking industry.</p> <p>b) Diversified portfolio of products and services, including loans, deposits, remittances, and digital banking services.</p> <p>c) Extensive network of branches and ATMs throughout Nepal.</p> <p>d) Commitment to innovation and customer service.</p> <p>e) Corporate social responsibility initiatives, including support for education and health programs.</p> | <p>a) Limited international presence and exposure.</p> <p>b) Relatively small market share compared to larger banks in Nepal.</p> <p>c) Dependence on interest income for revenue.</p> <p>d) Limited exposure to rural and remote areas of Nepal.</p> | <p>a) Expansion into international markets and diversification of revenue streams.</p> <p>b) Increased focus on digital banking and technology to improve customer experience.</p> <p>c) Development of new products and services to meet changing customer needs.</p> <p>d) Expansion into rural and remote areas of Nepal to reach underserved populations.</p> | <p>a) Increasing competition from established banks and new entrants in the Nepali banking industry.</p> <p>b) Regulatory changes and compliance requirements.</p> <p>c) Economic and political instability in Nepal.</p> <p>d) Technological disruptions and threats from fintech companies.</p> <p>e) Changing customer preferences and behavior.</p> |

Overall, Nepal Investment Mega Bank Limited has a strong foundation and potential for growth, but will need to address its weaknesses and capitalize on opportunities in order to remain competitive in a rapidly changing banking landscape.

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## **5. Objectives of The Study**

- a) To provide an overview of my internship experience at Nepal Investment Mega Bank, reflecting on my learning, challenges, and accomplishments.
- b) To analyze the banking industry in Nepal and the challenges and opportunities facing banks in the country.
- c) To showcase the operations and culture of Nepal Investment Mega Bank, providing insights for stakeholders such as customers, investors, and regulators.
- d) To contribute to the broader knowledge base on the Nepali banking industry, providing insights into best practices and areas for improvement.
- e) To highlight the importance of internships in professional development and provide recommendations for future internship programs.



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## **CHAPTER 2**

### **CO-OP STUDY ACTIVITIES**

#### **2.1 My Job Description in Nepal Investment Mega Bank**

My role at Nepal Investment Mega Bank was Intern at Customer Service Department assisting in the overall Activity of NIMB as Well. I was not limited to follow the task given, I was also given the chance to involve in the meetings that used to hold time and often and be present in the meeting. I used to assist the junior Staffs and handle the customers with them. I used to work Sunday to Friday from 10 Am to 5:30 Pm. Our working schedules were very strict. Even the interns should be present on time.

I was given a 16-week assignment to carry out the bank's daily operations during regular business hours. The following list illustrates my primary responsibilities and roles at “Nepal Investment Mega Bank”:

- a) Dealing with the bank's regular and new customers is the responsibility of the customer department.
- b) Entering customer information into banking software.
- d) Printing a customer's bank statement.
- e) Giving consumers access to a variety of forms, including those for creating and cancelling accounts, applying for debit cards, using internet banking or SMS banking, getting new pins, remittance forms, etc.
- f) Processing loss checks, issuing checks, etc.
- g) Taking out the copies of the customer's passport, citizenship cards, and other identification documents requires
- h) Handling the phone calls
- i) Updating the Know your customers form.
- j) Filing KYC form, dormant and cheque issue summary report and keeping them in a proper place.

#### **2.2 Job Responsibilities and Work Duties**

This internship has been given a fantastic opportunity by Nepal Investment Mega Bank Limited. Interns got the excellent opportunity to learn and put numerous tasks to practice. Each department is required to carry out a variety of tasks. Customers can visit the CSD department to learn more about the bank. I participated in a variety of tasks at CSD as an

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intern. It was my responsibility to give costumers whatever information about the bank that they needed or wanted.

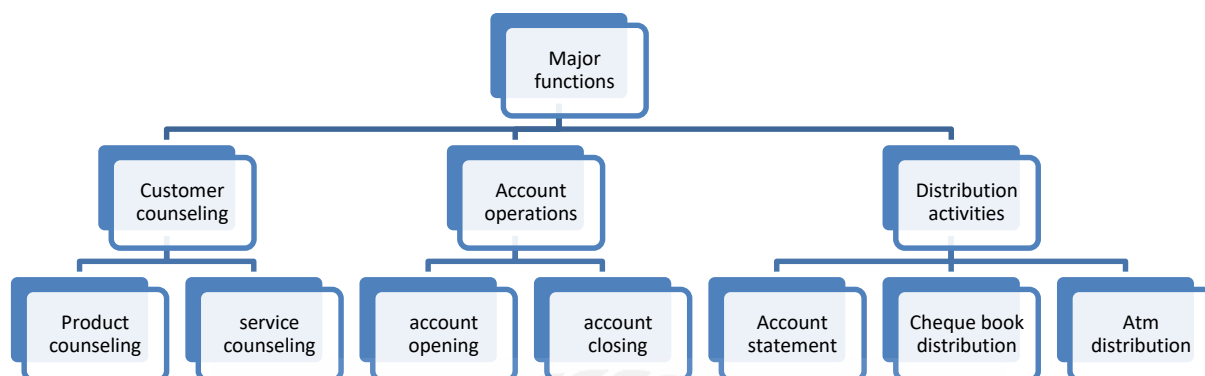


Figure 4: Functions of CSD

### 2.3 Job process Diagram and my contribution as a Co-op Student:

Account opening is one of the most crucial aspects of a bank. With an increase in customers, it aids in business expansion I had to first explain people about the numerous accounts that NIMB offers, along with the advantages and benefits of each account, as well as the paperwork needed to open an account. The appropriate paperwork to open an account is given if the customer is happy with the purchase and has all the essential documentation. After that, I had to determine whether or not all of the documents were legitimate and whether or not the forms have properly been filled. I then had to arrange a various documents and forms are received at CSD. I had to update the file on daily basis. Various transactions include new account, closed accounts, Cheque books requisition and statement requisition slip, KYC update (dormant list) must be filed for future use and it requires the documents in order and then passes it to the supervisor for further processing and approval.

The second most crucial element of a bank, after account opening, is KYC, which is a way of knowing all of a customer's information. According to Nepal Rastra Bank's instructions, the whole banking industry has recently been performing a KYC update. Simply said, this involves scrupulously preserving accurate and complete customer information. The account holder's complete family information is required for the KYC update. I therefore assisted the

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customers in briefly filling out all of their information before transferring it to the office for further processing.

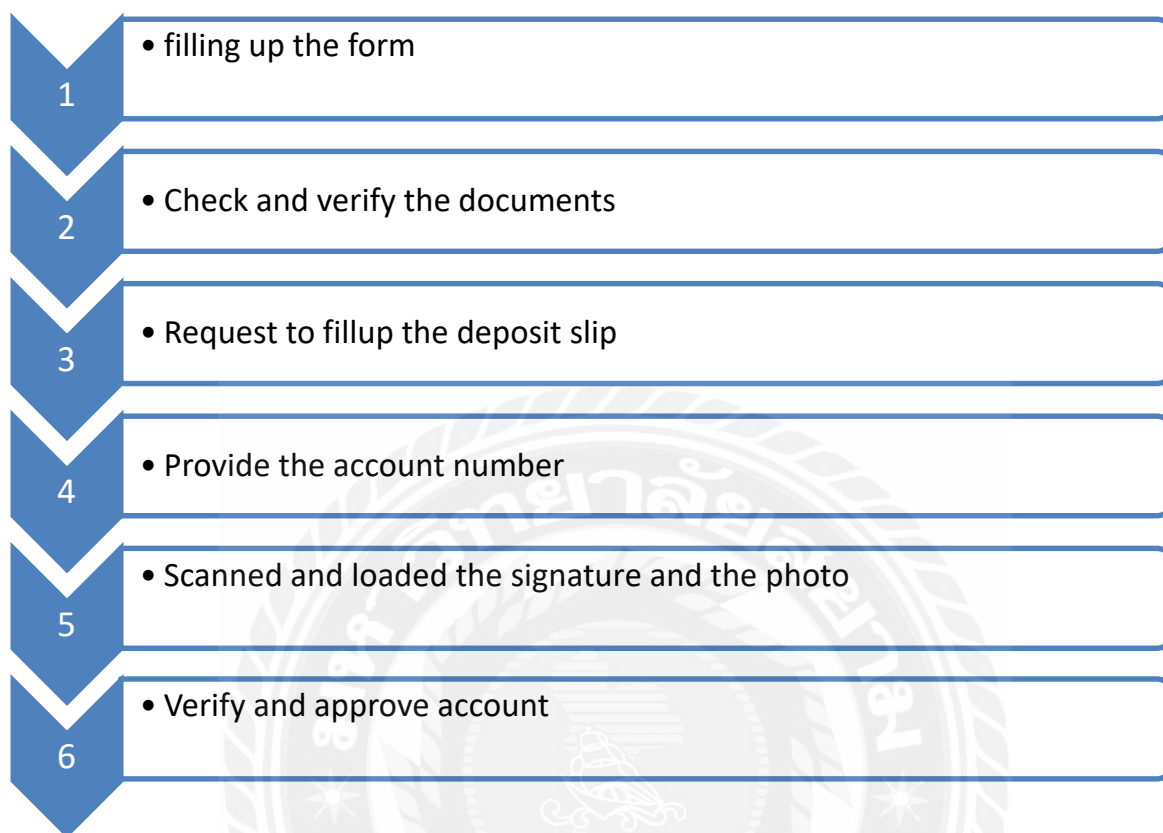


Figure 5: Steps of opening an account

Customers receive chequebooks after opening an account, which they can use to withdraw funds from their bank accounts. If their cheque slips were worn out, a new checkbook would be required. When customers fill out the cheque requisition form for their new check book, I have to prepare the cheque book per the customer's desire. This involves placing the cheque slip in order and binding it with the new cheque requisition slip in the middle of the cheque book and cheque cover. While making emergency withdrawals without a checkbook, I ask customers to fill out the deposit slip and take Rs100 charge per withdrawals with minimum amount of RS.25000 per transaction.

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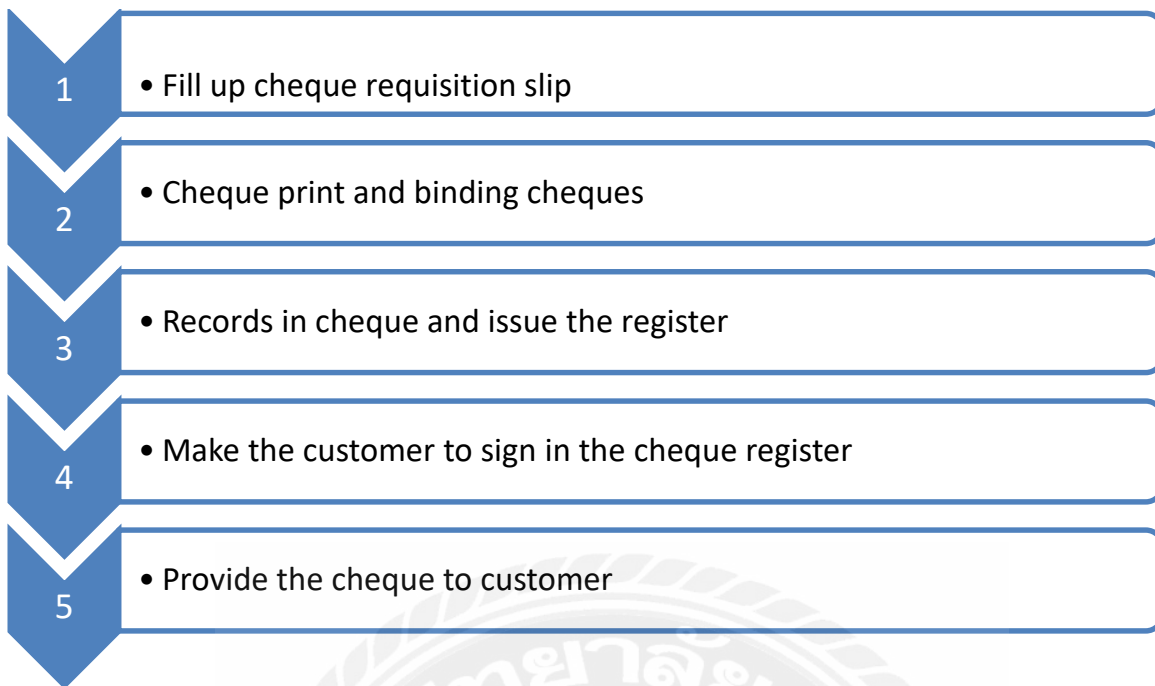


Figure 6: Steps in cheque distribution

On request, the bank also issues ATM cards to its clients. To withdraw cash from a bank ATM, you need an automatic trailer machine card. I needed to check the ATM card of the client who made the request. If the card is located, I had to look through the relevant paperwork and request a photocopy of the ID to include with the form. I also had to determine if the consumer was taking a new card or exchanging an existing one. If the customer was exchanging, I had to also ask for the old card and then hole-punch it after the transaction. I then had to input the information into the register and provide it to the supervisor for further processing.

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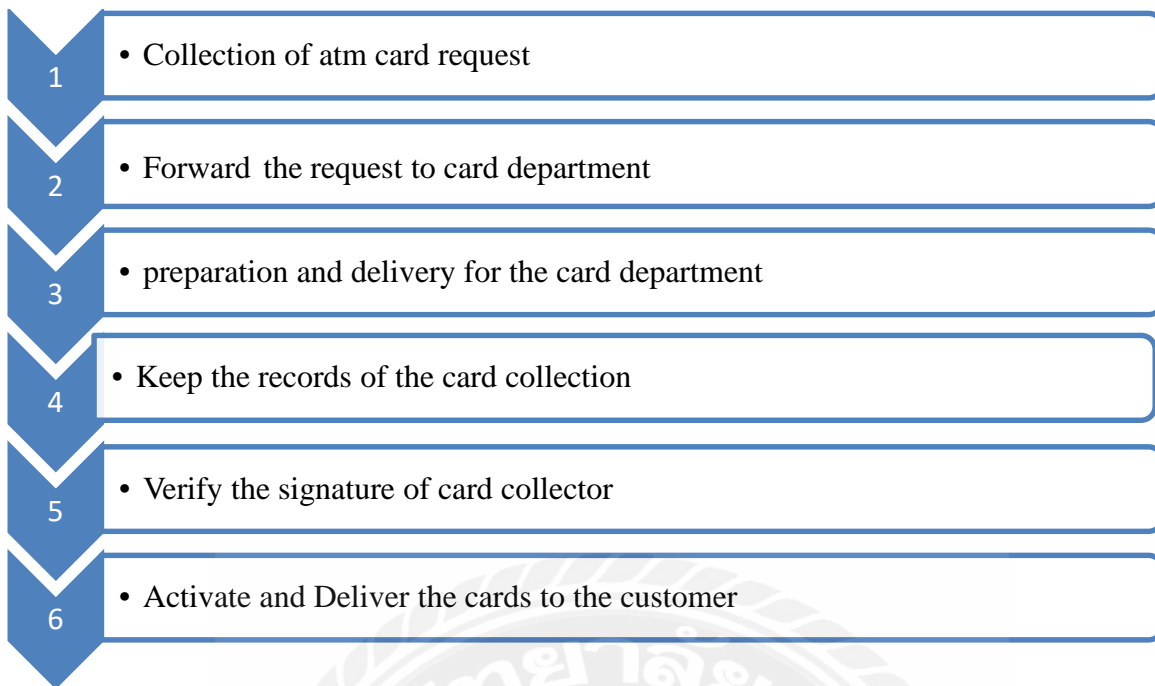


Figure 7: Procedures of issuing Atm cards

The majority of clients often inquired about their account balance. Hence, with proper supervision, I would be able to access the software and enter the account number to verify the account's amount. I provided the account holder with the account's balance. Customers occasionally came to close accounts or move accounts to different branches. I had to do that by giving the clients the data and forms required for account closure or transfer. I had to register the customer's information and the grounds for closing or transferring the account when the form and cheque book were submitted. I then had to give it to the officer to continue with closing or transferring an account.



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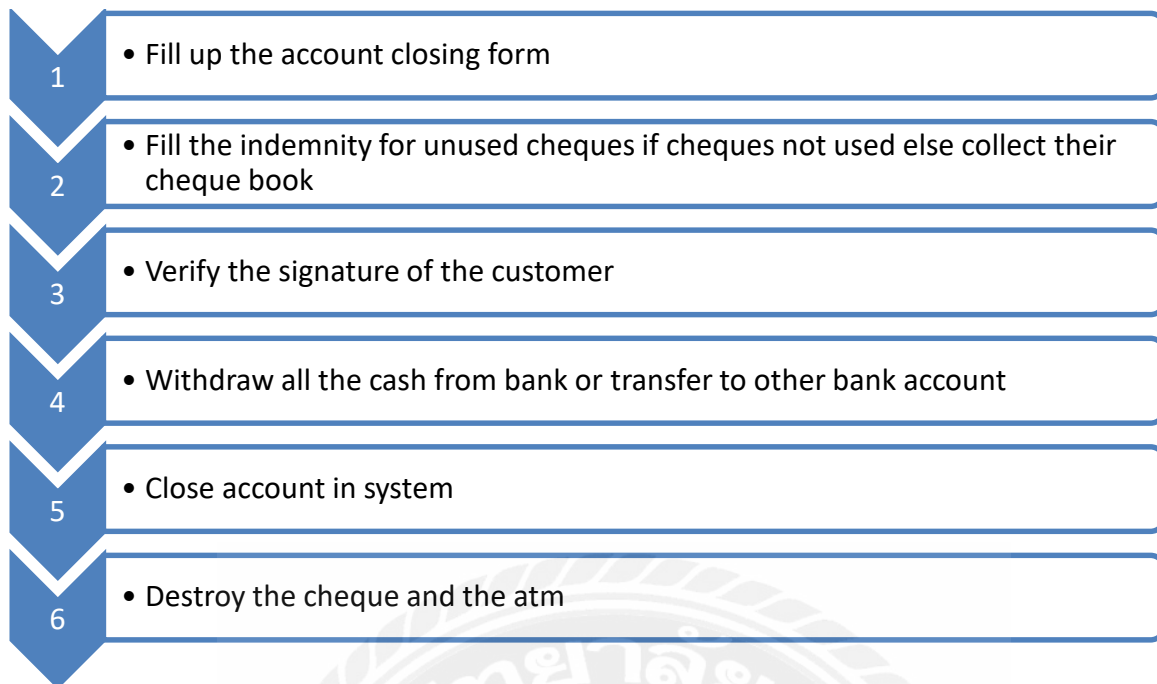
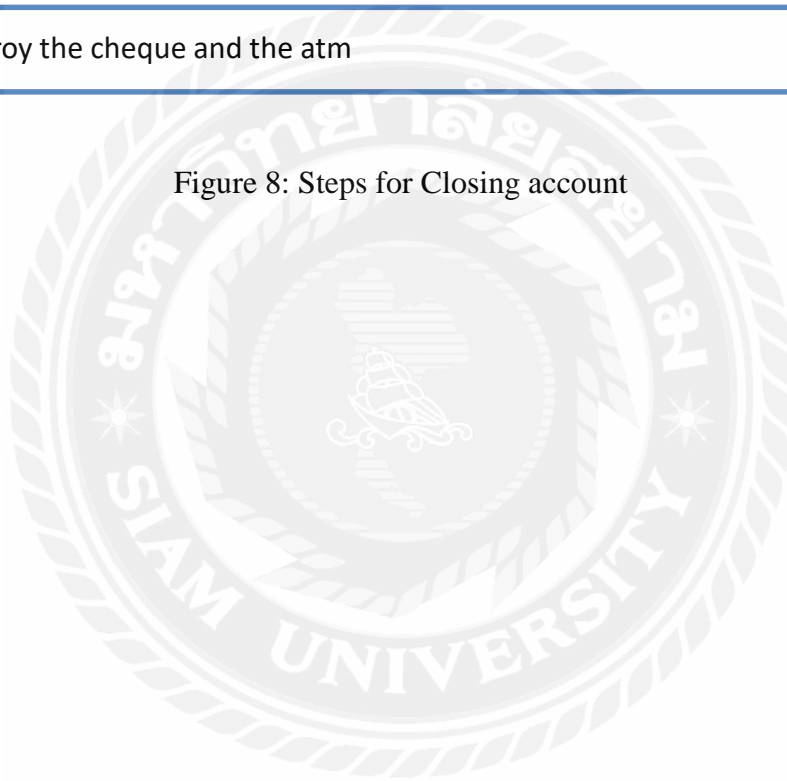


Figure 8: Steps for Closing account



## **CHAPTER 3**

### **LEARNING PROCESS**

#### **3.1 Problems/ Issues of the company**

I faced some problems during my internship journey; one must deal with a variety of issues and challenges when carrying out day-to-day organizational task. During my internship journey, I struggled to fill out several forms for customers, including those for account opening and KYC. During filling out the form, I encountered numerous terms that I did not understand. Customers of CSD sometimes complain about cash not being collected from ATMs but being taken from their accounts instead, or about ATMs just not working properly, in addition to not receiving the promised services of SMS banking and related services. The customer has sometimes requested a statement without bringing a letter of authority, proof of citizenship, or an ID card. They don't even bring the original signature of the account holder; also, there had been instances where customers refused to pay the bank's fees for making new cheque request in case of lost and make delay on receiving the Cheque and ATM cards. Some of the Customers to the bank felt upset by any processing delays. Sometimes customers attempted to enter the bank outside of business hours. The majority of customers encountered issues as a result of incorrect information provided by other customers or missing information.

#### **3.2 Solution for above problems**

At the beginning my difficulty in filling the forms was solved by the CSD in charge by helping me to fill out the forms as I don't have to fill forms every time but if I have to incharge will help me out. In case of problems related to the ATMs that's is mentioned above, in these situations, I made an effort to persuade them by referring them to the relevant authorities and, occasionally, by going to the ATM machine with the clients to understand the issues and find precise answers. In case of customers not bringing the original id card to collect the cheque I advise them to bring the original id card and copy of it as not every customer can be genuine someone's intention can also be wrong so rules are applied to every customer. After requesting they agree and bring their ids.in case of charges for delay in collecting ATMs, cheque books, loss of cheque books and withdrawals I clearly mention the rule, regulations and the consequences that may occur if they don't agree the bank policy.

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Moreover, requesting the customers gently can make some changes in the customer's attitude.

### **Literature review:**

The important factor in managing the customer service department is ensuring that employees are adequately trained.

Shrestha and Thapa (2017), Studied that customer service training should cover topics such as effective communication, customer handling, problem solving skills and so on. In addition to that, the study highlights the importance of providing the ongoing coaching and training to the employees to ensure that they are well equipped with required skills to provide excellent customer service

Adhikari and Pokhrel (2019) explore that customer satisfaction and loyalty are closely related to the performance of the customer service department. It plays a major role on engaging the customers. Therefore, it is important to track metrics such as response time, customer satisfaction, resolution time scores to identify areas for improvement and monitor the progress.

Pokhrel and Bhandari (2018) Found that effective complaint handling can have a significant impact on customer satisfaction and loyalty. Study suggests that banks should have well defined complaint handling process and ensures that employees are trained to handle complaints more effectively and also empathetically.

Shrestha and Adhikari (2018) Found that banks can use technology such as chatbots and social media to provide customers with quick and convenient support. The study suggests that banks should invest in technology that can improve customer service while also reducing costs

To sum up, Managing the customer service department in NIMB requires a multifaceted approach that includes measuring performances, training staffs, Handling complaints effectively and also utilizing the technology. By implementing these strategies, Bank can improve customer satisfaction and loyalty, ultimately leading to long term success.

### **3.3 Recommendations to the Company**

1) Accept digital transformation: In the current digital world, banks must accept digital transformation and make technological investments to improve customer experience, reorganize processes, and increase productivity. In today's world not every people are aware

Managing the CSD department of NIMB bank.

about the digitalization also the world has change but due to the age factor every people cannot use mobile banking apps. It is the major case in NIMB bank too as many customers prefer cheque and ATM rather than mobile banking as due to lack of awareness and illiteracy. So bank must make people more aware about mobile banking apps as customers from far places visit banks to withdraw money.

2) Emphasis on client-centricity: By keeping the requirements and expectations of the customer at the forefront of all bank activities, banks can create a superior customer experience. NIMB should extend the no of staffs not only inside the valley but also outside the valley as customers visiting in bank has increased day by day and the crowdies of customers in bank has increased so more no of staffs should be added to remove this problem especially outside the Kathmandu valley.

3) Employ an agile methodology: An agile methodology can assist banks in being more adaptable and responsive to market changes, allowing them to create goods and services that cater to consumers' shifting needs. NIMB must focus on the customers support and their reliability to get the services on every part of the country not only inside the Kathmandu valley. As customers may change their place and may receive services from any part of the country bank must be ready to provide same services to customers.

4) Invest in personnel development: Banks should support employee training to give staff members the skills and information they need to adjust to the ever-changing business environment. Staffs should be trained well as the recent problem of NIMB is that all the systems of Mega bank have been changed and system of Investment bank has been used so mega bank staffs are getting problems on using the system of investment bank which clearly shows due to the lack of clarity and the training for mega bank staffs. So, I recommend NIMB bank to solve this problem as it may affect in banks reputation and its image.

1) Collaborate together with fintech companies: Working together with fintech firms can help banks create cutting-edge goods and services, enhance customer satisfaction, and boost productivity.

2) Inadequate inceptives for the employees to handle such monotonous task: The pay isn't enough to keep oneself motivated in the workplace. I came to know though informally that the employees are paid just Rs30000 per month with no chance of promotion for two years.

Managing the CSD department of NIMB bank.

3) The organization has to rely on intern student: to complete almost 25% of the total workload. Moreover, the intern has to work as if they are regular employees of the organization with no pay. It keeps them discouraged at the work

Promote an innovative culture: Banks should promote an innovative culture by enticing staff to think creatively, try new things, and take calculated risks.

### **3.4 Learning's and knowledge received:**

An internship gives students the chance to experience a real work setting. Having firsthand experience with the corporate culture and workplace ethics is beneficial. It is an opportunity to observe and to build networks.

The internship at NIMB provided valuable exposure to the realities of the workplace and a wonderful opportunity to comprehend the value of organization, teamwork, responsiveness, and communication. That was a turning point in my career since it made it much easier to connect my academic learning to how it will actually be applied in the profession. It also made it easier to become familiar with office supplies and recognize the parallels between bank and college cultures. I was cooperatively guided by all of the staff members throughout the internship period to acquire in-depth knowledge of banking as well as a variety of skills, including communication, leadership, presentation, and interpersonal skills. These skills are necessary for a successful professional career in the banking industry.

The actual workplace and hands-on experiences are very different from the theoretical knowledge we received in the classroom. Either by doing or by watching is how we learn. An internship provided the chance to both work and observes in order to acquire the knowledge and skills needed in the job. The actual working environment and practical exposures allow for the accumulation of theoretical information obtained in school and aid in the development of practical skills that boost CVs. One of the useful abilities I picked up throughout my internship was the ability to think critically and respond quickly in response to the scenario.

### **3.5 Application of knowledge from coursework to real working situations:**

Several course topics have aided in both my work at “Nepal Investment Mega Bank Limited” as well as in helping me complete my assignments more efficiently. Among the crucial topics were some of the following:

a. Accounting: Accounting can assist bankers in developing their ability to keep correct financial records, analyze financial statements, and create reports for both internal and

Managing the CSD department of NIMB bank.

external stakeholders. Informed decisions on investments, risk management, and other financial activities, as well as regulatory compliance, can be made by banks with the assistance of this intelligence. This application's strength is in helping banks uphold their financial integrity and transparency, which fosters stakeholder trust and promotes long-term financial viability.

b. Risk management education can assist bankers in recognizing, assessing, and minimizing risks related to the institution's operations and activities. This information can assist banks in anticipating and managing potential risks to their reputation and financial stability as well as in meeting regulatory requirements. The benefit of this application is that it gives banks the ability to function more confidently and resiliently in a changing and unpredictable environment.

c. Marketing: Taking marketing courses will help bankers learn how to create winning marketing plans that will draw in and keep clients. In order to do this, it may be necessary to do market research, comprehend client needs and preferences, and create advertising campaigns that highlight the bank's distinctive value proposition. This application's strength is in its capacity to help banks stand out from rivals, foster brand recognition and loyalty, and raise customer satisfaction and retention rates.

d. Corporate social responsibility: Bankers who take courses in corporate social responsibility will be better able to appreciate the value of moral conduct and ethical business operations. This can entail creating guidelines and policies that place an emphasis on social and environmental responsibility, encourage diversity and inclusion, and guarantee accountability and openness in the bank's activities. This application's strength is in its ability to help banks increase stakeholder trust, improve their reputation, and promote social and environmental well-being.

Overall, the application of academic material to the actual working environment of a bank can have a lot of advantages, including social responsibility, financial integrity, and resilience. Bankers may contribute to the success of the bank and provide value to customers and stakeholders by remaining current on advancements in many disciplines and utilizing knowledge and skills from appropriate courses.

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### **3.6. Special Skills and Knowledge learned from these co-op studies:**

Knowledge of banking operations: As a intern in NIMB, I have got the chance to gain knowledge of how a bank runs, including the many divisions and their responsibilities. Customer service, lending, marketing, bookkeeping, and risk management are a few examples of this.

a) Understanding of banking products and services: I learnt about the various banking products and services, including loans, credit cards, investment services, checking and savings accounts, and loans. I could better comprehend customer needs and how the bank can address them by doing this.

b) Communication abilities: Good communication is essential in the banking business, and as an intern, I had the chance to enhance these abilities through communicating with clients, coworkers, and managers. Interns in banks can develop their financial analysis abilities by learning how to evaluate financial data and statements to determine the bank's and its clients' financial standing. Making decisions about loan and creditworthiness are two examples of this.

c) Develop your risk management abilities: As a bank intern, I had the chance to develop risk management abilities by learning how to recognize and control risks related to the institution's operations and activities. This can involve being aware of security protocols, fraud prevention, and regulatory compliance. I had learn how to deliver first-rate customer service, including how to handle client complaints, resolve client problems, and offer solutions that satisfy client demands.

d) Collaboration and cooperation: The banking sector fosters strong cooperation, and interns can learn how to cooperate with coworkers from other areas. Interns in banks can develop their financial analysis abilities by learning how to evaluate financial data and statements to determine the bank's and its clients' financial standing. Making decisions about loan and creditworthiness are two examples of this.

e) Work ethic and professionalism: Interns at banks can learn the value of professionalism and a good work ethic, which includes being on time, paying attention to details, and adhering to ethical standards.

In conclusion, a bank internship can offer essential knowledge and skills that can be applied to a job in the banking sector or other similar industries. Interns can develop a competitive edge and lay the groundwork for success by utilizing the chances for learning and growth.

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## **CHAPTER 4**

### **CONCLUSION**

#### **4.1 Summary Highlights of my Co-op Studies at this company**

Nepal Investment Mega Bank Ltd. has experienced many ups and downs, but it has consistently contributed to national growth via its operations. I gained insight into the real meaning of professional life, as well as the pressure and climate of the workplace, from my little time as an academic intern. Gaining real-world experience with banking activities that I could use in my future profession was the major goal of my internship, coupled with my academic studies. It was a wonderful chance to meet new people and learn about fresh experiences as well as a brand-new location and atmosphere.

After completing this internship, my confidence and professionalism have increased. I was well-respected, and occasionally the CSD in charge entrusted this department to me entirely while taking quick breaks.

Without the help of the NIMB family, interning wouldn't have been all that exciting. I discovered that the workplace is also a family and continually experienced their familial working atmosphere and cooperative support. "Adopting a growth mindset and realizing that adult human potential is not fixed are the first steps.

To sum up, working as an intern at NIMB was a positive experience. I learned a lot about corporate culture in a welcoming setting. As an intern learning from those seasoned professionals, I was able to work quickly, improve, and portray myself more as a part of the bank than just an intern.

#### **4.2. Evaluation of my work performance:**

I guess it's hard for a new graduate to start working because of the perception s/he has about the job. All the things we are taught in our curriculum don't apply in real life instead. Hence, this internship has helped me a lot understand that difference and prepared me with skills to get acquainted at a real-life workplace. Particularly, it has prepared me to work as a banker after I graduate since I have understood the real-life working practices and how jobs are done at a bank.

**Dressing sense:** To be honest, I didn't like formal attires. I felt uneasy to walk, to move and do normal tasks. By the end of the internship, I found myself in love with the formal uniform; shirt, pant and close shoes. I have known how to be dressed smartly.



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**Controlling the emotions/ resilience:** As, we should leave all the tensions, frustrations, anger and sorrows at home while we go to work. We should mould our emotions and attitudes according to the job we perform at our jobs. There is no second option to it. We will find ourselves dissatisfied if we fail to satisfy others at the job. We should hear our seniors wisely and respond positively to them. We should also know how to communicate our grievances with the seniors in a cool manner.

I used to have a lot of anger and frustration due to the busy schedule I was not quite adapted with. I had no time for my colleagues since I had to keep rushing for the job after the college ended at 9:00 am. And there was always the fear of getting scolded for coming late. The political problem added to the frustration and hardship since I could not get a bus sometimes. I however got adapted to the new environment and kept myself fresh and motivated at work to my best. Whatever the problems and situation, the show must go on. The internship did change me a lot in this perspective.

**Time management:** As I have already mentioned couple of times earlier, the most difficult thing about internship is that we had to wake early in the morning, go to college, the classes ended at 9:00 am and I had to have my lunch and be there at work by 10:00 am. The office used to end at 5:30 pm and by the time I get home, it would be dark already. All I wanted to do was to sleep but we used to have home works and assignments as well.

This busy schedule helped me find possible solutions to do the right things at right time and save time for other tasks. I used to carefully plan the assignments viewing their submission dates. I even utilized the time for doing assignments at class whenever a teacher would be late for classes. I used to ask for help from others on the areas where it didn't require me doing it. The nature of the job also helped me learn time management skill at work. I became an expert to decide what to do and what to keep pending in order to keep the teamwork going in its pace. I could classify between which job is to be done at what time. For example, filing the documents at 3:00 pm would not be effective since there will be more documents unfiled at the end of the office hour. We must do it at the last hour of each workday.

**Discipline:** I have learnt the DOs and DON'Ts at the workplace. I have learnt the required level of motivation, pace of work, acceptable and unacceptable languages, acceptable and unacceptable absences from work and so on from the internship. Though the discipline at work differs with the type of work, I have realized the need to learn the corporate culture, policies and practices.

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### **4.3 Limitations of Cooperative Studies:**

I was not in any way constrained throughout my internship program, and I was also given enough work to support my growth. I was also not denied access to any material or work just because I was an intern. However, there were a few limitations at work, such as:

a. It was challenging to acclimatize in the first few weeks due to the company's typical work culture.

b. Workplace confusion over who to report to and who had authority and responsibility for the assigned work resulted from unclear work delegation.

b. A few departments' seniors gave insufficient direction.

c. As being a branch the major issue I have found that there are less number of staffs and interns are also rarely offered (one or two at a time) and if they are offered there, interns have to look after majority of works that the staffs do, so it's good and benefit for interns as they can learn a lot side by side it has drawbacks that interns are not responsible for all the works and some may not take that responsibility easily for long time as they are there to learn for some months only, so more staffs should have been recruited.

The CO-OP lessons were carried out at university and they were very well structured and thorough, allowing us students to use what we had learned in a real world context during our internships. The Major advantage I'd like to point out is that CO-OP classes have been scheduled before our internship in Thailand, which I think was a great opportunity for us to experience university life and got more out of the CO-OP studies.

The difficulties are exclusive too, and the recommendations are only based on my 14–16 weeks as an intern and some related literature reviews. This brings us to the report's limitations. In other words, the report's suggestions are company- and/or sector-specific.

### **4.4 Recommendations for NIMB Bank**

When thinking about investing time on “Nepal Investment Mega Bank” or any other bank, it is crucial to carefully investigate and analyze the bank's management, market position, and competitive environment. When assessing a bank's investment potential, some criteria to take into account are as follows:

Management: Consider the caliber and background of the bank's management team, as well as their experience and background in the banking sector. Thoroughly going through the major problem of banking sector in Nepal is lack of management. Doing internship outside Kathmandu valley has benefited me side my side and also has brought a lot of challenge

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for me too, in a way that there are lack of staff outside valley and a single staff or maximum of two staffs should look over the department which is really a major problem that should be taken seriously.

Regulatory Environment: Analyze the Nepali regulatory environment and how it might affect the bank's operations and profitability. As banking sector is not for only the main branch, bank will progress if small branches that are not neglected and are being watched and run its every branches in a same pace.

Merger and acquisition: As investment and mega has merged there is still a cold war between two commercial banks which shouldn't happen as to run the bank in the name of ‘

In conclusion, investing in “Nepal Investment Mega Bank” necessitates rigorous examination and assessment of the bank's management, market position, and regulatory environment. Before making any investing decisions, it is crucial to seek the advice of a financial expert and do extensive research.

Recruitment of more staffs outside the valley: As I have seen that a single staff has to manage all the task of their department which is so much difficult. They will not be able to manage the customer as well as their work too. Manager should look after the staffs query and problem and try to solve as soon as possible.

To sum up, NIMB Bank should continue focusing on customer service and satisfaction, as well as expanding its digital banking services. Customers today expect a seamless banking experience across all channels, and digital banking is a great way to achieve this. Additionally, NIMB could consider introducing more personalized services and products that cater to the specific needs of different customer segments. Finally, NIMB could explore ways to enhance its social responsibility and sustainability initiatives, such as partnering with non-profits or implementing eco-friendlier policies.

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### Annexure



Figure 9: NIBL and Mega bank start joint operations as NIMB.



Figure 10: Joint operation of Mega bank and investment bank integrated business with the slogan 'Moving together on the path of prosperity'.

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The advertisement features a central illustration of a man in a suit standing on a globe, reaching out towards several floating Nepalese flags. To the right, a blue map of Nepal is shown with a Nepalese flag on top. Below the globe and map is a silhouette of a city skyline. The text at the top reads 'विदेशबाट पैसा सजिलै स्वदेशमा' (Remittance Fixed Deposit खोल्नुहोस् र १% अतिरिक्त ब्याज प्राप्त गर्नुहोस् ।). A blue box on the right states 'Interest rate @ 10.99% p.a'. At the bottom, the NIMB logo is on the left, and the Prithivi Remit logo is on the right. Contact information includes the phone number +977-1-4445305, 985125024, email remittance@nimb.com.np, and website www.nimb.com.np.

Figure 11: NIMB bank's recent fix deposit interest percentage

The screenshot shows the NIMB mobile banking app interface. At the top, it displays 'Carrier', '9:44 AM', and the NIMB logo. Below the header, there are promotional banners for 'MEGA VIDEO ACCOUNT OPENING' and 'VIDEO CALL माफर्सत घाटेको रकम र स्थानबाट बचत सार्ता खोल्नुहोस्'. A large blue button says 'Click Here to Login'. Below that, a link says 'Unable to Login? Click Here'. The 'Discount Tie-ups & Offers' section lists three offers: '10% SONU AND SUDHA TRADERS', '5% Pragati Bet Bans', and 'Upto 15% Bharosa Medical Hall & Clinic.'. A 'Load More' button is at the bottom right of this section. The bottom navigation bar includes icons for 'Home', 'Payments', 'Products', and 'More'.

Figure 12: NIMB banks mobile banking

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Figure 13: CSD department of NIMB (Butwal Branch)

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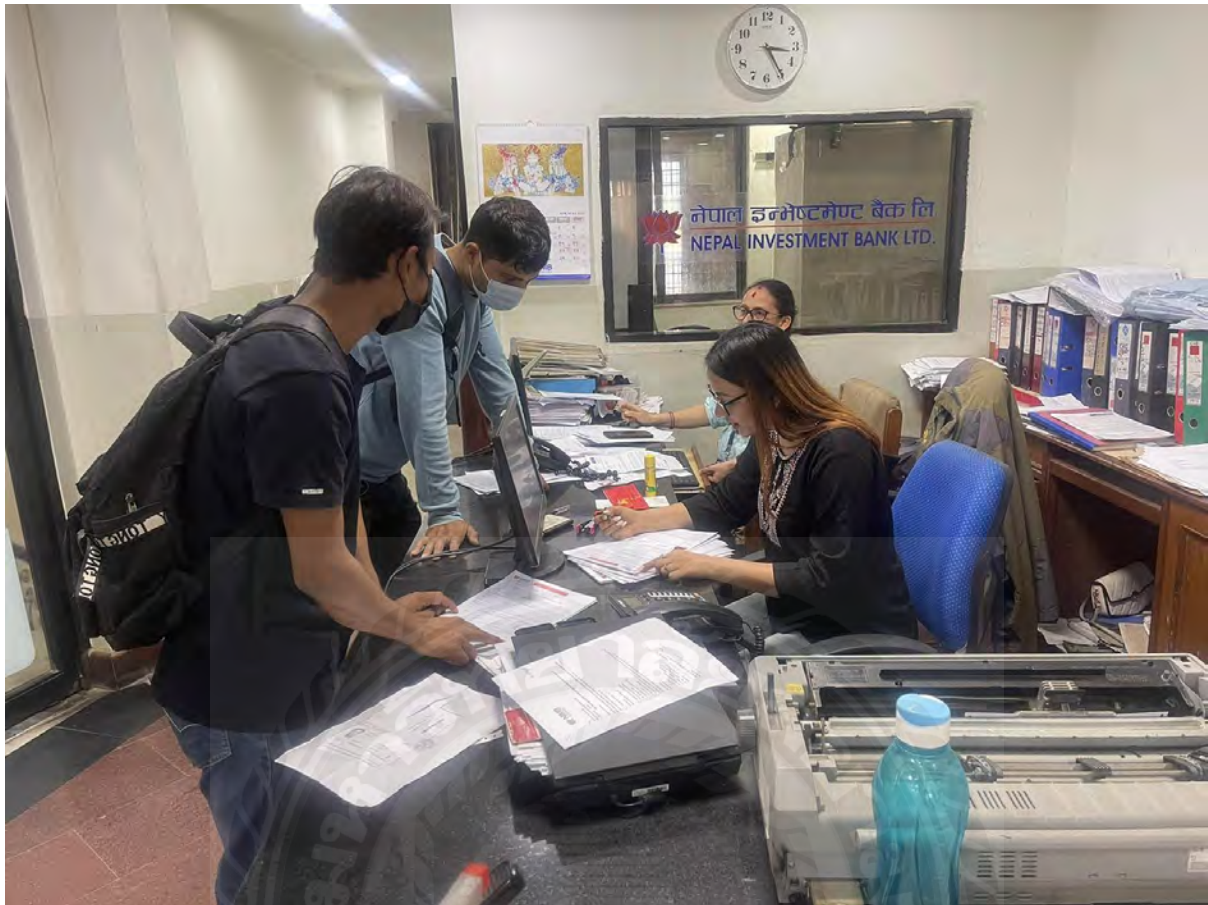


Figure 14: Dealing with customers in Customer Service Department

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