

## Conference on Corporate Governance: Where have we failed?

**Radisson Hotel, Kathmandu.**

**DATE:** 17th September, 2014

**OBJECTIVES:** National Banking Institute in association with International Finance Corporation (IFC) organize a one day Conference on "Corporate Governance: Where have we failed?" on 17th September, 2014. Corporate governance plays a vital role in proper functioning of the banking sector and economy as a whole assisting in building the public trust and confidence. This workshop aimed at discussing the contemporary issues in corporate governance. Most importantly the role of the Board of Directors in setting the vision from the top and role of the management in executing the vision set by the Board in its true spirit.

**FACILITATORS:** The key speakers for the conference were Mr. Mahmood Sattar, Ex MD & CEO of City Bank Ltd., Bangladesh and Mr. Rammohanrao Belle, Independent Director, Karnataka Bank, India with panel discussion comprising of Academicians, Regulators, and Bank Executives.

**PARTICIPANTS:** 108 participants were present at the conference from various BFI's. As targeted the program was attended by the Chairman, Board Members, CEOs, Company Secretary, Managers, Dept. Heads and the Executives from Agricultural Development Bank, Bank of Kathmandu, Bright Development Bank, Century Commercial Bank, Citizens Bank International, Civil Bank, Everest Bank, Everest Insurance Company, Kankre Bihar Bikas Bank, Nabil Investment Banking, Nepal Bangladesh Bank, Nepal Bank, Nepal Investment Bank, Nepal SBI Bank, NIC Asia Bank, NMB Bank, Prime Life Insurance Co., Prime Commercial Bank, Progressive Finance, Purnima Bikas Bank, Rastriya Banijya Bank, Sana Kisan Bikas Bank, Sanima Bank, Shangrila Development Bank, Siddhartha Development Bank, Standard Chartered Bank Nepal, Sunrise Bank, Triveni Bikas Bank, Vibor Bikas Bank and Yeti Development Bank.





NATIONAL BANKING INSTITUTE  
*"The Banking Academy of Nepal"*

## NBI BOARD

### Mr. Sashin Joshi

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 CEO, NIC Asia Bank Ltd.

### Dr. Binod Atreya

Member  
 Act. Executive Director, NRB.

### Mr. Shovan D. Pant

Member  
 CEO, Lumbini Bank Ltd.

### Mr. AK Ahluwalia

Member  
 CEO, Everest Bank Ltd.

The busy moment of 1st quarter at NBI has been continuing in 2nd quarter as well. The 1st quarter recorded total of 77 training programs we delivered nationwide reaching out to almost 2000 banking professionals from Birtamod in east to Mahendra Nagar in far west.

Programs like AML/CFT, our flagship course Comprehensive Banking, Current Issues and Challenge in BFIs, Operations Risk Management, Customer Relationship Management, Banking Operations, Credits, Remittance, Sales and Leadership program drew lots of attention of the industry.

In continuation of our annual conference we also delivered national level event on **"Corporate Governance"** inaugurated by Governor Dr. Yub Raj Khatiwada. The Corporate Governance experts from India, Bangladesh and Nepal shared their perspective with more than 100 delegates from various BFIs comprising of Directors, Chairman and senior banking executives.

NBI also ran **Training Need Assessment** nationwide from Birtamod in East to Mahendra Nagar in Farwest visiting cities like Birtamod, Dharan, Biratnagar, Butwal, Pokhara, Chitwan, Hetauda, Birgunj, Nepalgunj, Dhangadhi and Mahendra Nagar. We interacted with more than 300 Branch Managers during these visit to learn first hand the local training requirement. The learning outcome has made it possible for us to reflect them in our annual planning.

I also take pleasure in informing that NBI now has started regular training programs from cities like Butwal, Pokhara, Birtamod and few other cities are in pipeline. Course such as **Comprehensive Banking** has been drawing loads of attention of banks in outside valley programs. We believe with this move banks are able to train their staff through NBI at the regional level.

During the period we also added several new trainers to our pool including local trainers from outside valley and expanded our presence outside of valley.

Our initiative on **Financial Literacy** has been drawing good attention from the industry and banks have started partnering with us in this initiative. So far Janata Bank, NMB Bank and NIC Asia Bank have partnered with us in delivering financial literacy nationwide through their branches.

We have several new programs lined up for the industry. I look forward to welcome you to our events in near future.

Wish you Happy Banking.

Warm Regards,  
**Sanjib Subba**  
 Chief Executive Officer



**"To Handle Yourself,  
 use your head;  
 to handle others,  
 use your heart."  
 — Eleanor Roosevelt**

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## COMPREHENSIVE BANKING COURSE

NBI Training Hall, Kathmandu

**DATE:** 24th July to 9th August, 2014

**OBJECTIVE:** The participants will be able to understand banking terms, work in multiple areas, be able to identify issues, be more customer centric, handle NRB related issues & Work professionally.

**FACILITATOR:** Mr. Pankaj Pant, Mr. Niroj Thapa, Mr. Upendra Malakar, Mr. Mukul Pradhan, Mr. Bhanu Dawadi, Mr. Umang Jung Thapa, Mr. Summed Bhattarai.

**PARTICIPANTS:** The participants were newly recruited staffs from different banks. Altogether 27 participants from Himalayan Bank, Lumbini Bank, NIC Asia Bank & NMB Bank participated. All the expertise shared their working experience which led the program be more productive and well appreciated by the participants.



## FOREIGN EXCHANGE MANAGEMENT IN NEPAL

NBI Training Hall, Kathmandu.

**BATCH 1 DATE:** 27th July to 1st August.

**BATCH 2 DATE:** 9th to 15th September, 2014.

**OBJECTIVE:** To acquire useful knowledge about Foreign Exchange (regulation) Act. Circular Related to Letter of Credit, DD, TT, Advance Payment, Credit, Passport facility, Circular to Import of Goods from India by paying Convertible foreign currency.

**FACILITATOR:** Mr. Bam Bahadur Mishra, Mr. Bhisma Raj Dhungana

**DETAILS:** The program was attended by the Senior Assistants, Supervisors and officers of NMB Bank, Everest Bank, NB Bank, Machhapuchchhre Bank, Bank of Kathmandu, NCC Bank and Nepal SBI Bank. The program benefited in developing conceptual skills and was useful in developing the responsibility assigned at the workplace.

## BASIC COURSE ON AML/CFT FOR BFI'S

Trade Tower Business Centre, Kathmandu.

**DATE:** 3rd to 7th August, 2014

**OBJECTIVE:** The main purpose for providing AML/CFT training is to ensure that relevant employees are aware of the risks of money laundering/financial terrorism faced by your business and how they should respond when confronted with such risks.

**FACILITATOR:** Mr. Basudev Bhattarai, Mr. Hari Nepal.

**PARTICIPANTS:** The program was conducted for Bank of Kathmandu, Janata Bank, Kailash Bikas Bank, Lumbini Bank and Machhapuchchhre Bank, where the participants gained extensive knowledge regarding basics & consequences of AML/KYC.





## MANAGER AS A COACH

**NBI Training Hall, Kathmandu.**

**DATE:** 8th August, 2014

**OBJECTIVE:** Identifying the root cause of crisis. Understanding our belief System. Reframing/modifying our belief System. Identifying the Human Thoughts Pattern. Enhancing Manager, Staffs Relationship & Coaching Skills for Effective Manager.

**FACILITATOR:** Mr. Bikal Sherchan, Ms. Usha Malla Singh

**PARTICIPANTS:** The program was attended by the participants' from Himalayan Bank, NIC Asia Bank, Siddhartha Development Bank, Sagarmatha Merchant Bank, Citizen Bank and Lumbini Bank. The training program was conducted by highly professional trainers and the overall session was delivered in perfection.



## ADVANCED CREDIT WORKSHOP

**NBI Training Hall, Kathmandu.**

**BATCH 1**

**DATE:** 1st & 2nd August, 2014.

**OBJECTIVE:** This course provided an understanding of business risk and how this applies to your client or prospect. Understanding of Non Financial Risk and its impact on business in the changing global and national economies.

**FACILITATOR:** Mr. Sujit Mundul.

**PARTICIPANTS:** In order to provide the insight view of credit risks and its impact a two day program was organized where 19 participants showed active participation from Clean Energy Development Bank, NIC Asia Bank, NMB Bank, Global IME Bank, Nepal Investment Bank, Laxmi Bank and Kailash Bikas Bank



**BATCH 2**

**DATE:** 10th & 11th Sept, 2014.

**FACILITATOR:** Mr. Sujit Mundul.

**DETAILS:** Altogether 18 participants from Bank of Kathmandu, Nepal Investment Bank, NMB Bank and Himalayan Bank attended the program.



## MANAGING MICRO-FINANCE

**NBI Training Hall, Kathmandu.**

**DATE:** 16th to 18th August, 2014

**OBJECTIVE:** The program aims on making familiar with Fundamentals of Nepalese Microfinance Industry, Micro finance models and methodologies.

**FACILITATOR:** Mr. Prakash Chandra Pokharel, Mr. Navraj Simkhada, Mr. Prakash Raj Sharma, Mr. Chintamani Siwakoti, Mr. Naresh Nepal

**PARTICIPANTS:** The three day interactive program turned out to be very beneficial to the participants. The program was attended by the participants from Nepal Bank, Sanima Bank, NMB Bank and Siddhartha Development Bank.

“This is not charity.  
This is business:  
business with  
a social objective,  
which is to help  
people get  
out of poverty.”

— Muhammad Yunus,  
Founder of  
Grameen Bank and  
Nobel Peace Prize recipient



## TRAIN THE TRAINER

**NBI Training Hall, Kathmandu.**

**DATE:** 20th & 21st August, 2014

**FACILITATOR:** Mr. Prakash Rohera.

**PARTICIPANTS:** This program was well received and was fruitful to the participants from Himalayan Bank, Machhapuchchhre Bank and NIC Asia Bank.



## CASH OPERATIONS AND NEGOTIABLE INSTRUMENTS

**NBI Training Hall, Kathmandu.**

**DATE:** 22nd & 23rd August, 2014

**OBJECTIVE:** The Program is intended to equip the participants with knowledge so as to enable them to conduct their day to day operations independently. The major aim of this Training Program is to make the participants aware about the theoretical as well as practical aspects of Cash Management.

**FACILITATOR:** Mr. Ajit Bhattarai.

**PARTICIPANTS:** Mr. Bhattarai's pool of experience was shared to the participants from Machhapuchchhre Bank, NCC Bank, Nepal Investment Bank. The content was efficiently delivered and acknowledged.



## CUSTOMER RELATIONSHIP MANAGEMENT

**NBI Training Hall, Kathmandu.**

**DATE:** 2nd September, 2014.

**OBJECTIVE:** To provide knowledge about importance of the customer and their expectations. Managing company's interactions with current and future customers. To understand how to tackle the challenges faced by customer service providers.

**FACILITATOR:** Ms. Euden Koirala.

**PARTICIPANTS:** There was mix of participation from Bank of Kathmandu, Everest Bank, Nepal Clearing House Ltd, Nepal Investment Bank and NMB Bank, where participants shared their experience and were thrilled to be the part of such appreciated program.



## COUNTERFEIT NOTES & SIGNATURE VERIFICATION

**NBI Training Hall, Kathmandu.**

**DATE:** 2nd September, 2014

**FACILITATOR:** Mr. Mukul Pradhan.

**PARTICIPANTS:** Lower to middle level staffs gathered to participate on Counterfeit notes and signature verification. The participants were from Bank of Kathmandu, Kailash Bikas Bank, NMB Bank, Nepal Investment Bank and Tourism Development Bank.

“Counterfeit has ill effect in the society, beware of it.”



## AML/CFT

**NBI Training Hall, Kathmandu.**

**BATCH 1 DATE:** 3rd to 7th August, 2014.

**BATCH 2 DATE:** 2nd September, 2014

**FACILITATOR:** Mr. Hari Nepal and Basudev Bhattarai.

**DETAILS:** Two batches of program were conducted, where the participants were from Laxmi Bank, Nepal Investment Bank, NMB Bank, Sanima Bank, Bank of Kathmandu, Janata Bank, Kailash Bikas Bank, Lumbini Bank and Machhapuchchhre Bank. The program mainly aimed on individual and institutional role in combating money laundering.



## CURRENT ISSUES & CHALLENGES IN BFI'S

**NBI Training Hall, Kathmandu.**

**DATE:** 5th & 6th September, 2014

**OBJECTIVE:** To provide knowledge about regulatory aspects. Operational risks and its mitigating tools. Risk as per NRB perspective and Role of internal control in Operation Risk Management.

**FACILITATOR:** Mr. Binay Regmi, Mr. Basudev Adhikari & Mr. Purna Man Napit

**PARTICIPANTS:** Employees from Citizens Bank, Global IME Bank, Everest Bank, Himalayan Bank, NIC Asia Bank and NMB Bank collectively gathered to participate. The program facilitated the ongoing regulatory aspects and operational risks that exist today in financial sector.



## STRESS FREE LIFE

**NBI Training Hall, Kathmandu.**

**DATE:** 9th September, 2014

**FACILITATOR:** Mr. Bikal Sherchan, Ms. Usha Malla Singh

**PARTICIPANTS:** In this influential program the participants came from Everest Bank, Himalayan Bank, NIC Asia Bank and Yeti Development Bank. This informative program really helped the participants to work by minimizing stress at the workplace.



## ADVANCED EXCEL

**NBI Training Hall, Kathmandu.**

**DATE:** 9th to 17th September, 2014

**OBJECTIVE:** The program aims to equip participants for Using Formulas & advance Functions, getting reports from the Data. Managing Workbook and Worksheet, working with charts, creating Pivot Tables, Working with macro for automation.

**FACILITATOR:** Mr. Narayan Bhuju.

**PARTICIPANTS:** For this must needed program, the participants came from GIZ-STPP, KIST Bank, Machhapuchchhre Bank, NDEP Development Bank and NMB Bank. The participants were highly impressed by the new skills they enhanced in the program.



## WHAT IS THE FUTURE OF DEVELOPMENT BANKS IN NEPAL

**Hotel Barahi, Pokhara.**

**DATE:** 15th September, 2014

**FACILITATOR:** Mr. Bhaskar Mani Gnawali

**PARTICIPANTS:** In this very interesting program the keen participants were from Alpine Development Bank, Garima Bikas Bank, Green Development Bank, City Development Bank, Innovative Development Bank, Kamana Bikas Bank, Nepal Community Development Bank, Nilgiri Bikas Bank, Purnima Bikas Bank, Reliable Development Bank, Triveni Bikas Bank, Gandaki Bikas Bank, Bishwa Bikas Bank, and Muktinath Bikas Bank. The program gave insight knowledge and overall concept on developing bank's working procedures.







## PAYMENT CARD AND ACQUIRING BUSINESS OVERVIEW

**NBI Training Hall, Kathmandu**

**DATE:** 20th September, 2014

**OBJECTIVE:** To provide general introduction of different types of payment cards and its advantages.

**FACILITATOR:** Mr. Suresh Raj Maharjan.

**PARTICIPANTS:** The program was attended by the participants Bank of Kathmandu, Kumari Bank, Machhapuchchre Bank, NDEP Development Bank, Nabil Bank, NB Bank, NIC Asia Bank, Janata Bank, Everest Bank, Siddhartha Bank and Laxmi Bank. The participants were keen that they will be able to use the knowledge and skills immediately and work professionally.



## COMPLETE TELLER SOLUTIONS

**NBI Training Hall, Kathmandu.**

**DATE:** 22nd to 24th September, 2014

**OBJECTIVE:** Developing conceptual skills of staff working in the Cash as well as provide a holistic environment for staff to clear up issues being faced on a day to day basis in their work place.

**FACILITATOR:** Mr. Pankaj Pant.

**PARTICIPANTS:** Three morning session program was conducted to the staffs working in Cash. Participants were from Sanima Bank, Nepal Investment Bank, Shangrila Development Bank, Clean Energy Development Bank and NMB Bank. Overall the training was very relevant and useful to the participants.



## REMITTANCE OPERATIONS

**NBI Training Hall, Kathmandu.**

**DATE:** 26th & 27th September, 2014

**OBJECTIVE:** To provide the sound knowledge on remittance operations and the instruments used in remittance.

**FACILITATOR:** Mr. Ajit Bhattarai.

**PARTICIPANTS:** The program was delivered to the staffs working in Remittance Department of Clean Energy Development Bank, Machhapuchchhre Bank and Sanima Bank. The participants were excited to apply skills back in their workplace.



“Connect the world from money to money.”



## COMPREHENSIVE BANKING COURSE

**NBI Training Hall, Kathmandu.**

**For: Sunrise Bank**

**DATE: 3rd to 26th August, 2014.**

**For: Nepal Bangladesh Bank**

**Date: 12th to 17th August, 2014.**

**For: NIC Asia Bank**

**Date: 7th to 23rd September, 2014**

**For: Laxmi Bank**

**Date: 9th to 24th Sept, 2014**

**OBJECTIVE:** The program aims to equip participants with sound knowledge on Banking Operations.

**FACILITATOR:** Pool of experts.

**Details:** 4 batches of Comprehensive Banking Course were organized at NBI Premises and Trade Tower Business Centre. The trainees were focused on improving and developing their soft skill on banking operations.

## LETTER OF CREDIT & BANK GUARANTEE

**In-House for Mega Bank Nepal Ltd.**

**NBI Training Hall & Trade Tower Business Centre, Kathmandu.**

**DATE: 8th & 9th August, 2014.**

**OBJECTIVE:** To provide general knowledge on local and international trade and Bank Guarantees.

**FACILITATOR:** Mr. Manjay Raj Pandey, Mr. Suwash Khadka.

**PARTICIPANTS:** 27 employees from Mega Bank joined the In-house session of Letter of Credit and Bank Guarantee. The program was well received by the participants.

## EFFECTIVE SALES TECHNIQUES

**In-House for NMB Bank Ltd.**

**NBI Training Hall, Kathmandu.**

**DATE: 22nd & 23rd August, 2014.**

**FACILITATOR:** Mr. Prakash Rohera.

**PARTICIPANTS:** Altogether 27 participants were there in this highly interactive program. The participants really acknowledged and was impressed by the training program.

## AML/CFT

**For: NIC Asia Bank. (3 batches)**

**Date: 23rd August, 30th August & 12 September, 2014**

**For: Clean Energy Development Bank.**

**DATE: 8th September 2014.**

**For: Kailash Bikas Bank.**

**DATE: 8th September, 2014.**

**For: Agricultural Development Bank.**

**DATE: 7th September 2014.**

**For: Nepal Bangladesh Bank.**

**DATE: 20th September 2014.**

**OBJECTIVE:** AML/CFT program sets out procedures and controls to detect money laundering and financing of terrorism and to manage and mitigate the risk of it occurring.

**FACILITATOR:** Mr. Hari Nepal, Mr. Rajesh Kumar Subedi, Mr. Bashu Dev Bhattarai, Mr. Shyam Krishna Dahal.

**Details:** 3 batches of program were conducted for NIC Asia Bank, 2 batches for Kailash Bikas Bank and a batch of program for Agricultural Development Bank, Clean Energy Development Bank and Nepal Bangladesh Bank. The program gave an insight view on AML/CFT.







## COUNTERFEIT NOTES & SIGNATURE VERIFICATIONS

**In-House for Kumari Bank Ltd.**

**Trade Tower Business Centre, Kathmandu.**

**DATE:** 13th September, 2014.

**OBJECTIVE:** To provide the knowledge about the requirements of combating counterfeit notes and verifying signatures.

**FACILITATOR:** Mr. Mukul Pradhan & Mr. Krishna Prasad Ghimire

**PARTICIPANTS:** One day In-house program was conducted to Kumari Bank which included 26 participants. The participants were exposed to modern central bank cash management and their changing frameworks.



## BANKING OPERATIONS

**In-House For Sanima Bank Ltd.**

**DATE:** 12th & 13th September, 26th & 27th September, 2014.

**OBJECTIVE:** Participants will be able to understand banking terms, identify issues, be able to work in multiple areas and be customer centric.

**FACILITATOR:** Mr. Mukul Pradhan, Mr. Bhanu Dabadi, Mr. Ajit Bhattacharai & Mr. Pankaj Pant.

**DETAILS:** Two batches of program were conducted for Sanima Bank which had 53 participants altogether. The training provided an opportunity to understand over all working areas and be more customers centric and dynamic in their field.

“our customer doesn't care how much you know until they know how much you care.”



## CUSTOMER SERVICE

**In-House for Agricultural Development Bank Ltd.**

**NBI Training Hall, Kathmandu.**

**DATE:** 19th September, 2014.

**OBJECTIVE:** Customer service training programs equip participants with the professional customer service skills needed to be successful.

**FACILITATOR:** Mr. Arniko Singh.

**PARTICIPANTS:** 24 participants of different level from Agricultural Development Bank attended this program conducted by Mr. Arniko Singh. Participants thoroughly admired the program. The participants understood the core importance of being a customer centric.

## REMITTANCE

**In-House for Mega Bank Nepal Ltd.**

**Trade Tower Business Centre, Kathmandu.**

**DATE:** 19th & 20th September, 2014.

**OBJECTIVE:** The participants will be able to understand remittance terms, instruments used in remittance, mode of remittance and its issues.

**FACILITATOR:** Mr. Ajit Bhattacharai.

**PARTICIPANTS:** With total of 30 trainees an in-house program was conducted to Mega Bank Nepal Ltd. There was a mix of participants representing different branches. The participants state that the program was well delivered and the skills were equally enhanced.



## PROJECT FINANCING

**In-House for Nepal Investment Bank Ltd.**

**NIBL Meeting Room, Lazimpat, Kathmandu.**

**DATE:** 19th & 20th September, 2014.

**OBJECTIVE:** This course provides the opportunity for delegates to improve their understanding of, and analysis for, project finance deals.

**FACILITATOR:** Mr. Birendra Rana.

**PARTICIPANTS:** An In-house program was conducted in their own Premises. Managers, supervisors and officers were facilitated by the in-depth coverage of project financing.

“The four most dangerous words in investing are: **this time it's different.**”  
— Sir John Templeton



## Regional visit during the 1<sup>st</sup> Quarter

As per the strategy of National Banking Institute Limited (NBI), an executive team of NBI visited various places of Nepal covering the Eastern region “Jhapa” to Western region “Mahendranagar”.

*The objectives of this visit were:*

- To interact with the Branch Managers/CEOs of Development Banks of these regions on current issues & challenges in operating financial institutions of these areas.
- To exercise training need assessment focusing to the staff and banking products of these regions.
- To identify the local trainers/ experts on various core banking subject and soft skills.
- To run the regional based training as per TNA and local requirement using local trainers. NBI's focus is to widen its training activities by decentralizing at outside valley regions by providing best opportunities to local trainers and resources.



The interaction programs were much successful and duly accepted by head of BFI's of these regions. One of the common issue, we observed regarding lack of training to their staff due to most of the training are concluded in Kathmandu valley. The BM's/ CEO's assured us to provide their co-operation to NBI at their best.

Accordingly, NBI after selection & nomination of local trainer announced three programs on CBC at Butwal, Pokhara & Birtamod. CBC at Butwal & Pokhara successfully launched with significant numbers of participants from local BFI's. Most of the trainers were BM's of various BFI's residing at the local branches of various Banks.

The feedbacks received from BFI's in this exercise have been much encouraging to us. Now, NBI is in process of announcing programs in rest of the regions e.g, Birgunj, Biratnagar, Dharan, Chitwan, Dhangadi, Nepalgunj & Mahendranagar in same module. NBI is fully confident that same co-operation & participation will be received from those areas as well.







## CURRENT ISSUES & CHALLENGES IN BFI'S

**In-house Gauri Shankar Development Bank Ltd.**

**Hotel Royal Century, Narayanghat.**

**Batch 1 DATE:** 26th July, 2014.

**Batch 2 DATE:** 29th July, 2014.

**FACILITATOR:** Mr. Purna Man Napit, Mr. Basudev Adhikari & Mr. Binaya Regmi.

**OBJECTIVE:** To provide knowledge about regulatory aspects. Operational risks and its mitigating tools. Risk as per NRB perspective and Role of internal control in Operation Risk Management.

**Details:** Altogether 49 participants were present from Gaurishankar Development Bank. The program became more effective due to the practical experience shared by the trainer and effective interaction in current challenges with the participants.



## COUNTERFEIT NOTES & SIGNATURE VERIFICATION

**Jaya Nepal Hotel, Itahari**

**DATE:** 2nd August, 2014

**OBJECTIVE:** The course provides different characters and challenges in combating counterfeit currency notes & to verify signatures.

**FACILITATOR:** Mr. Mukul Pradhan.

**PARTICIPANTS:** Altogether 18 participants working in Cash Department from Bank of Kathmandu, Himalayan Bank, Kumari Bank, Janata Bank Nepal, Narayani National Finance, NIC Asia Bank, Sunrise Bank and Tourism Development Bank attended a one day program. Upon the completion of course participant gained knowledge and skills that are required for combating counterfeit currency notes & to verify signatures.



## Fraud Behavior & Signature Verification

**Dreamland Gold Resort, Butwal**

**DATE:** 30th August, 2014

**OBJECTIVE:** The core objective of the training is to provide guidance regarding the frauds its behaviors and different scenarios.

**FACILITATOR:** Mr. Mukul Pradhan.

**PARTICIPANTS:** Altogether 30 participants participated from NCC Bank, Purnima Bikas Bank, Nepal Investment Bank, Triveni Bikas Bank, Siddhartha Development Bank, Triveni Bikas Bank, Agricultural Development Bank, Bank of Kathmandu, Bhrikutee Bikas Bank, Business Universal Development Bank, Himalayan Bank, Infrastructure Development Bank and Kailash Bikas Bank. The program was more fruitful as all trainees shared their experience and challenges they have faced regarding fraud behaviors, which led the program turned out to be more interactive.



## AML/CFT

**Batch 1 Date & Venue:** 6th September, 2014 Hotel Ratna, Biratnagar.

**Batch 2 Date & Venue:** 6th September, 2014 Hotel Barahi, Pokhara.

**FACILITATOR:** Mr. Hari Nepal, Mr. Bashu Dev Bhattarai.

**DETAILS:** 2 batches of AML/CFT program were conducted in 2 different venues in same day. The participating banks were Citizens Bank, Garima Bikas Bank, Kailash Bikas Bank, Manaslu Bikas Bank, Sanima Bank and Siddhartha Development Bank. The participants were impressed by the two dynamic experienced trainers. The practical experience shared by the trainer helped the program be more productive.





## CUSTOMER RELATIONSHIP MANAGEMENT

**For:** Sunrise Bank Ltd.

**Date & Venue:** 6th September, 2014. Hotel Royal Century, Narayanghat.

**For:** Machhapuchchhre Bank Ltd.

**Date & Venue:** 13th September, 2014. Machhapuchchhre Bank, Pokhara.

**FACILITATOR:** Ms Euden Koirala.

**Details:** 2 batches of customized program were conducted for Sunrise Bank which had 21 participants and Machhapuchchhre Bank which had 28 participants. The trainees were focused on building customer relation. Discussions/interactions & case studies made the session more worth it.



## AML/CFT

**For:** Agricultural Development Bank.

**Date & Venue:** 7th September, 2014, Hotel Ratna, Biratnagar.

**For:** Agricultural Development Bank.

**Date & Venue:** 20th September, 2014, ADBL Training Centre, Birendranagar, Chitwan.

**For:** Kailash Bikas Bank. (2 batch)

**Date & Venue:** 13th September, 2014, Hotel Barahi, Pokhara.

**FACILITATOR:** Mr. Hari Nepal, Mr. Basudev Bhattarai & Mr. Shyam Krishna Dahal.

**Details:** 3 batches of program were conducted for Agricultural Development Bank and Kailash Bikas Bank. The participants gained knowledge on the tools and techniques for anti-money laundering.



## COMPLETE TELLER SOLUTIONS

**Hotel Rubus, Dhangadi.**

**DATE:** 13th September, 2014

**OBJECTIVE:** The program aims to impart complete teller overview and its functions. The workshop concentrates on developing conceptual skills of staff working in the cash area.

**FACILITATOR:** Mr. Pankaj Pant.

**PARTICIPANTS:** The program was targeted to staffs working in Cash to upskill and expands their capabilities. Participating banks were from Bank of Kathmandu, Himalayan Bank, Kumari Bank, Machhapuchchhre Bank, Mega Bank Nepal, NCC Bank, Nepal Bangladesh Bank, NIC Asia Bank and Everest Bank.

“Complete Teller Solutions helps to accurately and efficiently handle both the customers' and the bank's money.”





## SERVICE EXCELLENCE

**In-House for Moondance Restaurant & Bar.**

**Moondance Restaurant & Bar, Pokhara.**

**DATE:** 14th September, 2014

**OBJECTIVE:** Develop customer focused attitude, learn skills that contribute to better customer service and learn skill to solicit and retain customers.

**FACILITATOR:** Ms. Euden Koirala.

**PARTICIPANTS:** There were 32 participants were highly motivated with the training program which also helped them understand the attitude of customers and cope with individual different customers. The participants were keen to learn about retaining substantial quality work.



## INTERNATIONAL TRADE PAYMENT MECHANISM

**Hotel Dreamland, Butwal.**

**DATE:** 19th & 20th September, 2014

**FACILITATOR:** Mr. Ram Raja Upadhyay & Mr. Bam Bahadur Mishra

**PARTICIPANTS:** The participating Banks were Agricultural Development Bank, Janata Bank Nepal, Kumari Bank, Nepal Investment Bank, NIC Asia Bank, Sanima Bank, Sunrise Bank and Nepal SBI Bank. The program facilitated the ongoing regulatory aspect on international trade payment. Their pool of practical examples made the program more interesting and efficient.



## LEADER WITHIN YOU

**In-house for Triveni Bikas Bank Ltd.**

**Hotel Royal Century, Narayanghat.**

**DATE:** 20th September, 2014

**OBJECTIVE:** It aims to transform the way they think about themselves and the power they have to make a difference in their relationships and at work.

**FACILITATOR:** Mr. Bikal Sherchan.

**PARTICIPANTS:** Altogether 39 participants showed active participation. Participants were able to learn leadership skills so they can inspire and guide their workforce. The content was very motivational and acknowledged.

“Management is about arranging and telling Leadership is about nurturing and enhancing.”  
— Tom Peters



## FINANCIAL LITERACY AWARENESS PROGRAM

**In-House for NMB Bank.**

**BATCH 1**

**VENUE:** Lubhu, Lalitpur.

**DATE:** 20th August, 2014.

**OBJECTIVE:** Develop the skills and confidence to become more aware of the financial risks and opportunities to make informed choices, know where to go for help, and take other effective actions to improve their financial well-being. Financial Literacy Awareness can benefit the people of all ages. It can provide basic tools for budgeting and saving so that expenses and debt can be kept under control.

**FACILITATOR:** Mr. Sabin Nepal, Mr. Purna Man Napit.

**PARTICIPANTS:** Altogether 35 participants from the NMB Bank attended the program. The training package targeted to equip them with financial knowledge and management skills to enable them to achieve their personal and organisational Goal. NMB Bank gathered the around 35 participants from the local area of Lubhu to facilitate the financial literacy awareness program in co-ordination with NBI. The training package targeted to equip them with financial knowledge and management skills to enable them to achieve their personal and organizational goal.



“Investing in yourself is the best investment you will ever make. It will not only improve your life, it will improve the lives of all those around you.”  
— robin S. Sharma



**NBI  
GLIMPSE**



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## NBI GLIMPSE



### NBI Publications Upcoming Books



#### 2nd Quarter

#### Nepali Calendar 2071

पुष							माघ						
आ	सो	मं	बु	वि	शु	श	आ	सो	मं	बु	वि	शु	श
		१	२	३	४	५					१	२	३
६	७	८	९	१०	११	१२	४	५	६	७	८	९	१०
१३	१४	१५	१६	१७	१८	१९	११	१२	१३	१४	१५	१६	१७
२०	२१	२२	२३	२४	२५	२६	१८	१९	२०	२१	२२	२३	२४
२७	२८	२९	३०				२५	२६	२७	२८	२९		

#### English Calendar 2014/15

December/January							January/February						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
			16	17	18	19	20				15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	29	30	31
4	5	6	7	8	9	10	1	2	3	4	5	6	7
11	12	13	14				8	9	10	11	12		



## MANAGEMENT TEAM

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Head of Program

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### NBI Publications

