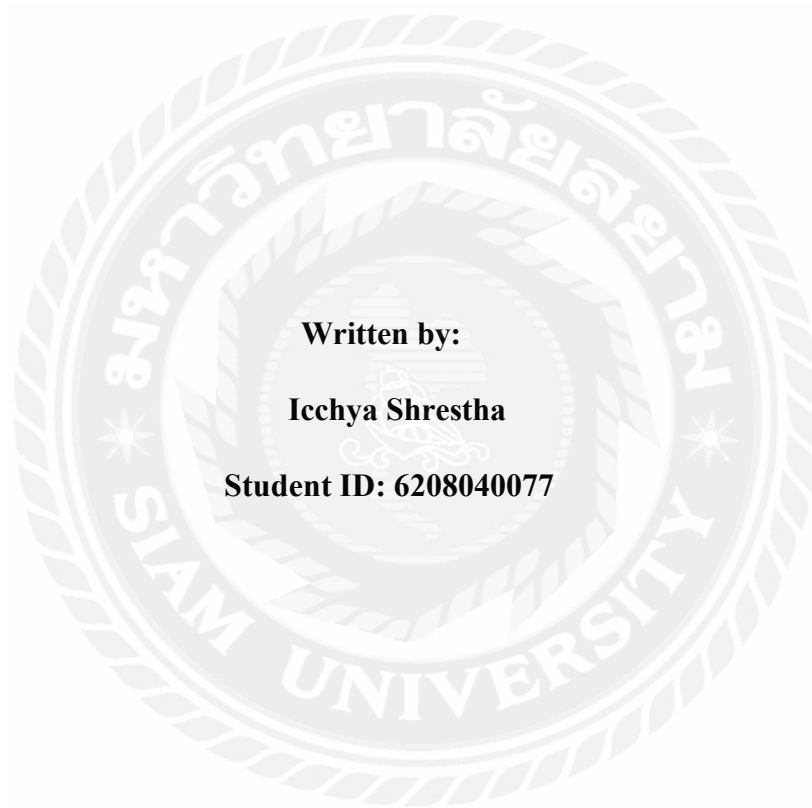




Cooperative Education Report

Contribution to Customer Department and ECC Service at Rastriya Banijya Bank



Written by:

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

2/2022

Siam University

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Credits: 5

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Degree: Bachelor of Business Administration

Major: Finance and Banking

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Abstract

This cooperative education entitled “Contribution to Customer Department and ECC Service at Rastriya Banijya Bank” is a detailed overview of my internship journey at Rastriya Banijya Bank, Lalitpur. This report focuses on banking services provided by Rastriya Banijya Bank, mostly briefing on the customer service and ECC service.

The objective of the study includes i) To gain exposure and practical experience in the application of financial principles and concepts to real-world business situations ii) to get insight into the government banking sector and the banking industry as whole iii) to acquire firsthand knowledge of specific bank processes

This report provides a detailed explanation of all the tasks and obligations assigned during cooperative education. During my internship, I was assigned to work as an intern in overall departments of the bank. However, I mostly work for the ECC/Clearance department where I am responsible for outward clearing cheque related tasks, including signature verification, contacting customers regarding rejected cheques and confirming relevant transactions.

Keywords: Bank, Rastriya Banijya, Banking activities, CSD, ECC

Acknowledgement

The cooperative education opportunity I had with Rastriya Banijya Bank; Nepal was a great opportunity to implement my theoretical knowledge into the practical world. It not only gave me a chance to learn but also acted as a stepping stone to my career.

First and foremost, I would like to thank Rastriya Banijya Bank for giving me a great opportunity to be a part of your team and assigning me with different work in order to grasp the knowledge of the banking activities performed in the government banks of Nepal. My deepest gratitude to my supervisors Mrs. Saraswoti Ghimire, Mrs. Snehalata Datta and the branch manager Mrs. Shreejana Bajracharya, as well as other seniors of Rastriya Banijya Bank, Lalitpur, who taught me different banking activities that are performed in the bank.

I would also like to thank Siam University and Kathmandu College of Management for planning their academic course in such a way that a student would be experiencing a different work environment in the internship periods. Thank you for creating an opportunity for me to enhance my knowledge and becoming a very special stone to build my career.

Icchya Shrestha

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List of Abbreviation

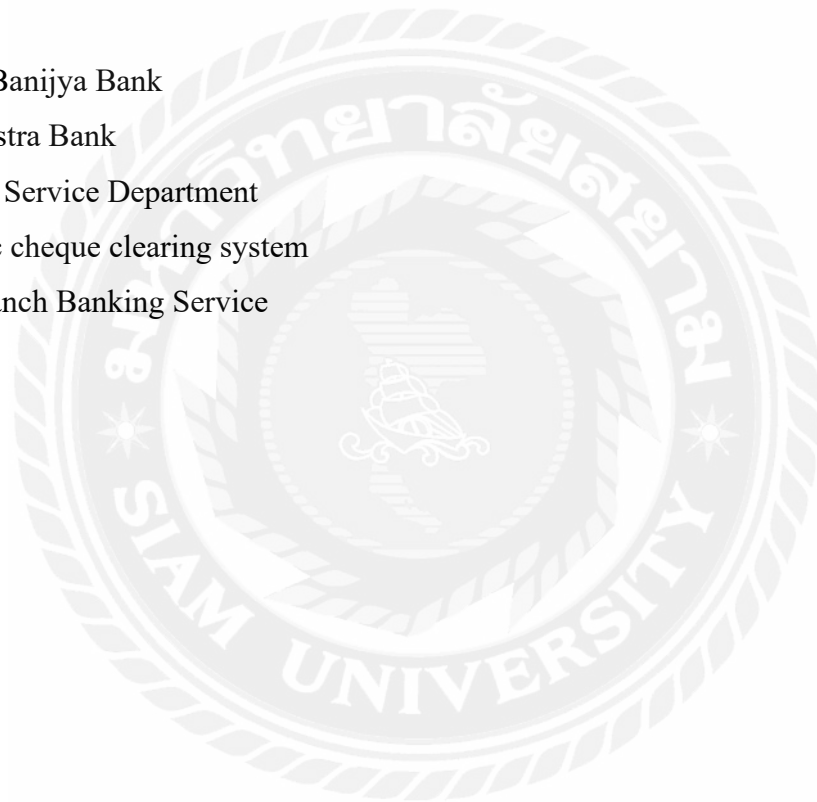
RBB: Rastriya Banijya Bank

NRB: Nepal Rastra Bank

CSD: Customer Service Department

ECC: Electronic cheque clearing system

ABBS: Any Branch Banking Service



Chapter 1: Introduction

1.1.a. Company Profile

Rastriya Banijya Bank is fully government owned, and the largest commercial bank in Nepal. RBB was established on January 23, 1966 under the RBB Act. RBB provides banking services to customers including banks, insurance companies, industrial trading houses, airlines, hotels, and many other sectors. RBB has 263 branches.



Constituted under RBB Act 2021 with the full ownership of the government of Nepal, the bank has been running under Bank and Financial Institute Act (BAFIA) and Company Act (CA) 2063. The bank, licensed by NRB (central bank of Nepal) as an 'A' class commercial bank of the country, is a component of the Nepalese economy.

RBB has made a glorious history of contributing to the monetization of the economy, eliminating dual currency in the market, initiating preliminary financial literacy, helping to flourish the industrial, commercial and financial sector of the country has now emerged as a modern and strong financial institute of the country. RBB with 2600 hands has expanded its wings in most parts of the country through multiple distribution outlets of 141 branches ,10 counters,8 branch less banking (BLB) and 50 ATMs. The Bank is well known for its highest public confidence- reflected in the highest deposit base and growing demand for branch establishment in the various parts -has stood as a pyramid in the financial arena of the country. Through its significant involvement in making the best use of its resources to increase production, income, and employment opportunities, the Bank has millions of satisfied indirect customers in addition to 1.7 million satisfied direct customers ranging from the poor to the elite, and has left a significant mark on the economic landscape of the nation.

1.1.b. Company's Vision

The main vision of the bank is to provide innovative banking services to everyone, every time and everywhere for the economic development of the nation.

1.1.c. Company's Mission

The bank holds the mission to provide easy and innovative banking products and services for our customers by implementing one stop service concept from our wide network using our modern technology qualified human resources in a competitive environment. We always look for the benefit of the local communities supporting entrepreneurship, social responsibility and economic prosperity of the nation.

1.1.d. Strategies of the Company

The strategies of RBB are as follows:

- Focus on providing innovative financial services.
- Increase in capital base of the Bank by meeting the minimum capital requirement.
- Business growth and increase in market share.
- Enhance operational efficiency.
- Sustainable increase in profits.
- Focus on empowerment of the deprived class.

1.2 Organizational Structure

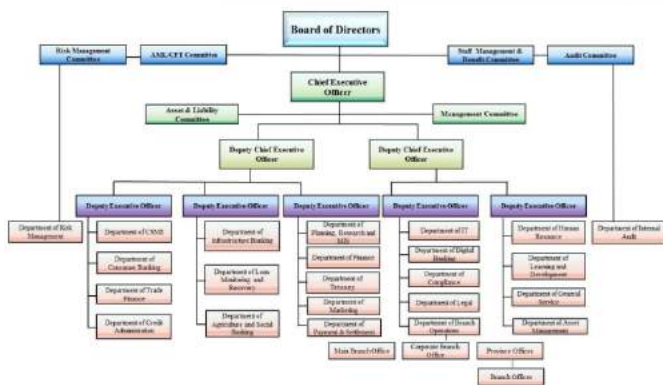


Fig.2. Organizational structure

The head office of the bank is located at Singha Durbar Plaza, Kathmandu. The Board of Directors is responsible for policy making & guidance to the management. The government nominates all board members including the Chairman. The executive power is vested in the Chief Executive Officer (CEO), Mr. Kiran Kumar Shrestha. The Bank has 18 departments in its head office and 5 regional offices across the five development regions of the country.

RBB has the largest branch network in Nepal, covering 60 branches in the mountainous region, 57 in Terai region, and 24 in the Kathmandu Valley. The Branch Operations Department is responsible for supervising the 140-branch network. The Internal Audit Department monitors the work of the branches and regional offices.

1.3 Intention to Choose the Company

As a partial fulfillment of the requirements of the BBA program of Siam University, I undertook a sixteen-week internship in Rastriya Banijya Bank, Lalitpur.

Primary Objectives:

- Acquire knowledge of overall banking procedure of commercial banks and their impact on banks productivity and profitability.
- RBB allows their interns to use the banking software unlike other private banks in Nepal. So, with this advantage, I get the opportunity to learn about banking activities and its procedures extensively.
- Develop a thorough knowledge of the workplace by participating in the tasks and interacting with others in the workplace.

Secondary Objectives:

- RBB is a well-known and reputed Government bank which added value for future career opportunities
- To fulfill the partial requirements for the Bachelors of Business Administration program of Siam University.

1.4 Job Position

In the first month of the internship, I was assigned to the customer service department. There I had to directly deal with customers regarding their queries. I was also responsible for tasks related to account opening and updating KYCs.

After learning all the tasks that are to be performed in the customer service department, I was assigned in the ECC/Clearing department, where I am mainly responsible to perform tasks related to outward clearing of cheques. Aside from outward clearing, I am also responsible for making and handing out the fixed deposit certificate to the clients.

1.5 Job Position in the Company's Organizational Structure

There are many key departments in the Lalitpur branch of RBB. I work in the ECC/Clearing and Fixed Deposit Department under officer Mrs. Snehlata Datta, as junior assistant.

1.6 Strategic Analysis of the Company

SWOT ANALYSIS

STRENGTHS	WEAKNESS
<ul style="list-style-type: none">● Largest Commercial bank in Nepal● High deposits● Wide branch network● Large market coverage● Large ATM network	<ul style="list-style-type: none">● Over staffing problem● Poor technology● Lack of young and energetic staffs● Biasness during service provider
OPPORTUNITIES	THREATS
<ul style="list-style-type: none">● Policies which promote agricultural, domestic and industrial sectors of the country which will increase the demand for loanable fund● Attract more customers by introducing new products and schemes	<ul style="list-style-type: none">● Establishment of strong competitors● Slow economic growth● Political instability

1.7 Objective of the study

This study is aimed at providing me invaluable practical knowledge with the consideration of the theoretical knowledge that I gained from my BBA program. The general objective of this internship is in order to fulfill the required curriculum of 8th semester of BBA program in SIAM University as well as to get some practical knowledge regarding the related field. Furthermore This internship has provided me with firsthand experience with the real working environment. The main objectives of this internship period are to gain the real working environment experience in the banking sector.



Chapter 2: Internship Activities

2.1 Job description, responsibilities and work duties

RBB has given me a great foundation from which I can learn and grow in a broad range of knowledge and skill areas. I worked in two different departments of the bank. My responsibilities and duties were as follows:

2.1.1. IN CUSTOMER SERVICE DEPARTMENT

As it is the department that interacts with consumers the most, customer service is one of the most crucial departments in every company. In the banking industry, a bank's reputation and image are dependent on the effectiveness and efficiency with which CSD interacts with its clients.

2.1.1.a. Handling Customer Queries

The main responsibility in CSD was to handle customer inquiries and complaints. The primary roles and responsibilities of an intern included dealing with both regular and new customers of the bank, delivering information to various departments and branches both in person and over the phone, giving customers different forms and documents such as account opening forms, debit card forms, mobile banking forms, and many more. I provided the balance statement after verifying the account holders' signature and respond to the balance enquiries of the customers. Additionally, I also filled out and checked application forms, wrote various applications on behalf of customers at their request and collected necessary documents for the account opening process.

2.1.1.b. Opening New Account, KYC Update and ABBS

Account opening is the initial step in the deposit collection. There are several types of account options that are provided by RBB. Firstly, I had to provide the information regarding the various accounts that NBB have with the benefits and features of the accounts and talk about the necessary documents required to open an account. If the customer is satisfied with the product and has all the documents, then the required forms necessary to open an account are provided. After that I had to check whether all the documents are valid or not and the data in the forms are correctly written or not. Then I had to place all the documents' copies in an order. After filling the form, by using Pumori which is RBB's own software system, I was responsible for opening accounts such as saving, current and special accounts for the clients.

Similar to account opening, KYC form is given out to the customers where they fill necessary details and any new/change of information of the account operator is mentioned. Also, I had to check if all the necessary documents of the account holder are uploaded in the system or not. And by using Pumori, I updated the KYC of the clients. KYC should be updated every 3-5 years for the clients.

RBB has been providing Any Branch Banking Service to the 75 branches across the country. 21 branches located inside Kathmandu valley and 54 branches located outside the valley.

Many customers may have opened their accounts in another branch and might urgently need to do some updates in their account such as KYC or disputes which can be solved only from a certain branch. In this case, I scan the necessary documents of the clients and mail it to the respective branch.

2.1.1.c. Cheques and Cheque Inventory

After opening an account customer are provided with cheque books which are used to withdraw money from their bank account. If their cheque slips were finished, they would need a new cheque book. When the customers fill up the cheque requisition slip for their new cheque book, I had to prepare the cheque book according to the request of the customer which includes activities like 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. In case of emergency withdrawals in absence of a cheque book I had to provide a withdrawal slip which would be filled by customers explaining the reasons of their emergency withdrawals without proper procedure of the cheque book along with a formal letter which will be taken to the supervisor for further processing.

I was also responsible for checking the cheque inventories to see if the customers had already been handed out with a new cheque book before or not.

2.1.1.d. Filing Documents:

One of my responsibilities as an intern was to file the documents in their respective files. I followed the double filing system with date and number and filed all the documents. This would be convenient in future purposes; in case the documents are needed they can be easily retrieved.

2.1.2. IN ECC/CLEARING DEPARTMENT

ECC/Clearing is one of the important departments of a bank. ECC is an image-based electronic cheque clearing and settlement system which results in faster access to funds and lower transportation expenses.

2.1.2.a. Collecting Outward Cheques

When I was allocated in the ECC department, I was responsible for collecting outward cheques from the customers and thoroughly examining the stamp and representation date for each cheque. Apart from this, calling customers whose cheques have been rejected due to various reasons and noting down cheques in the register were some of the other activities that I performed in this section.

2.1.2.b. Sending cheques through ECC system

One of my main responsibilities was to send outward cheques through the ECC system. After properly stamping the bank clearing and cheque presented stamp, I had to send cheques through ECC scanner in express or regular as per what the client mentions.

2.1.2.c. Posting Transactions

After the cheques are approved by Nepal Clearing House, the money is sent in the parking account of RBB Lalitpur branch. I was responsible for posting/depositing the amount in the respective accounts of the clients. Along with that, I also deducted the Express and ECC charge and deposit it in RBB's other income account.

2.1.2.d. Posting Tax Revenues

Since RBB is holding accounts for many government organizations and Inland tax revenue offices, customers submit outward clearing cheques to pay taxes. These cheques are sent through the ECC system and deposited into the tax revenue offices' account.

Along with depositing the tax revenue, I am also responsible for posting the tax payment details such as who paid the tax, under which tax department, and the amount along with other necessary cheque details in the RBB website with the guidance of my supervisor.

2.1.2.e. Opening Fixed Account

The ECC/Clearing section also has a Fixed Account Department. Here, I was also responsible for preparing and handing down certificates like fixed deposits certificates. I also have opened fixed deposit accounts for the customers.

2.2 Activities in coordinating with co-workers

In any form of organization there should be coordination and synergy among the employees so that fewer disputes occur. CSD should coordinate with all the other departments of the bank. I also coordinated with my fellow interns by helping them with administrative tasks such as photocopying and printing documents when they are doing other tasks. We used to divide the tasks such as form distributing, account opening, cheque issuing and other tasks daily so that the service would be prompt and also each of us can learn to do every task in CSD. I have also had to coordinate with the assistant branch manager for approvals for new accounts and cheque books. The interns would divide and coordinate with each other while filing and recording too.

When working in the ECC department, I received my tasks directly from my department head. I had to coordinate with her for approval of fixed accounts. She also supervised me when posting/depositing amounts into the clients' accounts. Some clients bring outward cheques which are used to pay back the loan they took. So, in these cases, I coordinate with the loan department after the cheque has been sent. With enough experience, I was able to file and record all of the fixed accounts and clearing cheques by myself.

2.3 Job Process Diagram

Below is the flowchart which represents my work process.

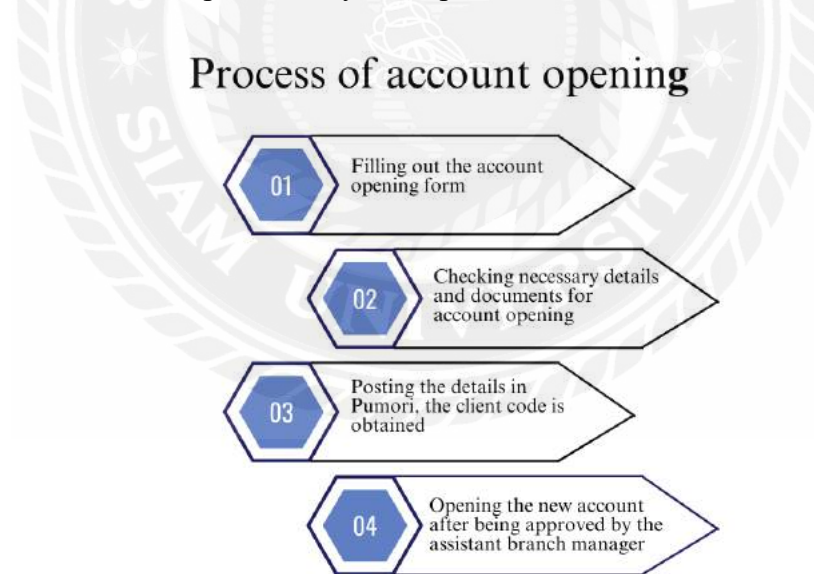


Fig.3. Process of account opening

PROCESS OF ECC/CLEARING

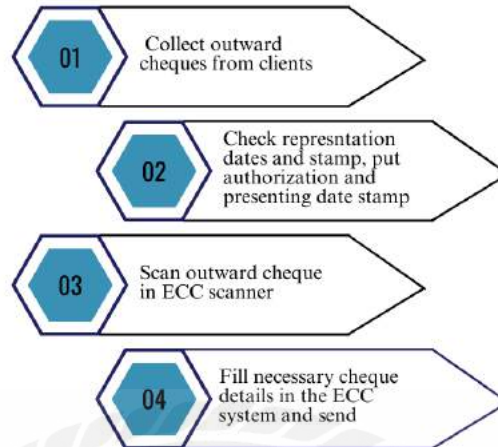


Fig.4. Process of ECC/Clearing

2.4 Contribution as a Co-Op Student in the Company

Since I have worked in two different departments of the bank, I have made some contributions to each department. They are as follows:

- I contributed my efforts in CSD by actively helping the customers to fill out various forms such as account opening/closing, ATM card, SMS banking, and mobile banking as per their requirement.
- I used to calmly handle the problems and queries of the customers and try to provide them with the best solutions and answers.
- I explained different types of accounts and its benefits to the customers through which they have opened special saving accounts after hearing to my suggestions.
- I have opened numerous fixed accounts after convincing the clients.
- I have covered my supervisor's work when she was absent.
- On days where fixed deposit as well as outward cheques are too many, I have prioritized and organized the tasks in such a way that work can be done promptly and efficiently. For example: I used to divide the cheques based on their urgency and process them first. Then only I focused on the fixed accounts part as it is less urgent in nature.

Chapter 3: Learning Process

3.1 Identification of the problems encountered during the internship

There are several problems and issues of RBB that I noticed/encountered during my internship period:

3.1.1. Problems with technology

The computer system and scanners are not well maintained. Due to this, there are frequent technical errors occurring. Also, the system keeps going down from time to time. The customers usually had to wait longer for their work to be completed because of this.

3.1.2. Frequent disputes

There have been frequent complaints about glitches, bugs and problems in mobile banking app and ATM of RBB. Disputes such as mobile banking app and ATM card not working properly, not receiving money but the amount has been deducted in the account, ATM machines not working and such more which has created dissatisfaction among the customers.

3.1.3. Improper Filing

Filing was not done in a proper way in many departments. Due to which it took longer to search and retrieve the files that were very necessary.

3.1.4. Delay in ATM

RBB is trying to introduce a new contactless ATM card, so the bank has not been able to provide ATM cards to the customers on time. This is not convenient for the customers as they cannot use the facilities which are provided by the bank.

3.1.5. No proper management for clients

Unlike other commercial banks, RBB does not have proper token system for the customers. So, the bank is usually always crowded and busy.

3.2 Solving the problem

We solved the mentioned problem by:

- Since the electronics in some department did not function well, I use to use the electronics from other department to save time rather than working on the faulty machine. When the system was not working properly, we used to coordinate with the IT department to fix the problem.
- Even though the disputes have not been able to be completely resolved, in order to reduce the dispute and solve the dispute, the bank has automatic system by which the money gets transferred back to the account within 24 hours. However, if the money isn't transferred back, a form is to be filled by the customers which is then mailed to the head office who solves the problem.
- For each file that I found to be misplaced, I use to take it out and file it in correct cabinet. It took some extra time but helped to do filing in future. I, with the help of other interns, started filing all the documents by dates so that the files can be retrieved when necessary.
- I tell the clients to stay in a line and calmly address their queries without being in a rush and assure them that their work is being done.

3.3 Recommendations to the Company

I would suggest a few of my views which will help the company in resolving their problems:

- Introduce token system as it is easier and more convenient for both customers and the bank
- Improve mobile banking app
- Disputes should be resolved quickly
- Introduce new schemes and technologies which distinguishes RBB from competitors
- Utilize the resources and manpower for efficient working environment

3.4 Learnings during Co-op studies

I have learnt a lot of things while interning for 16 weeks in RBB. Some of them are:

- ***Practical application of theoretical knowledge***

One thing I realized is that most theoretical knowledge; like for instance, accounting, finance, marketing, communication, organizational behavior, statistics, economics, operational management, human relation management along with computer applications, all were very much being applied in

the banking sector. Even though not all these concepts were applied in every department, these concepts however, helped me gain a better understanding of the responsibilities I was assigned with.

- ***Customer relationship***

Another thing I learned is that customers of any organization are the key to success of the organization. So, it is very important to satisfy the customer through service.

- ***Interpersonal relationship with the employees***

We should also maintain cordial relationships with the employees. It helps when dealing with day-to-day activities. I got to experience how to deal with seniors and colleagues in order to maintain a harmonious relationship and become a competent assistant.

- ***Using the company's own software and its tools***

Interning at RBB allowed me to have the opportunity to use the company's software and its tools. By using the company software, I have gained practical experience and knowledge on how the transactions are posted in the bank.

- ***Gained theoretical knowledge on pension and loan department of a bank***

I learned about different types of pensions and how the pensions are posted and renewed at RBB. I also gained theoretical knowledge on loan and how the loan department works

- ***Concept of ECC and how it works***

Working in the ECC department helped me learn about ECC and how it works. The concept of ECC was very new to me and I did not know much about it. But working in RBB gave me an opportunity to not only gain theoretical knowledge on ECC but also practical knowledge.

3.5. Application of Coursework Knowledge to Real Working Situation

There are some course concepts that helped me in my work in RBB which made working more efficient. They are:

- Accounting in banks and finances
- Business finance
- Communication skills learned from Human Relation course

- Financial technology (it was useful while dealing with mobile banking app)
- Usage of English as professional language
- Taxation and interest calculations

3.6. Special Skills and New Knowledge Learned

This internship has given me experience and has taught me a lot of new things which will help me in my future career such as

- Organizational skills
- Time management skills
- Leading skills was developed while controlling the customers in rush hour
- Working with diversity/diverse populations.
- Identifying, understanding and working with professional standards.
- Acquiring and evaluating information.
- Improving problem-solving and critical thinking skills.
- Improved communicating and convincing skills after having to deal with customers in rush hours and difficult situations.

Chapter 4: Conclusion

4.1 Summary of Co-op studies

Working 16 weeks at RBB gave me the opportunity to work at 2 different departments. I started from the customer service department and I was assigned to the clearance department. For me, each day of the 16 weeks spent in RBB was a great learning experience as every day started with new aspirations and ended up as new lessons.

It was a milestone for my career development because it helped a lot to relate and connect theoretical knowledge with its practical application in the workplace and helped to get familiarized with office equipment and to understand the similarities between the Bank and College culture. I learned new skills and enhanced my skills which will be helpful to me in my future career. It was a great experience being an intern at Rastriya Banijya Bank.

4.2 Evaluation of my Work Experience

While working at RBB I have enhanced my skills and have grown professionally. RBB has not only taught me practical knowledge but also improved my communication as well as organizational skills. I have learnt how to work under pressure and be efficient. I now prioritize the tasks and complete them within the given time frame. I have gained confidence and have some social exposure from this internship. I am now capable of dealing with people and maintaining a cool and calm composure at the same time. Looking back at myself before the internship I can definitely see that I have grown and honed my skills. These skills are ready to be used in my future career. I am fully satisfied with the outcome of this Co-operative Education Program.

4.3 Limitations of Co-Op studies

As fruitful as it was, there were some limitations of Co-op studies. They are as follows:

- The Co-op studies began without any guidance on the kind of work we needed to pursue depending on our career objectives. Such sessions would have been an additional benefit for us in forming a clearer picture regarding the work type and making the most out of the internship.
- Due to the Company's policy, the interns were not able to work in other departments such as loan.
- There were certain restrictions on using some features in Pumori as we were interns

4.4 Recommendations for Co-op Preparation course

- A short consulting session may be arranged by Siam University before Co-op studies to provide guidance to each student regarding their appropriate internship/job type.
- The Co-op supervisors should also arrange sessions regarding the final report and guide them through drafts that they send.
- Communication gap between the academic supervisor and student.

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Annex

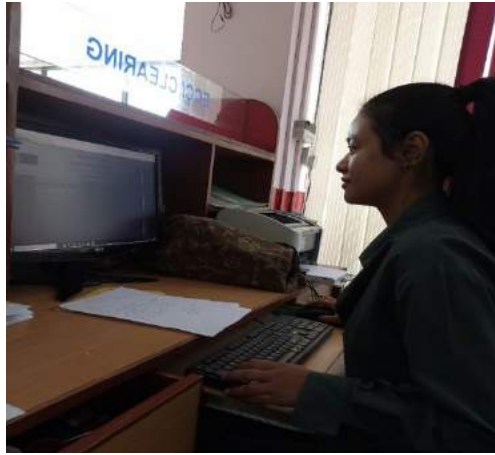


Fig. Work station in ECC department



Fig. Work Station in CSD



Fig. With my Work Colleague