

Other than above, the following Departments will be independent and directly reporting to the Board Level Committees:

D. Under direct reporting to Board Level/Management Committees*		
1	AML/CFT Compliance Department #	AGM Buddhi Akela
2	Integrated Risk Management Department	
3	Internal Audit #	AGM Bhawani Dhakal

* Report to respective Management Committee as well.

General Compliance, AML/CFT Departments, as well as Monitoring and Province Office Control Departments will also closely coordinate with Internal Audit Department and share information on a regular basis.

3. MANAGEMENT LEVEL COMMITTEES

As required by NRB Directives and also as governed various bylaws and policies of the Bank, there will be the following management level committees:

- (a) Management Committee
- (b) Integrated Risk Management Committee (also named as Management Level Risk Management Committee)
- (c) Asset Liability Committee (ALCO)
- (d) Recruitment & Promotion Committee (RPC)
- (e) Loan Recovery Sub Committee (LRSC)
- (f) AML/CFT Committee
- (g) Procurement Committee

Other management level committee's/sub committees can be formed by the CEO on need basis.

Constitution of Committees

3.1 The MANAGEMENT COMMITTEE

This is the top level committee that will jointly work/deliberate/take decisions on various important issues/policy matters as well as overseeing all functional areas of the bank on a regular basis. It would be the endeavor of the management to discuss all important matters in this committee so as to reach to a managerial consensus on common issues for the purpose of ensuring coordinated efforts in regular functions and "forward" looking prospects in the bank management.



With a view to provide participation of senior and functional heads in the Management Committee, it has been formed in two levels viz.,

- (1) Core Management Committee, and
- (2) Extended Management Committee.

Core and Extended Management Committee have been formed as follows:

Core Management Committee:

The committee members of Core Management Committee include the following:

S.N.	Position	Name	Designation
1	Chief Executive Officer	Mr. Ratna Raj Bajracharya	Coordinator
2	Senior Deputy Chief Executive Officer (Senior DCEO)	Mr. Shrawan Maskay	Member
3	Deputy Chief Executive Officer (DCEO)	Mr. Surendra Raj Regmi	Member
4	Assistant Chief Executive Officer (ACEO)	Mr. Bimal Daga	Member
5	Assistant Chief Executive Officer (ACEO)	Mr. Chandra Raj Sharma	Member
6	Deputy General Manager(DGM)	Mr. Kalyan Bikram Pande	Member
7	Assistant General Manager (AGM)	Mr. Deep Chandra Regmi	Member Secretary

Note: AGM, Deep Chandra Regmi has been entrusted with the role of Member Secretary of Core Management Committee considering his role as Chief of Human Resources, which is considered crucial during the post-merger period in terms of managing human resources such as ensuring common work culture, productive job placements, handling HR issues and organizing training programs.

He is also entrusted as "Liaison Officer" for communication with Nepal Rastra Bank on behalf of the Bank.

Extended Management Committee:

The members of Core Management Committee are members of Extended Management Committee as well. Other members of Extended Management Committee are as follows (Names in alphabetic order):



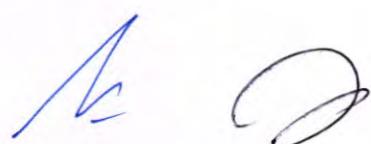
S.N.	Position	Name	Functional Title
1	Chief of CAD and Legal	Mr. Deepak Gautam	DGM
2	Chief of Internal Audit	Mr. Bhawani Dhakal	AGM
3	Chief Risk Officer	Mr. Buddhi Akela	AGM
4	Chief Information Technology Officer (CITO)	Mr. Anil Joshi	AGM
5	Head of Province 3 (HOP 3)	Mr. Raja Aryal	AGM
6	Chief of Corporate Business (COCB)	Mr. Anil Shrestha	AGM
7	Chief Marketing Officer (CMO)	Mr. Dilip Pokharel	AGM
8	Chief of General Services (COGS)	Mr. Kamal Raj Pathak	AGM
9	Chief of Digital and Transaction Banking (CODTB)	Mr. Ritesh Lamichhane	AGM
10	Chief of Mid Corporate , Retail and DSL	Mr. Santosh Pradhan	AGM
11	Provincial Office Coordinator	Mrs. Shanta Siwakoti	CM
12	Chief- SME and Agri Business	Mr. Rupendra Wagle	CM
13	Chief of Country Operations	Mr. Sulav Hari Joshi	CM

Note: AGM Deep Chandra Regmi shall also act as Member Secretary of the Extended Management Committee.

The Core Management Committee will meet on weekly basis, normally on every Monday except where. Similarly, the Extended Management Committee will meet on a monthly basis, normally in the last Monday of the month. During such a meeting, the Core Management Committee meeting will also be clubbed. A briefing regarding the decisions/deliberations of Core Management Committee considered in earlier meetings will be communicated for the knowledge of the Extended Management Committee in the subsequent meeting.

The meetings of the Committees may be convened any time as may become necessary depending on the issues and shall be convened by the Member Secretary as per the instruction of the CEO.

The CEO may instruct to invite any other executives, including Province Managers, whether or not included as above, to the Management (Core or Extended) Committee meetings as may be appropriate. Such attendance may be physical or virtual, as the circumstance permits.



3.2 Integrated Risk Management Committee (*management Level*)

S.N.	Functional Title	Name	
1	Senior Deputy Chief Executive Officer	Shrawan Maskay	Coordinator
2	Deputy Chief Executive Officer	Surendra Raj Regmi	Member
3	Assistant Chief Executive Officer	Bimal Daga	Member
4	Assistant Chief Executive Officer	Chandra Raj Sharma	Member
5	Deputy General Manager	Kalyan Bikram Pande	Member
6	Assistant General Manager	Buddhi Akela	Member Secretary
7	Chief Manager	Sulav Hari Joshi	Member

Formed as per Nepal Rastra Bank Guidelines

3.3 Asset Liability Committee (ALCO)

S.N.	Functional Title	Name	
1	Chief Executive Officer	Ratna Raj Bajracharya	Coordinator
2	Senior Deputy Chief Executive Officer	Shrawan Maskay	Member
3	Deputy Chief Executive Officer	Surendra Raj Regmi	Member
4	Assistant Chief Executive Officer	Chandra Raj Sharma	Member
5	Deputy General Manager	Kalyan Bikram Pande	Member
6	Assistant General Manager	Buddhi Akela	Member
7	Assistant General Manager	Dilip Pokharel	Member
8	Manager	Ananta Raj Kafle	Member- Secretary

Formed as per Nepal Rastra Bank Guidelines

3.4 Recruitment & Promotion Committee (RPC)

Formed as per Nepal Rastra Bank Guidelines

1	Mr. Shrawan Maskay	Senior Deputy Executive Officer	Coordinator
2	DGM Kalyan Bikram Pande	Nominee	Member
3	AGM Deep Chandra Regmi	Chief- HR	Member Secretary

3.5 Employee Relations Committee(ERC)

Formed as per Nepal Rastra Bank Guidelines

1	Surendra Raj Regmi	Deputy Chief Executive Officer	Coordinator
2	Chandra Raj Sharma	Assistant Chief Executive Officer	Member
3	Deep Chandra Regmi	Assistant General Manager	Member Secretary

3.6 Loan Recovery Sub Committee (LRSC)

S.N.	Functional Title	Name	
1	Senior Deputy Chief Executive Officer	Shrawan Maskay	Coordinator
2	Deputy Chief Executive Officer	Surendra Raj Regmi	Member
3	Assistant Chief Executive Officer	Chandra Raj Regmi	Member
4	Deputy General Manager	Kalyan Bikram Pande	Member
5	Senior Manager	Dhojae Saud	Member-Secretary

Formed as per Loan Recovery Guidelines

3.7 AML/CFT Committee

Formed as per Nepal Rastra Bank Guidelines

S.N.	Functional Title	Name	
1	Senior Deputy Chief Executive Officer	Shrawan Maskay	Coordinator
2	Deputy Chief Executive Officer	Surendra Raj Regmi	Member
3	Assistant Chief Executive Officer	Bimal Daga	Member
4	Assistant Chief Executive Officer	Chandra Raj Sharma	Member
5	Deputy General Manager	Kalyan Bikram Pande	Member

6	Assistant General Manager	Anil Joshi	Member
7	Assistant General Manager	Ritesh Lamichhane	Member
8	Chief Manager	Sulav Hari Joshi	Member
9	Assistant General Manager	Buddhi Akela	Member Secretary

3.8 Procurement Committee

Formed as per Financial Bylaws

S.N.	Functional Title	Name	
1	Deputy Chief Executive Officer	Surendra Raj Regmi	Coordinator
2	Assistant Chief Executive Officer	Chandra Raj Regmi	Member
3	Assistant General Manager	Kamal Raj Pathak	Member
4	Manager	Mahesh Silwal	Member-Secretary

4. PROVINCIAL OFFICE AND PERFORMANCE REVIEW:

4.1 The Province Level Structure of the Bank has been prepared which shall be separately communicated. The province office will enact following major roles:

- Strategically driving the Business and Operation Front in respective provinces.
- Credit approval up to given limits.
- Coordinating with concerned departments/units at corporate level for issues pertaining to the provinces, as required.
- Strategic business and operational planning at branch and province level along with a clear timeline for achieving the same.
- All activities as outlined by NRB circular related to branch monitoring, ensuring compliance and risk Management etc.
- Support branches for NPA recovery,

- Deposit Marketing
- Conducting site visit provide reports to credit risk/business as required.
- Monitor branches in terms of quality of customer service and provide report periodically
- Training to staffs on bank products and services

All Province heads will report to **Assistant Chief Executive Officer, Bimal Daga.**

4.2 The Heads of all seven Provincial Offices will be as below (*in order of position*)

1. AGM, Raja Aryal- Head of Province 3
2. Senior Manager, Yogendra Rana- Head of Province 5
3. Manager, Sujan Shrestha- Head of Province 2
4. Manager, Bibhushan Shrestha – Head of Province 6
5. Manager, Ishwori Prasad Joshi- Head of Province 4
6. Manager, Ravi Kafle – Head of Province 1 (officiating)
7. Manager, Pukar Subedi- Head of Province 7

4.3 **Mrs. Shanta Siwakoti (CM)** will support the ACEO in fully functionalizing the assigned responsibilities under various Departments entrusted to the ACEO, including coordinating the activities of Provinces.

4.4 **Mr. Bidur Gyawali (DM)** will be in charge of Narayanghat Cluster under Province 3 and **Manoj Dahal (M)** will be in charge of Nepalganj Cluster under Province 5.

5. CENTRALIZED FUNCTIONS:

5.1 Company Secretariat and Legal Department

The Company Secretary also functions as the Board Secretary and reports to the Board of Directors, with dotted line reporting to the CEO. The main job roles are as follows:

Company Secretariat related

1. Preparing Board Meeting Agendas in consultation with the Chairman and the CEO
2. Coordinating the Board meetings with the Chairman to support the CEO
3. Preparing Board minutes
4. Circulating Board minutes to related areas/departments

5. Any other company registrar and company related works
6. Conducting AGMs
7. Investor Relations (shareholder related)

The Legal related

- (a) Litigations (court representations)

Mr. Bishnu Prasad Baskota- Senior Advocate (Company Secretary and Legal Advisor) of the Bank will be supervising this function. With respect to legal part (litigations), **Mr. Bhoj Raj Bhandari (DM)** and **Bishwa Nath Subedi (DM)** shall collectively report him.

5.3 **Legal Department:**

The Legal related activities such as legal operations, legal advisory services and legal audit function shall fall under this segment. **Mr. Tikal Raj Laudari (M)** will lead legal operations and **Mr. Umesh Sedhai (AM)** shall lead legal advisory services. Both of them shall report to DGM, Deepak Gautam.

5.4 **Internal Audit Department**

Internal Audit Department is centralized as of now and shall focus on periodic inspection of branches as well as departments and following various audit approaches such as risk based audit, theme based audit, revenue audits, etc.

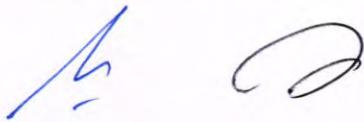
The department will be headed by **Mr. Bhawani Dhakal (Assistant General Manager)** as Chief Internal Audit. Chief Internal Audit will report to **Board Level Audit Committee**.

General Compliance, AML/CFT Compliance, Province Office Coordinator as well as other departments will report to the Chief Internal Audit through dotted line.

5.5 **Integrated Risk Management and AML/CFT Compliance**

The **Integrated Risk Management Department** ensures monitoring following risks of the Bank.

- (a) Credit Risk/ Credit Control
- (b) Operation Risk
- (c) Market Risk (+Treasury Middle Office)
- (d) Reconciliation
- (e) Information Security (ISO)



(f) Environmental and Social Risk Management

The **AML/CFT Department** ensures that bank complies with applicable laws, regulations and rules, pertaining to AML & CFT, CDD & ECDD norms.

Both the functions as above will be headed by **Mr. Buddhi Akela (Assistant General Manager) as Chief Risk Officer (CRO)**. He will report to **Board Level Risk Management Committee** and AML/CFT Compliance Committee. CEO will also be reported through dotted line.

Aashish Raj Pandey (Manager) will supervise the AML-CFT Compliance department and report to **AGM, Buddhi Akela**.

There will be various staffs placed under Integrated Risk Management Department.

5.6 Finance and Planning Department

Finance and Planning function is a strategic head office function. It will be responsible for preparing annual budget plan, capital planning, strategic planning, periodic Budget Monitoring, Expenses Booking, corporate tax planning and submitting tax and other returns, assessing long term investment, reviewing the movement of accounts in the general ledger, coordinating with audit functions, Management Information System (MIS), etc. and discharge other activities as instructed by the CEO from time to time. This will have the following units:

- (a) Budgeting Planning/ Monitoring
- (b) Accounts
- (c) Management Information Systems (MIS)/ Reporting including NRB SIS reporting

This unit will be headed by **Mr. Tikaram Pandey (AM- Finance)** and shall report to **Assistant Chief Executive Officer, Chandra Raj Sharma**. **Mr. Sharma** also enact the role of **Chief Finance Officer**.

5.7 Digital Banking Department

In line with the need to focus more on digitization, automation, better and more centralized MIS, improved workflows in all areas and a strong drive towards a paperless office, there is need to totally separate these development functions. Therefore, it is proposed to have a separate Digital Banking Department with following areas:

- (a) Business Process Automation/ Application and Development
- (b) Digital Channel Product Development
- (c) Digital Payment Systems

(d) Business Intelligence

The Department will be headed by **Manindra Raj Joshi (Senior Manager)** as Head of Digital Banking and shall report to **Assistant General Manager, Mr. Ritesh Lamichhane-Chief of Digital and Transaction Banking.**

5.8 **Treasury Front / International Banking**

Treasury Front is an income generating function and it will always tradeoff the maximization of income and minimization of risk of all treasury functions and portfolios.

TF will discharge, but not limited to, the following functions:

- (a) Balancing and managing the daily cash flow and liquidity of funds of the bank,
 - (b) Maintaining and reporting CRR and SLR as prescribed by NRB, from time to time,
 - (c) Managing bank's investments portfolios (i.e., shares, securities, foreign exchange, bullions, etc.),
 - (d) Managing NDF portfolio,
 - (e) interbank operations,
 - (f) Bullion trading,
 - (g) Fixing and circulating exchange rate of the bank,
 - (h) Treasury related reporting.
- a) Other activities as decided by the ALCO of the bank,
 - b) Correspondent Banking
 - c) Representative Offices business and activities monitoring

The department will be headed by Head- Treasury and International Banking- **Mr. Ananta Raj Kafle (Manager).** Treasury Front/International Banking is a centralized head office function and will report to the **Assistant Chief Executive Officer, Mr. Chandra Raj Sharma.**

5.9 **Recovery Department**

The recovery function of the Bank is very crucial and this department monitors the overall NPA portfolio of the Bank. The unit will be headed by **Mr. Dhojae Saud (SM).**

The Head of recovery department shall report to **ACEO, Mr. Chandra Raj Sharma.**



5.10 Branding

Branding includes product and brand promotion and publicity, Bank's website Management, Bank's Events Management etc. The unit head of Branding and CSR shall report to **Mr. Dilip Pokharel (Assistant General Manager)**.

5.11 Human Resources Department:

Considering current challenges in the industry for network expansion, this is one of the most important areas. The department will have functional units as follows:

- (a) HR Planning
- (b) Recruitments/ Promotions
- (c) HR Operations/Transfers
- (d) Employee Relations: Grievance Cell
- (e) Learning & Development

The department shall be supervised by **Mrs. Anamika Singh (Senior Manager)** and shall report to **Mr. Deep Chandra Regmi (Assistant General Manager)**.

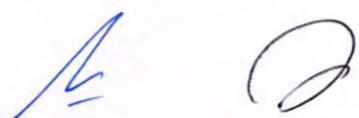
5.12 Deposit Liability Department:

The existing Institutional Deposits area will be expanded and strengthened to create a central level Resource Management Department, responsible for driving the entire resource management challenge of the Bank. One of the major functions of the Bank, the Department shall be driven by the following macro objectives:

- a) Strengthening Deposit and Customer base
- b) Defining and managing the brand image
- c) Product Review/Development and Conducting campaign management for marketing initiatives
- d) Producing marketing and promotional materials
- e) Producing internal communications
- f) Conducting customer and market research
- g) Overseeing outside vendors and agencies

It will have the following units:

- (a) Institutional Deposits



- (b) Retail Deposits/CASA
- (c) Government Banking
- (d) Branch Less Banking/ Tab Banking
- (e) Retirement Fund

The department also supervises Customer Service Excellence function in addition to managing call centers and feasibility for new branches.

This function will be headed by **Mr. Dilip Pokharel (Assistant General Manager)** as Chief Marketing Officer and will report to **Senior Deputy Chief Executive Officer, Mr. Shrawan Maskay.**

5.13 Transaction Banking and Card Operations:

This department shall focus on promotional and sales of following functions:

- (a) Merchant Acquiring
- (b) Cards & PoS.
- (c) Locker Service.
- (d) Bancassurance (If permitted by NRB).
- (e) Digital Banking Gateways – product sales and promotion.
- (f) Utility & Other Payment gateways - product sales and promotion.
- (g) E-Banking Operations Support.

All card operations jobs will be centralized and handled from here. This will include card issuance, pin code printing, handling support, etc. Manager- Card Operations Department shall report to Chief Country Operations.

The daily operation & customer servicing part of transaction banking will be a part of operations and will be overseen by Operations areas.

The entire Transaction Banking and Card Operations shall function in two wings "Sales" and Operations". **Mr. Amar Rajbhandari (Manager)** shall lead Operation Area while **Mr. Prakash Paudel (Deputy Manager)** shall lead Sales area. Both of them shall report to AGM, Ritesh Lamichhane.

5.14 Central Operations

Central Operations supervises, controls, and coordinates the overall activities of overall Banking Operations of the branches and departments. This function will have key role in standardization of system and process of the general operation of the bank.



Specific functions of Central Operations will be as under,

- (a) Cash Management/Central Vault
- (b) Central Clearing/Interbank Payment System (IPS),
- (c) Central Remittance Operations
- (d) DP/ASBA
- (e) Account Services
- (f) SWIFT Operations
- (g) Branch Operations Control
- (h) Government Revenue Transactions
- (i) E-Banking Support
- (j) Reconciliations

This function will be headed by Chief Manager- **Mr. Sulav Hari Joshi as Chief of Country Operations.** Mr. Joshi shall report to **Senior Deputy Chief Executive Officer, Mr. Shrawan Maskay.**

5.15 Central Trade Operations Department

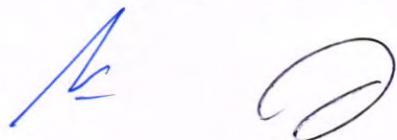
The centralized trade operations department will have the following areas:

- (a) Trade Payment Operations
- (b) LC Transactions – Local, India, Abroad
- (c) TT Payments
- (d) Exports
- (e) Documentary Collections
- (f) Guarantees

All trade related transaction will be centralized at country level. The unit will be headed by **Mr. Shashi Shekhar Sharma (Deputy Manager)** and shall report to **Mr. Dhojae Saud (Senior Manager).**

5.16 Treasury Back Office

This function has the dual role of supporting the Treasury Front and also acting as a controller in many ways. This is a crucial risk management tool generally in practice in the industry. All transactions related to Treasury Front are actually done by this unit so

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that all deals and transaction done by the Treasury Front are duly checked in order to manage risk better and not leave everything to the Treasury Front people.

This unit will report to **Mr. Tikaram Pandey (AM- Finance)**.

5.17 General Service Department (GSD)

GSD is a centralized head office function. The department will execute the following activities:

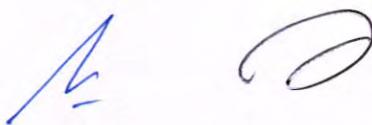
- General Service function - supply all consumable items in the bank. This function is responsible for procurement, supply management, cost monitoring, and inventory maintenance and control.
- Relocation, Expansion and Renovation function (New Projects) – Branch and other offices and ATM location construction and renovation. It will also be responsible for improvement/ renovation of physical facilities of existing branches, offices and ATMs of the bank. This unit will be strengthened.
- Physical verification of all Assets – keep records of all fixed assets of the bank and responsible for physical verification of all assets (fixed) of the bank and update the records every year.
- Asset Management Function
- Storage and Distribution
- Procurement function
- General Support and Event Management Services
- Security Management
- Vehicle Pool and Maintenance

Mr. Mahesh Silwal (Manager) shall perform as Head - General Service Department shall report to **AGM, Kamal Raj Pathak**.

5.18 Credit Administration Department

The Credit Administration Department (CAD) will enact following activities:

- Loan Documentation
- Credit Operations
- Monitoring & Inspection
- Reporting



- CICL

All functions like security documentation, security execution, vetting, limit implementations, credit information checking, maintain & updating panel of assets valuers, insurance monitoring, charge creation in secured transaction registry and charge monitoring, monitoring of periodic reports received from the client (inventory, debtors, creditors), monitoring the drawing power and covenants, periodic site visits / inspections of the clients in addition to the limit implementation (disbursement) and limit maintenance (limits and rates increase / decrease/ changes, etc.) etc. shall be looked after by this department.

CAD is a centralized head office function and **Mr. Pralhad Nidhi Tiwari (DM)** will lead this unit and will report to **DGM, Deepak Gautam**.

5.19 Information Technology Department

The Information Technology Department will enact following activities:

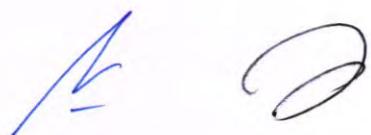
- (a) CBS Maintenance
- (b) MIS
- (c) IT Operations/Support
- (d) Networks, Servers and Security
- (e) Innovation and Training

Product parameterization, branch creation, any new product to be developed in the CBS shall be looked after by the CBS/MIS unit. Building up of MIS capability through necessary input of required codes/fields shall also be looked after by this. Any issue that cannot be handled by IT operations needs to be taken care of by this unit in coordination with the vendors or vendor's support teams. Any back end data modification in the CBS shall also be looked after by this unit.

Network Operation Centre (NOC), End of Day (EOD) and day to day IT support/troubleshooting shall be looked after by IT Operations unit

The Network & Security unit will look after backups, administration of servers, connectivity, firewall and SIEMs. It will also cross verify the back-ups of the database and other system backups taken by CBS/IMS unit and IT operations.

IT is a centralized head office function and will be headed by **Mr. Anil Joshi (Assistant General Manager)** as Chief Information Technology Officer and will report to **DCEO, Mr. Surendra Raj Regmi**.



4.20. Remittance Business:

One of the important functions under the Bank's Flagship, this department shall be further divided into the following 3 verticals:

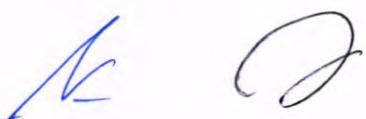
1. Remittance Marketing: Responsible for international Corresponding/Relationship maintenance, domestic Remittance/Partner management, RO Updates, Project handling of Rep Offices, Branch Coordination, Daily Partner Coordination and Research Development for new Products and Tie Ups.
2. Remittance Operations: Responsible for Partners Deal Crediting, SWIFT Transactions Crediting, Third Bank Transactions and CIPS handling, SWIFT Correspondence, Daily Branch Reconciliation and Settlement functions that includes the following:
 - Handling of Inward SWIFT/RTGS Remittance
 - Handling of Outbound SWIFT Remittance
 - Daily deal booking/ crediting
 - Daily settlement/ Reconciliation/ Commission booking
 - IPS Payment
3. Remittance Support: Responsible for supporting Customers, RO/CRO and Partners including Amendments and Files Upload.
4. Representative Offices
5. International Relations

Mrs. Swaicha Rana (Manager) will head remittance business unit and shall report to ACEO, Mr. Chandra Raj Sharma.

4.21. Trade Promotion and Marketing Unit:

Basic Functions of the Unit

- Support the corporate business units and branches in formulating plans and policies for expansion of trade business.
- Contribute to strengthening the profitability of the bank by developing and expanding trade business via aggressive marketing.
- Support in achieving the budgetary targets of the branches by providing trainings, market information, regular interactions, liaison service with corporate office, field visits ETC in relation to trade business.



- Conduct trainings, seminar/workshops related to trade transactions.
- Assist business units in identifying potential market.
- Co-ordinate/initiate tie ups and programs with relevant stake holders in the domestic as well as international market to attract and support trade business.
- Create information pool by collecting and disseminating trade-business data from the market and our branches.
- Study and identify the bottlenecks of trade business/transaction in branches and advise the higher management with appropriate measures to solve such problems.

Mr. Shishir Shakya (AM) will lead this unit and will report to **DGM, Kalyan Bikram Pande**.

4.22. Corporate Banking Hub/ Infrastructure Project Finance:

One of the Major Business Fronts of the Bank, the Department shall be responsible to drive the Corporate and Infrastructure, Project Business of the Bank.

Corporate Business:

Mr. Sushovan Devkota (Senior Manager), Mr. Amit Bahadur Chand (Senior Manager) and Mr. Madhu Sudan Shrestha (Manager) will act as Managers of Corporate Business in three segments. All of them shall report to **AGM, Deep Chandra Regmi**.

Infrastructure and Project Financing:

Mr. Ashim Karmacharya (Manager) will lead the unit and shall report to **AGM, Mr. Anil Shrestha**.

AGM, Deep Chandra Regmi and AGM, Anil Shrestha shall report to **DGM, Kalyan Bikram Pande**.

4.23. SME/ Retail/ Mid Corporate/ Agriculture/ DSL Credit

One of the Major Business Fronts of the Bank, the Department shall be responsible to drive the SME Credit, Retail Credit, Mid Corporate Credit, Agriculture Sector Lending and Deprived Sector Lending Businesses of the Bank.

AGM, Santosh Pradhan will lead Mid Corporate, Retail and DSL Business.

Chief Manager, Mr. Rupendra Wagle will lead SME and Agriculture Lending Business.

Manager, Mr. Narahari Silwal will act as Head of Retail Business and shall report to **AGM, Santosh Pradhan**.

Manager, Mr. Chitra Kumar Chalise will act as Head of Agriculture Sector Lending and shall report to **CM, Mr. Rupendra Wagle**.

AGM, Santosh Pradhan and CM Rupendra Wagle shall report to **DCEO, Mr. Surendra Raj Regmi.**

4.24. Corporate Communication, CSR and Media:

Corporate Communication, CSR and Media shall be handled by **Mr. Yogesh Pokharel (AM)** as Public Relations Officer. Mr. Pokharel shall report to **DCEO, Mr. Surendra Raj Regmi.**

4.25. Strategy Department:

Strategy Department is responsible for following functions:

- Lakshya 2025 Monitoring
- Product Research and Development
- Strategic Formulation
- Policy Paper (Review and Archive)

Strategy Department shall be handled by **Mrs. Sabina Rana (Manager).** Mrs. Rana shall report to **ACEO, Mr. Bimal Daga.**

4.26. Performance Review Cell:

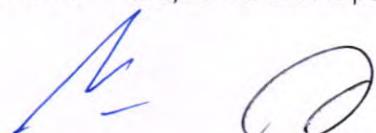
Performance Review Cell is responsible for following functions:

- Monitoring of overall books of accounts of the branches.
- Expense / Revenue Review
- Branch Business Monitoring / Branch Performance Indicator
- Monitoring of Budget Variance of Branches and Departments
- Key Performance Indicators (KPIs)
- Departmental Activity Monitoring
- Monitoring Implementation of strategies and action plans

The Performance Review Cell shall be handled by **Mr. Prabesh Pandey (Manager).** Mr. Pandey shall report to **ACEO, Mr. Bimal Daga.**

4.27. General Compliance and Good Governance:

Compliance Department also plays an essential role in helping to preserve the integrity and reputation of the bank. Compliance Department will ensure highest level of compliance with the external rules that are imposed upon the Bank as a whole; and the internal control systems that is put in place to achieve compliance. This department will



also look after the Governance aspects of the Bank. **AM, Richa Shrestha** shall head this unit and shall report to **ACEO, Mr. Bimal Daga.**

The aforementioned responsibilities to be taken charge from all concerned with immediate effect from 19th January 2023. There will be handover/takeover period of 7 working days and all are hereby instructed to take charge of the new responsibilities within said period. HRD is working for other transfer plans so as to provide required manpower at provincial office/ branches and also assessing the required manpower for each of the departments.

Wish you all the best for your reassessments.

Senior Deputy Chief Executive Officer
Shrawan Maskay



Chief Executive Officer
Ratna Raj Bajracharya

Departmental UNITS

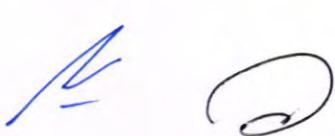
Annex -1

Senior DCEO Shrawan Maskay		Reporting to CEO
1	Human Resources AGM Deep Chandra Regmi	HR Planning Recruitment/Promotions HR Operations/Transfers Employee Relations: Grievance Cell Learning and Development
DGM Kalyan B Pande		Reporting to SDCEO
2	Corporate Business AGM Deep Chandra Regmi	Sector -1 Sector-2 Sector-3
3	Projects/Infra Financing AGM Anil Shrestha	Project Infra Financing Energy Financing Green Financing
4	Digital Banking AGM Ritesh Lamichhane	Business Process automation/Application & Development Digital/Payments & Products Development & Support Business Intelligence
5	Transaction Banking & Cards AGM Ritesh Lamichhane	Digital Banking Sales Merchant Acquiring M Banking/E Banking Sales Card Sales
		Card Operations
6	Trade Promotion and Marketing AM Shishir Shakya	Trade Promotion and Marketing
7	Deposit Liability Marketing Service Excellence AGM Dilip Pokharel	Reporting to SDCEO Institutional Deposits
		Retail Banking

	Retail Deposits Branchless Banking Government Banking (Revenue & Social Funds distributions) Locker Sales
	Retirement Fund Management Unit
	Branding
	<u>Customer Services Excellence</u> Branch Locations Call Center Customer Service Excellence

8 <u>Central Operations</u> CM Sulav Hari Joshi	Branch Operation Control Customer Grievances Handling Central Vault and Cash Management Central Clearing and IPS DP/ASBA SWIFT E-Banking Operations Support Government Revenue Transactions Reconciliations
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DCEO Surendra Raj Regmi	Reporting to CEO
9 <u>Corporate Communications and CSR</u> AM Yogesh Pokharel	Information Officer Media
ACEO Chandra Raj Sharma	Reporting to DCEO
10 <u>Finance & Planning</u> AM Tika Ram Pandey	Budgetary Planning / Monitoring Central Accounts Central Payments MIS/Reporting Reconciliations/Treasury Back Office
11 <u>Treasury & Int'l Banking</u> M Ananta Raj Kafle	Forex and Money Market Dealing Bullion Desk Investments Correspondent Banking International Borrowings



12	<u>Remittance</u> M Swaicha Rana	Remittance Marketing International relations Representative Offices Remittance Operational control
13	<u>Central Trade Operations</u> SM Dhoj Saud	<u>Trade Payment Operations</u> LC transactions INDIA LC transactions ABROAD TT Payments Guarantee Operations
14	<u>Loan Recovery & NBA Management</u> SM Dhoj Saud	Recovery process Recovery Monitoring NBA Management/disposal
15	<u>SME and Retail Business & Promotions</u> CM Rupendra Wagle	SME & Agri Business
16	AGM Santosh Pradhan	Mid Corp, Retail, DSL
17	<u>General Services</u> AGM Kamal Raj Pathak	Assets Maintenance / Management Branch Establishment and Renovation Storage and Distribution Procurement Management General Support & Event Management Security Management Vehicle Pool and Maintenance
18	<u>Credit Administration and Legal Department</u> DGM Deepak Gautam	Documentations Disbursements CICL Legal Operations and Legal advisory, Audit Functions

	<u>Departments</u>	
ACEO Bimal Daga		Reporting to CEO
	CM Shanta Shiawakoti	Reporting to ACEO

19	<u>Provincial Offices Control</u>	PROVINCE 1 PROVINCE 2 PROVINCE 3 PROVINCE 4 PROVINCE 5 PROVINCE 6 PROVINCE 7
20	<u>Performance Review</u> M Prabesh Pandey	Performance Review
21	<u>Strategy</u> M Sabina Rana	Lakshya 2025 Review & Monitoring Product Research & Development Strategic Formulation Policy Framework (Review & Archive)
22	<u>General Compliance and Good Governance</u> AM Richa Shrestha	General Compliance Corporate Governance Review

INDEPENDENT REPORTING DEPARTMENTS

23	<u>AML/CFT Compliance</u> AGM Buddhi Akela	Reporting to Mgm/Board Committee AML/CFT Guidelines Operational Monitoring and Control Correspondence
24	<u>Integrated Risk Management</u> AGM Buddhi Akela	Reporting to Mgm/Board Committee Credit Risk Control Market Risk Control Operational Risk Control Environment & Social Risk Management Information Security Officer Monitoring and Inspection
25	<u>Internal Audit</u> AGM Bhawani Dhakal	Reporting to Board Committee Internal Audit

26 **Board Secretariat**
Senior Advocate, Bishnu
Prasad Baskota

Reporting to Board

N D

Departmental Assignments: Reporting and Responsibilities:

The various functions along with the name of the associates heading the departments are as mentioned below and please enact the roles and responsibilities with immediate effect.

The below table depicts placement of ALL Assistant Manager and Above Position Staff Members on respective roles/departments with immediate effect.

S.N.	Functional Title	Headed By	Corporate Title	Reporting to
1	Senior Deputy Chief Executive Officer (Senior DCEO)	Mr. Shrawan Maskay	SDCEO	CEO
2	Deputy Chief Executive Officer (DCEO)	Mr. Surendra Raj Regmi	DCEO	CEO
3	Assistant Chief Executive Officer (ACEO)	Mr. Bimal Daga	ACEO	CEO
4	Assistant Chief Executive Officer (ACEO)	Mr. Chandra Raj Sharma	ACEO	DCEO
5	Deputy General Manager (DGM)	Mr. Kalyan Bikram Pande	DGM	SDCEO
6	Deputy General Manager (DGM)	Mr. Deepak Gautam	DGM	DCEO
7	Chief of Internal Audit	Mr. Bhawani Dhakal	AGM	Board Audit Committee
8	Chief Risk Officer	Mr. Buddhi Akela	AGM	CEO/Board Risk Committee
9	Chief Information Technology Officer (CITO)	Mr. Anil Joshi	AGM	ACEO, Chandra Raj Sharma
10	Head of Province 3 (HOP 3)	Mr. Raja Aryal	AGM	ACEO, Bimal Daga
11	Chief Human Resource Officer	Mr. Deep Chandra Regmi	AGM	SDCEO- HRD area DGM, Kalyan Bikram Pande- Corporate Business
12	Chief of Project Financing	Mr. Anil Shrestha	AGM	DGM, Kalyan Bikram Pande
13	Chief Marketing Officer (CMO)	Mr. Dilip Pokharel	AGM	SDCEO
14	Chief of General Services (COGS)	Mr. Kamal Raj Pathak	AGM	DCEO

15	Chief of Digital and Transaction Banking (CODTB)	Mr. Ritesh Lamichhane	AGM	DGM, Kalyan Bikram Pande
16	Chief of Mid Corporate , Retail and DSL	Mr. Santosh Pradhan	AGM	DCEO
17	Chief- SME Business	Mr. Rupendra Wagle	CM	DCEO
18	Provincial Office Coordinator	Mrs. Shanta Shiwakoti	CM	ACEO, Bimal Daga
19	Chief of Country Operations	Mr. Sulav Hari Joshi	CM	SDCEO
20	Manager- Corporate Business	Mr. Amit Bahadur Chand	SM	AGM, Deep Chandra Regmi
21	Manager - Human Resources	Mrs. Anamika Singh	SM	CHRO
22	Chief of CTO, Recovery and NBA Management	Mr. Dohaje Saud	SM	ACEO, Chandra Raj Sharma
23	Manager- Digital Banking	Mr. Manindra Raj Joshi	SM	AGM, Ritesh Lamichhane
24	Manager – Corporate Business	Mr. Sushovan Devkota	SM	AGM, Deep Chandra Regmi
25	Head of Province 5	Mr. Yogendra Rana	SM	ACEO, Bimal Daga

Managers

SN	Employee Name	Position	Department	Report To
1	Aashish Raj Pandey	Manager	AML/KYC-CFT Compliance	CRO
2	Amar Rajbandari	Manager	Transaction Banking	AGM, Ritesh Lamichhane
3	Ananta Raj Kafle	Manager	Treasury and Internal Banking	ACEO, Chandra Raj Sharma
4	Ashim Karmacharya	Manager	IPF Business	AGM, Anil Shrestha
5	Bibhushan Shrestha	Manager	HOP- 6	ACEO, Bimal Daga
6	Bigyan Adhikari	Manager	Digital Banking	SM, Manindra Raj Joshi
7	Chitra Kumar Chalise	Manager	Agriculture Sector Lending	CM, Rupendra Wagle
8	Ishwari Prasad Joshi	Manager	HOP-4	ACEO, Bimal Daga
9	Kamala Kumari Ojha	Manager	Central Operations	COCO
10	Madhu Sudan Shrestha	Manager	Corporate Business	AGM, Deep Chandra Regmi

11	Mahesh Silwal	Manager	General Services	AGM, Kamal Raj Pathak
12	Manoj Dahal	Manager	Province Office 5 Nepalgunj Cluster	HOP- 5
13	Narahari Silwal	Manager	Retail Credit Business	AGM, Santosh Pradhan
14	Padam Thakulla	Manager	Province Office 2	HOP 2
15	Prabesh Pandey	Manager	Performance Review Cell	ACEO, Bimal Daga
16	Pukar Subedi Chhetri	Manager	HOP 7	ACEO, Bimal Daga
17	Rajeshor Shrestha	Manager	Central Operations	COCO
18	Ravi Kafle	Manager	Province Office 1,	Officiating HOP 5
19	Sabina Rana	Manager	Strategy	ACEO ,Bimal Daga
20	Sujan Shrestha	Manager	HOP-2	ACEO, Bimal Daga
21	Swaicha Shah Rana	Manager	Remittance Business	ACEO, Chandra Raj Sharma
22	Tilak Raj Laudari	Manager	Legal Department	DGM, Deepak Gautam
23	Yadav Sharma	Manager	BM- KANTIPATH	HOP- 3

Deputy Managers

SN	Employee Name	Position	Department	Report To
1	Abhishek Malla	Deputy Manager	Corporate Business	Sr Manager- Amit Bahadur Chand
2	Anil Pyakurel	Deputy Manager	Treasury and International Banking	Manager, Ananta Raj Kafle
3	Anjani Kumar Subedi	Deputy Manager	BM- ITAHARI BRANCH	HOP 1
4	Arjun Man Singh Pradhan	Deputy Manager	BM- BUTWAL BRANCH	HOP 5
5	Bhoj Raj Bhandari	Deputy Manager	Legal Department	Head of Recovery
6	Bidur Gyawali	Deputy Manager	Province Office-3, Narayanghat Cluster	HOP 3
7	Bipul Devkota	Deputy Manager	Central Operations	COCO
8	Bishwa Nath Subedi	Deputy Manager	Company Secretariat	Company Secretary
9	Damodar Bhattarai	Deputy Manager	Information Technology	CITO
10	Dilip Dangi	Deputy Manager	SME Credit	CM, Rupendra Wagle
11	Dinesh Bahadur Thapa	Deputy Manager	BM-Mahendranagar	HOP-7
12	Dipendra Budhathoki	Deputy Manager	BM- ANAMNAGAR	HOP-3

13	Dipesh Raj Shakya	Deputy Manager	IPF Business	Manager- IPF
14	Harish Bohara	Deputy Manager	IPF Business	Manager- IPF
15	Jog Lal Bhusal	Deputy Manager	PROVINCE NO. 5	HOP-5
16	Junita Paudyal	Deputy Manager	Province Office- 3 , Operations	HOP 3
17	Krishna Hari Adhikari	Deputy Manager	Loan Recovery	SM, Dhojae Saud
18	Manoj Regmi	Deputy Manager	Province Office-2, Operations	HOP-2
19	Nawa Raj Dahal	Deputy Manager	RETAIL CREDIT	Manager Retail Banking
20	Nikita Bhandary Thapa	Deputy Manager	Deposit Marketing	CMO
21	Pawan Kumar Poudyal	Deputy Manager	BM- BIRTAMOD	HOP 1
22	Peshal Kumar Dahal	Deputy Manager	BM- CHABAHIL	HOP 3
23	Prakash Paudel	Deputy Manager	Transaction Banking-Sales	AGM, Ritesh Lamichhane
24	Pralhad Nidhi Tiwari	Deputy Manager	Credit Administration	DGM, Deepak Gautam
25	Pujan Shrestha	Deputy Manager	Integrated Risk	CRO
26	Punya Prasad Prasain	Deputy Manager	Internal Audit	Chief of Internal Audit
27	Puskar Lal Shrestha	Deputy Manager	Information Technology	CITO
28	Rajan Subedi	Deputy Manager	BM- GYANESHWOR	HOP-3
29	Rajit Shrestha	Deputy Manager	BM- THAMEL	HOP-3
30	Ramesh Nath Pyakurel	Deputy Manager	BM- NEW ROAD BRANCH	HOP-3
31	Ratna Bahadur Khadka	Deputy Manager	Province Office 5	HOP-5
32	Ravi Shrestha	Deputy Manager	Province Office 3	HOP-3
33	Sachin Neupane	Deputy Manager	BM- SANKHAMUL BRANCH	HOP-3
34	Sagun Joshi	Deputy Manager	HRD	Manager- HRD
35	Saroja Hada Nyachhyon	Deputy Manager	BM- PULCHOWK	HOP-3
36	Shashi Shekhar Sharma	Deputy Manager	CTF	SM, Dhojae Saud
37	Sitashma Shrestha	Deputy Manager	IPF Business	Manager- IPF
38	Surendra Sharma Dhakal	Deputy Manager	BM- NEW ROAD	HOP-3
39	Suresh Gautam	Deputy Manager	BM- CHARKHAL DILLIBAZAR	HOP-3
40	Suresh Yadav	Deputy Manager	BM- BIRGUNJ BRANCH	HOP-2
41	Sushma Shah	Deputy Manager	BM- Kamalpokhari Branch	HOP-3

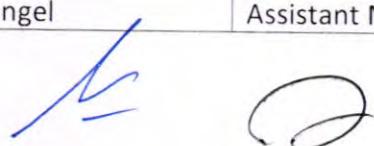
Assistant Managers

SN	Employee Name	Position	Department	Report To
1	Amar Raj Sharma	Assistant Manager	Central Operations	COCO

2	Amrit Shrestha	Assistant Manager	Integrated Risk	CRO
3	Archana Thapa	Assistant Manager	IPF Business	Manager- IPF Business
4	Arjun Paudel	Assistant Manager	BM-Panipokhari	HOP-3
5	Arun Bhat	Assistant Manager	BM- POKHARA IV	HOP-4
6	Baikuntha Kumar Sainju	Assistant Manager	BM- POKHARA BRANCH	HOP-4
7	Bichan Ghimire	Assistant Manager	HRD	Manager- HRD
8	Bijay Karki	Assistant Manager	Finance and Planning	ACEO, Chandra Raj Sharma
9	Bikrant Gadtaula	Assistant Manager	Kamalpokhari Branch	BM- Kamalpokhari
10	Binod Karki	Assistant Manager	BM- ITAHARI	HOP-1
11	Bishnu Aryal	Assistant Manager	Province Office-5, Operations	HOP-5
12	Bishnu Kunwar	Assistant Manager	BM- WAMI	HOP-5
13	Brihaspati Tiwari	Assistant Manager	Retail Credit Business	Manager- Retail Business
14	Chamatkar Paudel	Assistant Manager	Province Office-3	HOP-3
15	Depes Malla	Assistant Manager	Information Technology	CITO
16	Dhirendra Shrestha	Assistant Manager	BM- NARAYANGHAT	Cluster Head, Narayanghat Cluster- P3
17	Dhundi Raj Bhattarai	Assistant Manager	BM- BIRATNAGAR	HOP-1
18	Dibya Tara Shakya	Assistant Manager	Digital Banking	Manager- Digital Banking
19	Dilli Raj Khanal	Assistant Manager	BM-Parasi	Cluster Head, Narayanghat Cluster- P3
20	Dipendra Bahadur Singh	Assistant Manager	Retail Credit	Manager- Retail Business
21	Govinda Dahal	Assistant Manager	Deposit Marketing	CMO
22	Gunjita Sharma	Assistant Manager	Deposit Marketing	CMO
23	Jasmine Pradhan	Assistant Manager	CTF	Manager- CTF
24	Jayanta Pandey	Assistant Manager	BM- URLABARI BRANCH	HOP-1
25	Jyotshana Joshi	Assistant Manager	Corporate Business	Manager- Corporate Business
26	Laxman Paudel	Assistant Manager	BM- NARAYANGADH III	Cluster Head, Narayanghat Cluster- P3
27	Laxmi Dumre	Assistant Manager	BM- KALANKI	HOP-3
28	Mahesh Kumar Mahato	Assistant Manager	BM- LAHAN	HOP-2
29	Maheshwor Parajuli	Assistant Manager	BM- LALBANDI	HOP-2
30	Manjil Bista	Assistant Manager	Deposit Marketing	CMO

31	Mukesh Kumar Shah	Assistant Manager	BM- Traffic Chowk, Biratnagar	HOP-1
32	Mukunda Tripathi	Assistant Manager	Loan Recovery	Manager- Loan Recovery
33	Mukunda Prasad Bhatta	Assistant Manager	BM-Nepalgunj Pushpalal Chowk	Cluster Head, Nepalgunj
34	Narayan Prasad Paudyal	Assistant Manager	Province Office- 4	HOP-4
35	Naresh Upadhyay Baskota	Assistant Manager	BM- NEPALGUNJ BRANCH	Cluster Head, Nepalgunj
36	Nawaraj Dhakal	Assistant Manager	Central Operations	COCO
37	Niraj Kumar Sirish	Assistant Manager	BM- NAXAL BRANCH	HOP-3
38	Nirmal Raj Budhathoki	Assistant Manager	BM- KOHALPUR	Cluster Head, Nepalgunj
39	Nischal Adhikari	Assistant Manager	PROVINCE NO. 1	HOP-1
40	Nitesh Man Baisyet	Assistant Manager	BM- BIRATNAGAR BRANCH II	HOP-1
41	Nitin Kumar Agrawal	Assistant Manager	Province Office-2	HOP-2
42	Parash Adhikari	Assistant Manager	BM- BIRTAMOD BRANCH	HOP-1
43	Prabhu Narayan Pradhan	Assistant Manager	BM- KULESHWOR	HOP-3
44	Prajwal Nakarmi	Assistant Manager	Representative Office, New Delhi	Manager- Remittance Business
45	Pramatheshwar Shah	Assistant Manager	Newroad Branch II	BM-Newroad II
46	Prashant Shrestha	Assistant Manager	Biratnagar Branch II	BM- Biratnagar II
47	Pratiksha Shakya	Assistant Manager	BM- KOTESHWOR	HOP-3
48	Preeti Singh	Assistant Manager	CAD	Manager- CAD
49	Premsagar Agrahari	Assistant Manager	BM- BHAIRAHAWA	HOP-1
50	Rabin Raj Dahal	Assistant Manager	BM- HETAUDA	Cluster Head, Narayanghat Cluster- P3
51	Rajendra Kumar Neupane	Assistant Manager	BM- GHORABI BRANCH	Cluster Head, Nepalgunj Cluster- P5
52	Raju Devkota	Assistant Manager	GSD	Manager- GSD
53	Rakesh Gyawali	Assistant Manager	BM- KAMALADI	HOP-3
54	Ranjitsore Lal Malla	Assistant Manager	Retail Credit Business	Manager- Retail Credit Business
55	Ratna K.C.	Assistant Manager	BM- NEW BANESHWOR BRANCH	HOP-3
56	Reshu Shrestha	Assistant Manager	Kamalpokhari Branch	BM- Kamalpokhari
57	Richa Mathema	Assistant Manager	PULCHOWK Branch	BM-Pulchowk

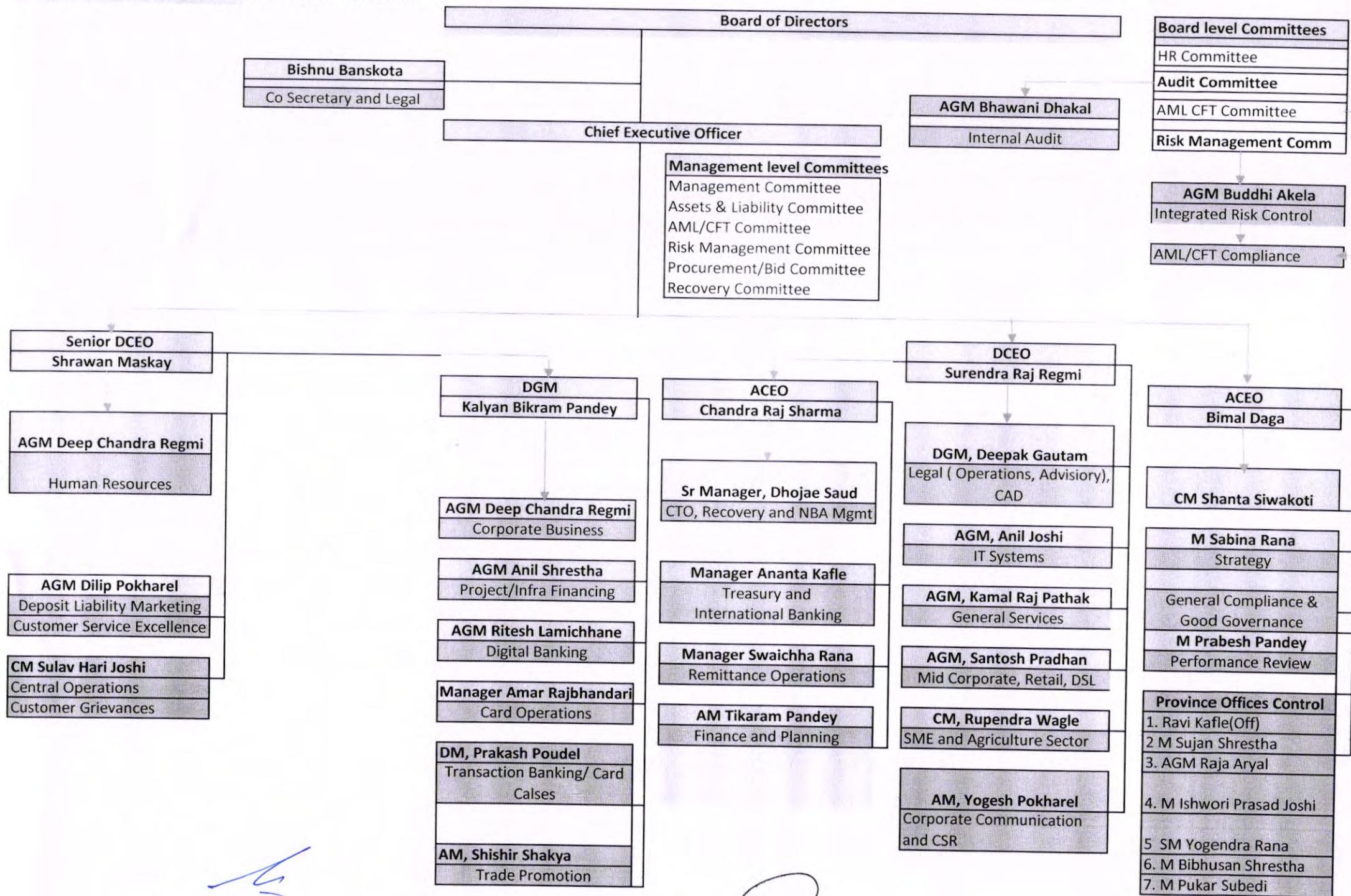
58	Richa Shrestha	Assistant Manager	AML/KYC-CFT Compliance	Manager- AML/KYC-CFT Compliance
59	Ritesh Khadka	Assistant Manager	Integrated Risk	CRO
60	Ruby Kc	Assistant Manager	GSD	Manager- GSD
61	Rupesh Sharma	Assistant Manager	Transaction Banking- Operations	Manager- Transaction Banking Operations
62	Sabin Rajbhandari	Assistant Manager	Corporate Business	Manager- Corporate Business
63	Sachin Lal Joshi	Assistant Manager	BM- TULSIPUR BRANCH	Cluster Head, Nepalgunj Cluster- P5
64	Sadichya Pandey	Assistant Manager	BM- LAGANKHEL BRANCH	HOP-3
65	Sagar Poudel	Assistant Manager	Digital Banking	Manager- Digital Banking
66	Samjhana Kandel	Assistant Manager	Pulchowk Branch	BM- Pulchowk
67	Sandeep Gautam	Assistant Manager	CAD	Manager- CAD
68	Sandesh Joshi	Assistant Manager	BM- DHANGADI BRANCH	HOP-7
69	Sanjay Mishra	Assistant Manager	BM- JANAKPUR BRANCH	HOP-2
70	Sanjita Shrestha	Assistant Manager	Credit Risk	CRO
71	Sarita Shrestha	Assistant Manager	Credit Risk	CRO
72	Seejan Shrestha	Assistant Manager	Province Office-3	HOP-3
73	Seema Basyal Pokhrel	Assistant Manager	Central Operations	COCO
74	Shambhu Prasad Joshi	Assistant Manager	BM- DHANGADI	HOP-7
75	Shishir Bhusal	Assistant Manager	Finance and Planning	ACEO, Chandra Raj Sharma
76	Shishir Shakya	Assistant Manager	Trade Promotion and Marketing Unit	DGM, Kalyan Bikram Pande
77	Shova Neupane	Assistant Manager	BM- KIRTIPUR	HOP-3
78	Shrawan Kumar Mahaseth	Assistant Manager	BM- GOLBAZAR	HOP-2
79	Shruti Hada Shrestha	Assistant Manager	BM- DILLIBAZAR	HOP-3
80	Smita Shrestha	Assistant Manager	CAD	Manager- CAD
81	Spandan Kunwar	Assistant Manager	SME CREDIT	Chief- SME
82	Sudeep Rajbhandary	Assistant Manager	Kantipath Branch	BM-Kantipath
83	Sudip Bhakta Wagle	Assistant Manager	BM- DHAPASI	HOP-3
84	Suman Dahal	Assistant Manager	CTF	Manager- CTF
85	Sumit Dhungel	Assistant Manager	Integrated Risk	CRO



86	Tikaram Pandey	Assistant Manager	Finance and Planning	ACEO, Chandra Raj Sharma
87	Ujendra Lall Shrestha	Assistant Manager	BM- HETAUDA BRANCH	Cluster Head, Narayanghat Cluster- P3
88	Umesh Sedhain	Assistant Manager	Legal	DGM, Deepak Gautam
89	Vivek Tibrewal	Assistant Manager	BM- BIRGUNJ	HOP-2
90	William Man Ranjit	Assistant Manager	Central Operations	COCO
91	Yogesh Pokharel	Assistant Manager	Public Relationship	DCEO

K D

GLOBAL IME BANK LIMITED ORGANOGRAM



PROVINCIAL OFFICE ORGANIZATION	2, 6,7	1, 4, 5	3	3 (N)
Province Head	1	1	1	
Deputy Province Head		1	1	1
1. HR and General Services Unit	1	2	3	
2. Credit Unit (assessment and approval)	1	2	3	
3. Compliance Unit (audit and AML)	1	1	1	
4. Risk Management, Disbursement & Monitoring Unit	2	3	4	1
5. Marketing Branding Unit	2	2	3	1
6. Credit and Operations Pool	2	3	4	1
7. Support (Driver)	1	1	2	1
8. Support (Messenger)	1	1	1	1
	<u>10+2</u>	<u>15+2</u>	<u>20+3</u>	<u>5+2</u>

Notes:

1. Province 3(N) staff planning is for Sub-Province Office in Narayangarh. The sub-province office manager will be reporting to Province Head.
2. Province Offices will be authorized to make temporary transfers (for a month) within the Province.
3. Province Office shall look after infrastructure maintenance, general logistics supplies and local procurements
4. Province Office shall be authorized to approve SME loans up to a given limit
5. Compliance Unit shall be responsible to properly address ALL audit comments relating to branches (and self) and respond to/manage AML / CFT / KYC related issues of the branches.

6. Risk Management will assess credit proposals, ensure disbursement of approved loans (up to a given limit) and regularly monitor the proposed/existing borrowers, including verification of collateral assets, stocks and receivables as may be required under NRB/HO policies/instructions
7. Marketing/Branding unit shall be responsible to manage all marketing/branding activities within the province and carry out deposit campaigns for a branch and province wide.
8. Staffs assigned under Credit and Operations Pool shall be available for temporary placements in any Units/Branches within the Province for the purpose of smoothening the regular operations.
9. Provincial Office Units shall be reporting to the concerned Central Departments through Province Head and follow instructions, policies as may be issued by HO.
10. ACEO shall be assigned to monitor activities of ALL Province Offices. These offices shall regularly report to ACEO as may be advised on all their activities.
11. Province Office Members shall assist the Province Head in carrying out all responsibilities assigned to the Province Office. He shall also avail his services for temporary assignment to act as a BM, where deemed necessary.
12. Province Head shall be authorized to use available manpower resources for monitoring/branch operations purpose as may be required.

A handwritten signature in blue ink, appearing to be initials or a name, positioned below the numbered list.



COUNTRY CIRCULAR NO. : 057/2078-79

Original Ref. : CEO/159/2078-79

Date : February 16, 2022

Subject : Encourage to use Digital Platform instead of cash transaction

I reiterate on bank's internal policy of promoting digital platform rather than cash transactions by the customers. The bank has recently completed digital awareness campaign for further promotion of digital transactions. In addition, NRB has also set maximum cash payment threshold as well.

Cash Payment threshold on banking transaction is being set at the maximum level from time to time by NRB. The transaction exceeding such limit is regularly monitored by the bank and reported to NRB.

On a recent review regarding countrywide cash payment transaction of the bank, the excessive cash withdrawal transaction, and particularly nearing the threshold, has been observed. This draws a grave concern to the management and felt necessity to promote alternatives of cash transactions. This may also be a serious concern of NRB.

Branches are required to monitor cash transaction of the customers from time to time and educate them to use the alternatives such as cheque, ECC, IPS, RTGS and other means of digital platforms (mobile banking, internet banking, connectIPS etc.). This will support to comply with NRB provision related with threshold limit of cash transactions and avoid unnecessary cash management cost to the bank.

Hence, Branch Manager and Operation In-charges are hereby instructed to keep high alert to avoid such cash intensive withdrawal and to put on their best efforts to discourage such cash concentrated withdrawal.

(Original Signed)

Mahesh Sharma Dhakal
Officiating Chief Executive Officer



Country Circular No. 106/2077-78

Origin Ref. : **CEO/062/2077/78**

Date : **February 11, 2021**

Subject : **Release/Remortgage and Deferral of Security Documents**

Deferral of security documentations may lead to unanticipated risk, hence security documents or other documents deferral to be avoided to the possible extent. Therefore, in general, bank discourages deferral of security documentations prior to the implementation/disbursement of approved credit including mortgage of fixed assets collateral (FAC) land, building etc. However, in normal course of business, bank may require deferring some of the security documents before disbursement of loan with proper justification and business requirement in order to solicit the business.

This circular has been issued with a view to minimize risk of deferral of security documents as well as to have uniform practices while doing business by deferring required documents. Accordingly, following provisions are to be complied with respect to release /remortgage of FAC and deferral of mortgage deed:

1. The bank has already circulated a memorandum dated November 11, 2013 regarding precautions to be taken for release/remortgage of FAC. The same is attached in **annexure 1** for ready reference/compliance.
2. In case of purchase /swap of loan from other banks and financial institutions, a commitment letter from concern clients/authorized persons and FAC owner shall be obtained as mentioned in **annexure 2**.
3. Required security documents other than mortgage of FAC shall be prepared and to be vetted by CAD before implementation/disbursement.
4. Concern relationship Manager/Branch Manager shall check with concern Government (Malpot) Office on status of FAC proposed for security of loan and check/identify that FAC shall be mortgaged once release from other banks and financial institutions.
5. At the time of transfer of amount for settlement of existing loans to other banks / financial institutions for purchase/swap of loan, a letter as cited in **annexure 3** shall be delivered to concern banks/financial institutions/branches and a receipt of same to be obtained.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO. : 076/2076-77

Origin Ref. : CEO/032/2076-77

Date : 31st January 2020

Subject : New Branch/Extension Counter Opening Process

As one of the biggest banks, we should be able to provide and promote banking services throughout the country. With the same aim, we have been expanding our branch network strategically. Such expansion of our footprints across the country (and beyond) can add brand value and needs to be informed not only to the public at large but also to our family of 3000+ staff members.

It has been noticed that the formal opening of new branches/extension counters have not been happening in a coordinated manner. In order to put in a proper system of opening branches/extension counters, the following steps are to be followed henceforth:

1. Once the civil construction nears completion, GSD-New Projects to inform Branch Network Extension Committee Coordinator of a tentative handover date.
2. HR to allot/deploy required manpower, if not done already.
3. Branding to ensure the arrangements of signage & displays including hoarding boards, logos and stickers, flex, brochures etc.
4. Branch Network Extension Committee Coordinator to discuss with DCEO/SDCEO/CEO about plans for soft or formal opening/inauguration.
5. Once the soft opening/formal inauguration date is fixed, the same to be circulated to GSD/Digital Banking/ Information Technology/Operations/Human Resource Department/Business Hubs/Branding etc if/any as required.
6. GSD do the procurement of IT / Networking related equipment as per requirement given by the IT Department and also delivery of equipment to the Branch. IT Department do the Hardware and Network related setup before the Branch Opening.
7. Once we are ready to go live, designated BM/In charge to raise memo in the format attached below for approval from CEO.
8. Country Circular about the opening with contact details of branch/extension counters to be issued a day before or on the day of the opening by Financial Resource Management Department.
9. Corporate Communication Department to prepare press release for opening day and ensure it is released on the day after confirming with Branch Network Extension Committee Coordinator.
10. Branding to design launch ad, where applicable and ensure same is provided to media unit for appropriate release a day before the opening day.
11. Branding to upload the Branch/Counter opening details on Facebook
12. Digital Banking to update branch details on the website on the opening day.
13. Letter informing NRB about the opening to be issued by Branch Network Extension Committee Coordinator within 3 days.

Please be guided accordingly.


Parshuram Kunwar Chhetri
Chief Executive Officer



COUNTRY CIRCULAR NO. : 064/2076-77

Origin Ref. : CEO/026/2076-77

Date : 20th January 2020

Subject : Internal Memorandum Format

At the time of the merger we had decided to continue using prevailing formats of both banks and complete homogenizing within four months.

In line with our plan to gradually start using uniform formats, a brand new format for raising internal memoranda for various approvals has been developed.

I am pleased to launch the new format, as attached, which is designed for maximum space availability. The soft copy of the format shall be circulated to all HODs/Province Heads/BMs for further cascading to their team members. Please **do not** change or alter the format, logo, page margin, table margin and font (Times New Roman with font size 14 for the title and 11 for the body).

Please be guided accordingly.



Parshuram Kunwar Chhetri

Chief Executive Officer



COUNTRY CIRCULAR NO. : 026/2076-77

Origin Ref. : CEO/007/2076-77

Date : 17th December 2019

Subject : Signing off on Internal Memos and External Documents/Communications

Generally, in external communications/official letters, it has been observed in the industry that the trend is to sign off as an “Authorized Signatory”, without any name, designation, etc. The same is also true for internal communications inside various organizations. It has been noticed inside the Bank also that some internal memoranda/documents raised by various departments do not have specific places for signatories for their comments/recommendations, forcing people involved in the approval chain to simply put their signatures without their names, designation, date etc., making it difficult for the approving authorities/chain to know/identify the route a particular memo has been sent through. Further, in many instances, our official letters to external parties are being signed off simply as “Authorized Signatory”

In order to bring in uniformity and address these issues, all are instructed to follow the below mentioned internal and external sign off formats/norms in memos/letters

Internal

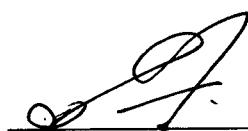
Prepared by	Recommended by	Supported by	Approved by
Name: Designation: Department :	Name: Designation: Department :	Name: Designation: Department :	Name: Designation: Department :

Actual names, designations, departments are to be placed in the internal memoranda, also ensuring that signatories mandatorily put the date of sign off as well. Additional columns or boxes may be added where necessary.

External

In all external communications please ensure that your name, designation and department is duly typed/written before signing off

Please be guided accordingly.



Parshuram Kunwar Chhetri
Chief Executive Officer

COUNTRY CIRCULAR NO. : 019/2076-77

Origin Ref. : CEO/001/2076-77

Date : 9th December 2019

Subject : Country Circular System Consolidation

In order to broadcast various information, instructions, etc. to all staff of the Bank, an effective mechanism is needed. In line with that, the Bank is currently issuing Country Circulars from the Corporate Office, signed by CEO or Acting/Officiating CEO, whereas various Departments are also issuing their own circulars. In order to issue all circulars through a single window so that such circulars also become a learning and information tool for everybody, it has been decided to issue all Internal Circulars in the form of Country Circulars henceforth, which shall be signed off by the CEO and designated alternate in his absence.

The Country Circulars can originate from any of the functional areas of the Bank or from the Office of the CEO directly, based upon need. The Country Circulars may or may not have supporting approval documents or memos. Various departments/functional areas including but limited to Operations, HR, Credit Risk, Financial Resources, Audit, Compliance, Business, etc. can submit the Country Circulars to be issued duly signed off in their approval chain, also inserting their own origin ref no. in the format as mentioned in this format (For eg. a circular originated from HR may have origin ref no. of HR/099/2076-77). These origin reference numbers shall be used to index the circulars for easier/segmented viewing in the intranet (Global Chautari) later. Country Circular Numbers are to be issued by the CEO's office.

For uniformity purposes, the standard body fonts for issuing the Country Circulars shall be Times New Roman, with font sizes of 11. The revised format shall be as per this Country Circular.

An email broadcast about the issuance of a Country Circular shall be sent by the CEO's office to all staff, with the Country Circular No. and Subject. The hard copy of the signed circular shall be filed by the CEO's office and the soft copy of the Country Circular shall be uploaded in Global Chautari after sign off from CEO or designated alternate.

Country Circulars are meant to be read, understood and complied by all staff. It is the basic responsibility of all staff to read and follow the Country Circulars and their related attachments, if any, to the letter and spirit. Ignorance of Country Circulars cannot be taken as an excuse.

With this consolidation, the practice of issuance of departmental circulars shall henceforth be discontinued.

Please be guided accordingly.



Parshuram Kunwar Chhetri
Chief Executive Officer
(Original Signed)



COUNTRY CIRCULAR # 42/072/73

To:	All Staffs	Date: April 22, 2016
From:	Chief Executive Officer	CC: Chief - Internal Audit,
Subject:	Email Communication	Manager, Risk Management
Ref:	Mancom/01/73	and Compliance

Proper communication is most essential for smooth functioning in the bank. For effective decision making and quality service delivery, the individuals involving in the function / process should have accurate and relevant information. In a professional work environment it is rarely necessary for any one – on- one email communication. Therefore to enhance sound governance and behavior, there should be proper communication culture; information on issues / activities of any function or unit should be known by unit head and his / her supervisor.

Hence, all staffs are instructed to follow below instructions while making communication through email.

- All internal communication should be copied to sender's Supervisor and receiver's supervisor.
- All upward email communication should be copied to reporting officer's supervisor.
- All downward email communication or to other units / external counterpart should be copied to the reporting officer.
- Emails should be copied / addressed to all the staffs involved in subject matter taking care to ensure that required persons are not missed and unnecessary persons copied. Persons previously marked on an email communication should not be removed until the subject matter of the email is completed unless it was erroneously marked to that person.

Anil Gyawali



COUNTRY CIRCULAR #18/072/073

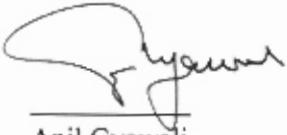
To:	BM/HSME/Head Retail/Head Corporate Credit	Date: 24-Nov-15
From:	Chief Executive Officer	CC: Management Team, Business Units, Credit Administration Department, Internal Audit
Subject:	Disclosure	
Ref #:	18/072/073	

Clause 6 of NRB Unified Directive no. 6/072 has restricted lending to directors, shareholders/promoters, employees, appointed auditor, their family members and related firm/companies. A separate disclosure document ^(attached) has been devised and circulated, herewith, to ensure compliance to the central bank's directive on corporate governance (referred above).

Obtaining proposed disclosure is expected to establish the culture of good corporate governance within the bank and minimize the risk associated with non-compliance of the same.

Borrower/Guarantors' disclosure shall be an integral part of credit application package. The disclosure, thus obtained, shall be a prerequisite of credit administration checklist for implementation of new loan and renewals.

All concerned are hereby instructed for strict compliance with immediate effect.


Anil Gyawali



COUNTRY CIRCULAR # 0002/071

To:	Head of Department	Date: December 15, 2014
From:	Chief Executive Officer	CC:
Subject:	Circulation of Circular	Management, Internal Audit, BMs
Ref. #	RMCD - 71 - 14	

In order to streamline the instruction/information being disseminated from the senior management to all the staffs, a one window system is necessary so that each and every instruction/information is properly floated to each and every staff. This will also help us to store the instruction/information in systematic manner and can be retrieved as and when required.

Thus, all the circulars and any other instruction/information that need to be disseminated to the staffs must be circulated through CEO's office. For this purpose, the concerned department needs to get the approval of the circular, instruction, information to be disseminated from the approving authority and on the basis of the particular approval, concerned department need to prepare the Country Circular. Country Circular number will be provided by Secretary to CEO, whilst the reference number must be mentioned by the concerned department.

All circulars, procedural guidelines, manuals, memos regarding delegation of authority, operational procedures etc are also to be copied to the Risk Management & Compliance Department as well as Internal Audit Department.

For strict compliance

A handwritten signature in black ink, appearing to read "Ratna Raj Bajracharya".

Ratna Raj Bajracharya
Chief Executive Officer

STRATEGY DEPARTMENT

COUNTRY CIRCULAR NO.: 055/2079-80

Origin Ref. : SD/007/2079-80

Date : 26th March, 2023

Subject : Reporting by Officiating BM during forced annual leave of Branch Managers

This refers to country circular no. 036/2078-79 issued on 12th December, 2021 regarding assignment of Officiating Branch manager where Branch Managers are on Forced Annual Leave.

As per the respective circular, the officiating Branch Managers assigned are required to oversee the overall functioning of the Branch Office as well as to inspect and ensure that the Branch has been operating as per the Bank's Internal Policies and Guidelines and as per other Regulatory requirements.

The officiating Branch Managers are now required to submit a summary report on overall observations about the branch during his/her temporary assignment at the branch as per attached template. The completed template to be submitted to respective Province Head with a copy to Provincial Office Coordinator.

All the concerned are instructed to strictly comply for its implementation with immediate effect.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 037/2079-80

Origin Ref. : SD/005/2079-80

Date : January 03, 2023

Subject : Revision of Anti-Harassment Policy, Code of Conduct and Whistle Blowing Policy

The following three policies related to Human Resource Management has been revised and approved by the 415th board meeting held on 27th December, 2022:

1. Anti-Harassment Policy
2. Code of Conduct
3. Whistle Blowing Policy

The revised polices shall come into immediate effect and request all staffs for strict compliance of the revised polices.

The documents have been uploaded in ***Global Naulo Chautari*** under the folder ***Policies and Manuals – Human Resource*** for your reference.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 020/2079-80

Origin Ref. : SD/004/2079-80

Date : September 5, 2022

Subject : Process Note of SWIFT Operations Unit

The “**Process Note of SWIFT Operations Unit**” has been approved for the clear guidelines of operating procedure of the SWIFT related transactions. The functions and procedures of the SWIFT Operations Unit and required roles and responsibilities of other concerned departments has been incorporated in this process note for your guidance.

The signed document of “Process Note of SWIFT Operations Unit” has been uploaded under Central Operations of Policies and Manuals in ***Global Naulo Chautari*** and is also attached herewith for your reference and compliance of the document.

Please guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO.: 083/2078-79

Origin Ref. : SD/014/2078-79

Date : 8th June, 2022

Subject : Anti Bribery and Corruption (ABC) Policy of the Bank

As the highest standards of integrity and ethical conduct in its business dealing, the Bank does not tolerate any bribery or corrupt practices related to its business activities from its employees, business partners, and other associated stakeholders. It is committed to transparent reporting and adopting all other reasonable measures which avoid employee's involvement in bribery or corruption.

Anti-Bribery and Corruption (ABC) policy has been prepared, approved and circulated with an objective to achieve zero tolerance in bribery and corruption which applies to all Bank's activities in all jurisdictions in which it operates. The policy shall be reviewed regularly in light of the Bank's activities and risk profile to ensure that Bank will not pay or accept bribes or facilitation payments, either directly or via third parties in any circumstances.

GIBL has a vision and core values that are incompatible with bribery and corruption. Hence, this policy applies to all staffs (which includes temporary as well as contract staff) and stakeholders or third parties involved in Bank's transactions and activities wherever they are located.

It has been uploaded in *Global Naulo Chautari* under the folder **Policies and Manuals – Human Resources** and also attached with this circular.

Please be guided accordingly.

A handwritten signature in black ink, appearing to read "Ratna Raj Bajracharya".

Ratna Raj Bajracharya
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Ratna Raj Bajracharya".

COUNTRY CIRCULAR NO.: 065/2078-79

Origin Ref. : SD/011/2078-79

Date : March 14, 2022

Subject : Revised Letter of Credit Manual

Letter of Credit Manual 2019 has been revised and approved with an objective to guide operational function, procedure and control of Letter of Credit transactions. It streamlines the trade transactions for uniformity with compliance of domestic as well as international practices.

The manual has been prepared in accordance with the Bank's internal policy/circulars, NRB Directive/Forex Circular, Regulation and publications of ICC- i.e. UCPDC, URR, and ISBP etc. It has been uploaded in Global *Naulo Chautari* under the folder Policies and Manuals - Central Trade Operations and attached herewith.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 064/2078-79

Origin Ref. : SD/010/2078-79

Date : March 14, 2021

Subject : Revised Liquidity Risk Management Policy and Contingent Funding Plan

Liquidity Risk Management Policy 2020 has also been revised and approved for providing guiding principles with regard to Liquidity Risk Management and System Development.

This policy outlines the structure under which the liquidity of the Assets and Liabilities of the bank are managed and in addition to those set forth in Bank's ALCO Charter and Investment Policies. It has been uploaded in Global *Naulo Chautari* under the folder Policies and Manuals- Treasury.

Similarly, **Contingent Funding Plan 2020** has also been revised and approved to provide guiding action plans with regard to contingent funding plan of the bank for liquidity crisis management.

This plan covers minimum standards that are expected to take place in performing business activities and adopting the basic principles related to the results of liquidity stress testing. It also helps to prevent the negative impact arising from sudden liquidity crises in different stress scenarios. It has been uploaded in Global *Naulo Chautari* under the folder Policies and Manuals – Treasury.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 063/2078-79

Origin Ref. : SD/009/2078-79

Date : March 14, 2022

Subject : Launch of Loan Against Fixed Deposit (FD) through Digital Channel

In the endeavor toward digitization for achieving Lakshya 2025, the Bank has been moving forward in the digitized banking system. The Bank has launched "**Loan against FD through Digital Channel (LAFDD)**". LAFDD is a digital loan product offered by the Bank to provide existing Fixed Deposit account holder provided against the lien on FD amount. The bank may extend such loan through Mobile Banking! Online Banking instantly at any time. This loan may be provided in form of demand loan within the maturity period of FD deal. This product shall help the customer to experience the instant loan disbursement service available at their fingertips without any documentation.

Features

- a. Limit: up to 90% of earmarked FD amount or maximum of NPR 1 million, whichever is lower
- b. Facility type: Demand Loan
- c. Instant loan disbursement and no physical documentation required
- d. No manual intervention
- e. Prepayment of loan shall also be allowed on request of client through digital channel itself.

Tenure of Loan

The tenure of this loan shall be one-day prior the maturity date of respective FD.

Fees and Charges

- a. Interest Rate: Base rate or Coupon rate plus 2% or monthly published 1 year normal FD rate, whichever is higher
- b. Interest Payment Modality: Quarterly basis and/or on maturity

Eligibility

Individual NPR FD holders (excluding minor and existing earmarked Fixed Deposits) who haven't yet utilized the loan facility against their Fixed Deposit Account.

Security

Lien on total coupon amount of FD irrespective of the loan request amount.

Other General Guidelines

- a. Customers shall apply loan against FD through mobile banking application (Global Smart Plus App) or Global Smart Web (<https://globalonline.gibl.com.np>) of the Bank.
- b. The loan amount shall be determined by the client subject to a maximum of 90% of amount or maximum of NPR 1 million, whichever is lower.
- c. Interest rate shall be automatically displayed which is base rate or coupon rate plus 2% or monthly published 1 year normal FD rate, whichever is higher and shall be adjusted upon change in base rate time to time.

- d. Loan account shall be created in the same client ID to book the requested/eligible loan amount as demand loan after lien of required FD value with scheme code **LAFDD in CBS**.
- e. The loan shall be disbursed to only operative (saving) account of the client.
- f. Online LAFD will be allowed for only one time as per the eligible amount against particular Fixed Deposit account. The customer shall not be allowed to avail LAFD against same FD account for the next time. However, customer could utilize the limit from the branch itself in the latter case.
- g. Interest of loan shall be demanded quarterly or on maturity date and shall be debited from operative account.
- h. Loan prepayment option has also been given to the client by transferring fund to the loan account.

LAFD portal in Global Smart Plus application will be made live to all our customers from 15th March 2022.

The process note for LAFD has been uploaded in '*Policies and Manuals - Credit*' folder of **Global Naulo Chautari** and it has been attached herewith.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO. : 047/2078-79

Original Ref. : 047/2078-79

Date : January 17, 2022

Subject : Formation and Working Modality of Performance Review Cell

We all are aware that the Bank today is among the largest in the industry in terms of business size, operation, customer base, service outlets/networks to name the few parameters. It has been felt necessary to establish a PERFORMANCE REVIEW CELL at Central Level so as to regularly appraise the performance of head office departments/province offices/branches and timely addressing any issues for attaining laid down strategies/budgetary targets.

As of now, Finance Department is monitoring the branch and province wise performance as well as presentation to the Board is being done in terms of budgetary numbers/ major strategic actions of entire departments/branches. I believe establishment of a separate Performance Review Cell shall strengthen the monitoring mechanism of departments/branches/province office in terms of laid down goals and targets. Not limited to it, the Cell shall work in close coordination with departments/province offices/branches for betterment of services and timely addressing the issues.

The detailed working modalities of Performance Review Cell is as per attached. In order to assess financial information/issues of respective branches/province offices we have already launched Performance Review System, a digital platform that will ease in ascertaining data of a branch/province in more analytical form.

In nutshell, formation of "Performance Review Cell" shall strengthen the mechanism of performance monitoring/issues addressing of branches/province offices/departments on more systematic manner, which ultimately ensures achievement of our targeted goals including customer service excellence.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 042/2078-79

Origin Ref. : SD/006/2078-79

Date : January 16, 2022

Subject : Launch of Performance Review System

In line with the Lakshya 2025, the Bank has been moving forward in the digitized banking system. Digital Banking Department has many projects in pipeline for the digitized products and services including digital process flow of various tasks related to different departments. Recently, Digital Banking Department has developed a new system for branch performance review where different parameters of branch performance can be viewed and monitored.

The main objective of launching this system is to review and monitor the different aspects/performance indicators of branches from the single platform by concerned staff at branches and HO. The parameters of branch performance review template are not exhaustive, the parameters shall be added/ amended upon recommendation of departments in future to have one window view of branch performance on daily basis.

This digital platform shall be fully utilized to review, monitor and evaluate the branch performance upon its enrichment on the basis of requirement. A separate process note for the branch performance review, monitoring, evaluation and their grading with parameters shall be developed and circulated. The regular performance reviewing and monitoring from HO shall be done by a separate wing namely, ‘Performance Review Cell’. This Cell shall regularly monitor the branches’ monthly/ quarterly performance and report to the management. However, the general practice of monitoring and evaluation of branch performance shall be corresponding with the digital system until its full-fledged enrichment.

The developed report shall be upgraded and used for 3 different aspects of monitoring as:

1. Daily Monitoring of branches and Bank performance
2. Branch performance evaluation and rating on quarterly basis and
3. Implementation and monitoring of performance in line with 5 years strategic document, Lakshya 2025.

The report includes major financial indicators and other prioritized parameters in both tabulated and graphical presentation:

- Lending (Corporate, IPF, Mid-corporate, SME, Retail, Deprived Sector, Others)
- Deposit (Saving, Current, Term, Call, Margin)
- Revenue (Total operating income with Net interest income, Card income, Forex income, Guarantee commission/ fee, Loan processing/ management fee, Other fees and commission, Remittance income, and total net interest income)
- Profitability (Operating profit)
- Non-funded business (BG business and LC business)
- Transaction banking business (Saving a/c, Current a/c, Mobile banking, Internet banking, Debit card, and Credit card)
- Operational efficiency (Digital Vs Physical)
- Ekagaj/ DMS upload status
- Dormant accounts and their activation

The presentation of these important parameters incorporates the following figures:

- The total budget with its actual achievement and monthly budget growth with its actual monthly growth for all financial parameters in the system.
- The number of sales budget with its achievement, monthly budget growth with its achievement, and daily sales for transaction banking business.

- Use of different digital and physical channels of transactions has been tracked with monthly and daily number of transactions.
- The total number of uploaded and not uploaded documents in Ekagaj/DMS.
- The total number of dormant accounts and dormant activated accounts.

The overall performance has also been presented in graphical figures on weekly basis. Basically, following parameters are presented in the graphs and pie chart to show the trend of movement:

- Weekly lending movement
- Weekly deposit movement
- Weekly revenue movement
- Weekly profitability movement
- Proportion of physical versus digital transactions on monthly basis
- Number of documents uploaded in Ekagaj/DMS on weekly basis

Performance review system shall be useful to all BMs, Province Heads, Department Heads, and Management to review the branch/province/Bank performance as and when required.

Hence, it is the responsibility of all branches and HO staffs to view and verify the data of your respective branch or department shown in the system for its correctness. You can directly contact and inform to concerned department (Finance & Planning/ Transaction Banking) at HO or Digital Banking Department for any confusion, correction or improvement if required. It is believed that this system will be supportive to all of us to find the actual business growth with trend of individual branches, provinces, and Bank in a single platform.

A separate icon named “**Performance Review System**” has been placed in ***Global Naulo Chautari*** to open this system where user name is staff ID and password is desktop login password.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 139/2077-78

Origin Ref. : SD/026/2077-78

Date : 30th June, 2021

Subject : Change in the approval modality of Bank Guarantee Claim

Existing approval modality of booking the Force Loan against the claim on Bank Guarantee (BG) in line with Country Circular No.: 156/076/77 as amendment in “Operations Manual on Bank Guarantee, 2019” has been revised and amended as below.

CTO department shall be sending the received Bank Guarantee Claims to concerned Business units/BMs for the notification and initiation for the claim settlement process by Business/Branches. Central Trade Operations department shall only be intimating the concerned CBOs, Segment Heads and BMs on ageing days of such claims (First on claim arrival, second on 5th working day and last reminder on 7th working day).

Business units/Branches to remain contact with the borrower and take necessary steps for handling the Bank Guarantee claim within the prescribed time period as per NRB directives. Instead of existing practice of approving the Force Loan by Manager –Trade Operations; concerned CBOs to provide the related approval of the same to Manager- Trade Operations within the time period as per NRB Directives.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 138/2077-78

Origin Ref. : SD/025/2077-78

Date : 28th June, 2021

Subject : Implementation of NTA Calculation & Insurance Module in CWS

The NTA Calculation and Insurance module in CWS has been introduced with an objective to have a single platform to maintain the NTA and Insurance records of the credit clients. The module shall be useful in tracking the expiry of the NTA / insurance details and notify the customers as well as RMs to provide the NTA details and insurance policies on time. This module shall help to input the NTA and Insurance details and generate reports to review / approve of the credit facilities regarding the sales, NTA position and insurance details in each loan exposure.

Working capital financing has to be provided based on the NTA position of the firm. So, in order to calculate the eligible drawdown limit, NTA details of the client shall be updated on the periodic basis with the regular business inspection to have a close eye on the business transaction of the clients vis-à-vis sales performance.

Insurance is another aspect to mitigate risk in the banking where insurance of stock, building, plant and machineries, vehicles, etc. ensure the security of the loans if any adverse situation arises to the business due to unavoidable circumstances.

CAD shall monitor the submission of NTA reports and renewal of insurance policies on timely manner where separate interface has been developed within the CWS. RMs shall enter the NTA position and insurance directly through CWS. Moreover, monthly sales report of MCO, COR and IPP clients are to be fed in the system by RMs every month after obtaining such report from the clients. After the implementation of this module, the current practice of updating the records in CBS to be discontinued.

With this, RMs shall enter the details of NTA and insurance policies and shall be verified by BM in CWS. Furthermore, auto notification for the clients for submission of NTA reports and insurance policies prior to 7 days and 15 days of the expiry date respectively shall be carried out. NTA reports / Business inspection reports and Credit advice and main policy copy (single page) in case of insurance to be uploaded as well.

The details of the procedures, user manuals have been uploaded in **Global Naulo Chautari** and is also attached herewith.

Please guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO. : 125/2077-78

Origin Ref. : SD/019/2077-78

Date : 26th April 2021

Subject : Credit Card Product Paper and Guidelines

The **Credit Card Product Paper and Guidelines** has been revised and approved to provide clear guidelines regarding credit card facility offered by the Bank whose original version is attached herewith & also uploaded in **Global Naulo Chautari** under the folder **Policies and Manuals – Card**. This document replaced the existing PPG of credit card, EBEP facility and credit card recovery process.

In our endeavour to contribute towards cashless economy, this document shall play an important role in increasing the credit card business by presenting comprehensive framework of Bank's credit card product parameters, and our marketing and sales strategy for tapping the target market segment along with the Credit Card policy and procedural guidelines, related regulatory provisions, and recovery procedures.

The use of credit card is ever-growing because credit cards are more convenient and secure compared to carrying physical cash.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO. : 123/2077-78

Origin Ref. : SD/020/2077-78

Date : 23rd April 2021

Subject : Product Paper and Guidelines of Debit Card

The **Product Paper of Global Bank Debit Card (November 2008)** has been revised as **Product Paper and Guidelines of Debit Card (February 2021)** and approved to provide the clear guidelines regarding the Debit card facility which has been uploaded in Global Naulo Chautari under the folder **Policies and Manuals – Card**.

In our endeavour to contribute towards the digitization of the Bank, Debit card shall play an important role in increasing the digital transaction. The use of Debit Card is ever growing as it eliminates the need of carrying cash or physical cheque to make payment. Moreover, it can be used to purchase products/ services over POS terminals, e-commerce websites and withdraw cash at ATM 24*7.

It is requested to all the staffs to push the sales of Debit Card product while onboarding new customer and to the existing customer in order to increase digital transaction.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO. : 079/2077-78

Original Ref. : SD- 09/ 077/ 78

Date : December 2, 2020

Subject : Process Note of Loan Pipeline Management in Credit Workflow System (CWS)

The **Process Note of Loan Pipeline Management System- 2020** has been developed and approved to support and streamline the Pipeline Management System in the CWS of the Bank which has been uploaded in **Global Naulo Chautari** under the folder **Policies and Manuals – Credit**.

Loan Pipeline Management System is an important tool to track our marketing efforts that drives us for the follow-up for solicited deals/clients and gives us better results in achieving assigned lending targets. Further, Loan Pipeline Management provides us a sense of direction and helps us to forecast our loan portfolio and generate accurate segment-wise loan MIS report for decision making. However, it has been realized that Loan Pipeline Management system has not been appropriately used by end-users. Hence, it is mandatory to have a uniform practice and correct use of Loan Pipeline Management system in CWS. To streamline its proper use, following points are to be noted:

- Every new loan or enhancement to existing customers (funded as well as non-funded) to be recorded/ processed through Loan Pipeline Management of CWS.
- Proposal with plain renewal at existing level shall be processed through the separate module of CWS which doesn't have any reflection in loan pipeline management for reporting purpose.
- In case of facility enhancement, only enhancement amount (funded/ non-funded) to be recorded in Loan Pipeline Management system.
- The pipeline management system is equipped with sending email notification to the loan originating unit for stale non-materialized loan before 7 days of expected deal materialization date.
- For proper segment wise loan classification, sectors and sub-sectors code as per NRB Supervisory Information System (SIS) reporting has been inbuilt in loan pipeline management system.
- CWS is designed in such a way that Turn-Around Time (TAT) of every department (Approving chain, CAD and LDU) involved in credit approval to loan disbursement can be tracked down to streamline the bottleneck in process flow.
- Once the approved loan (new/ enhancement) is disbursed from the LDU, recorded data of disbursed loan will be automatically removed from loan pipeline management system of CWS.
- CBOs/ Segment Head/ Head of Province should monitor the Credit Pipeline on daily basis and prepare the follow-up mechanism for speedy materialization of recorded deal in coordination with RM/BM.

It is requested to record all marketing effort/ loan files on hand in Pipeline Management System henceforth. Contact Digital Banking where you need to create new workflow user ID in CWS. Attached is the process note for creating and processing Loan Pipeline records for your understanding and effective implementation.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



सर्वेका लागि बैंक

COUNTRY CIRCULAR NO. : 070/2077-78

Origin Ref. : SD-007/2077/78

Date : 18th November, 2020

Subject : Amendment in Documentary Collection Operations Manual 2019

The following amendment in Documentary Collection Operations Manual 2019 has been approved with regard to provision in Import under Documentary Collection procedures to be followed by the branches and Trade Operations Department:

Existing Provision	Amended Provision
<p><u>Section B</u></p> <p><u>2 Procedures</u></p> <p><u>2.2 Import under Documentary Collection</u></p> <p><u>Clause no. 2.2.1 (n)</u></p> <p>Settlement/acceptance through copy documents not allowed for DAA/DAP Documents</p>	<p><u>Section B</u></p> <p><u>2 Procedures</u></p> <p><u>2.2 Import under Documentary Collection</u></p> <p><u>Clause no. 2.2.1 (n)</u></p> <p>Settlement/acceptance through copy documents not allowed for DAA/DAP Documents.</p> <p>In exceptional conditions like pandemic and similar situations due to which the arrival of documents are delayed or hampered, settlement/acceptance through copy documents for DAA/DAP shall be allowed with prior approval from Senior Deputy Chief Executive Officer or above authority in case of perishable goods, fragile items, medical equipment and its accessories and other items alike.</p> <p>However, payment shall be made to beneficiary/presenting bank only upon receipt of original documents in GIBL's counter.</p>

All other process requirements shall be as defined in Documentary Collection Operations Manual 2019 of the bank.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO.: 068/2077-78

Original Ref. : SD/008/2077-78

Date : 12th November 2020

Subject : Guidelines on Business Continuity Plan

The **Guidelines on Business Continuity Plan** have been revised in line with the Bank's existing Guideline on Continuity of Business Plan 2019. Revised **Guidelines on Business Continuity Plan 2020** has been uploaded in **Global Naulo Chautari** under the folder **Policies and Manuals – Strategy** for implementation, which shall replace the existing Guidelines on Continuity of Business Plan 2019 with immediate effect.

Guidelines on BCP aims at providing comprehensive guidelines under a focused approach with a view to provide adequate information with a wide range of response under disruptive environment to protect staff, assets of the bank and the interest of the customer. The purpose of this document is to ensure overall business function, information system uptime, data integrity and availability, and smooth business continuity.

This document delineates Bank's policies and procedures for disaster recovery and business continuity, as well as process-level plans for recovering critical technological and operational platforms and the telecommunications infrastructure. In the event of an actual emergency situation, modifications to this document may be made to ensure physical safety of GIBL's people, systems, and data.

Based on Guidelines on Business Continuity Plan, branches/departments are required to prepare their BCP in the prescribed format of annexure for its effective implementation.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer

RECOVERY DEPARTMENT

COUNTRY CIRCULAR NO.: 046/2079-80

Origin Ref. : Recovery/107/2079-80

Date : January 25, 2023

Subject : Authority Delegation to Mr. Dhojae Saud, Senior Manager

Effective recovery of overdue accounts is must to maintain quality of risk assets portfolio. In order to maintain smooth and effective loan recovery of overdue accounts and to reduce turnaround time, Considering the provision made in ‘Loan Recovery Procedure of GIBL 2076’ Section 3, point no. 10 (Chha), 11 (Ka), Section 8, point no. 54 & 73 & Section 10, Point no. 99, following authorities has been delegated to Mr. Dhojae Saud, Senior Manager, with immediate effect.

1. Approve to publish 35 days facility call back notice on national level daily newspaper.
2. Approve to publish auction notice of FAC/NBA on national level daily newspaper.
3. Approve to list and delist borrower and guarantors from blacklist.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO.: 085/2078-79

Origin Ref. : Recovery/185/2078-79

Date : 15th June, 2022

Subject : Amendment in 'Loan Recovery Procedure of GIBL 2076'

In order to bring more clarity, clause 3, 11(Ka), 52 (Gha), 53, 67, 73 are amended and annexure 14.3 has been added in the Loan Recovery Procedure 2076 by the board from its 403rd meeting held on 03/06/2022 pursuant to the provision of the clause 138 of the same Procedure.

Amended /added part is attached herewith for your reference.

Please be guided accordingly.

A handwritten signature in black ink, appearing to read "Ratna Raj Bajracharya".

Ratna Raj Bajracharya
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Ratna Raj Bajracharya".

COUNTRY CIRCULAR NO. : 137/2076-77

Origin Ref : Recovery/25/2076-77

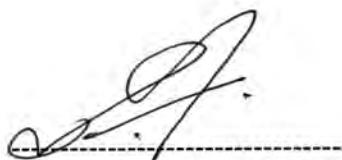
Date : 11th May 2020

Subject : **Loan Recovery Procedure of GIBL 2076**

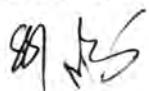
In order to maintain smooth and effective loan recovery procedure of the bank in line with NRB Directives, prevailing Laws and Bylaws, **Loan Recovery Procedure of GIBL 2076** has been approved by the 345th BOD Meeting dated 12th Baisakh 2077 and same has been uploaded in *Global Naulo Chautari* under the folder *Polices & Manuals – Recovery*. The **Loan Recovery Procedure of GIBL 2076** will come to effect from Jesta 01 2077.

The core purpose of this policy is to maintain uniform and effective loan recovery processes to minimize further legal hassles and to comply all legal provisions during the process of recovery of overdue loan accounts.

Please be guided accordingly for compliance.



Parshuram Kunwar Chhetri
Chief Executive Officer



LEGAL DEPARTMENT



COUNTRY CIRCULAR # 0006/071

To:	All Staffs	Date: December 31, 2014
From:	Chief Executive Officer	CC:Management, Internal Audit, Risk Management & Compliance
Subject:	1. Change in registered office 2. Increment in Bank's capital	
Ref. # 01	Legal /Share Department	

Bank's 8th AGM had decided to change its registered office from Narayani Zone, Parsa District, Birgunj Sub-metropolitan City, Ward no.13 to Kathmandu District, Kathmandu Metropolitan City, Ward no.3 and the same has been incorporated in the Memorandum of Association (MOA) and Article of Association of (AOA) of the Bank. Henceforth, the Bank's registered office, head-office remain in Kathmandu itself.

Following the decision of AGM to provide 4% Cash Dividend and 21% Bonus Share to the shareholder for FY 2070/071 BS, the Bank has increased its Authorized Capital from NPR five billion to NPR ten billion and Issued Capital and Paid-up Capital from NPR 4.14 billion to NPR 5.01 billion. These changes have been incorporated in the MOA and AOA of the Bank.

Further, all our security /legal and other documents must be changed according to the above amendments including update in the website of the Bank.

Ratna Raj Bajracharya
Chief Executive Officer

REMITTANCE DEPARTMENT



COUNTRY CIRCULAR NO.: 078/2079-80

Origin Ref. : RD/062/2079-80

Date : July 6, 2023

Subject : Launch of "*Global Baideshik Rojgar Tewa Karja*"

The loan product has been introduced with collaboration of the project initiated/supported by UK-AID/SEEP Nepal. Migrant workers who are opening an account in Nepal and going abroad for employment purpose are eligible availing the loan facility. In order to make financial services accessible to these migrants.

"*Baideshik Rojgar Tewa Karja*" has been developed to facilitate pre migrant workers. Being one of the highest remittance receiving bank, it will be an opportunity to offer pre migration loans to migrant workers to support their pre departure financial requirement. With this facility the bank shall be able to direct the customer to use formal remittance channel while sending money from overseas.

IME Pay shall support to provide loan application system to customers for on boarding and disbursement of Loan. Customers will avail the loan facility under "DIGI LOAN" option of IME Pay.

Please find the attached product details.

Please be guided accordingly.

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR #16/076/77

To	All staff	15 th November, 2019
From	Acting Chief Executive Officer	
Subject	Opening GBLJB accounts for migrant workers in association with Orientation agencies.	

The bank has initiated a campaign to generate financial awareness among the prospective migrant workers and have entered into an exclusive agreement with the 'Federation of Nepal Foreign Employment Orientation Agency (FEONA)'. Orientation is a mandatory requirement for migrant workers prior to processing for their labour clearances. It is thus a good platform to launch such an awareness program. We will be working with FEONA for various financial awareness initiatives in the days to come.

Under this initiative, we will be **opening accounts for migrant workers** via the platform provided by the Orientation Companies, as an account number is also a requirement for migrant workers to apply for their labour permits.

This will be an excellent avenue for the branches to increase their account base and enhance their core deposit in the days to come. Large volume of accounts from this arrangement is expected.

We will be circulating a **mapping of each branch to the respective orientation center** that they will need to service. Each orientation company will be provided a range of account numbers for tracking purposes.

The role of each branch will be as follows:

1. Establish regular contact with the orientation companies under their jurisdiction as per the mapping
2. For initial contact, visit the orientation company with a representative of the "Federation of Nepal Foreign Employment Orientation Agency". Contact details in support section below.
3. Provide account opening forms to the orientation companies marked with pre-assigned account numbers
4. Pick-up completed account opening documents the **same day as per request** from the orientation company
5. Open prospective migrant worker accounts under Janabhum Bachat Scheme with tags in "account location code" that identifies each orientation company. This tag code will be provided with the mapping of each branch to orientation Company.
6. Primary account opening ID document can be passport, citizenship or valid voter's ID. Visa copy not required.

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A small, dark, abstract mark or logo, possibly a stylized letter 'X', is located in the bottom left corner.

7. Free Cheque Book and zero balance facility to be provided.
8. Cheque book to be delivered to the account holders the **next day by 11 30 am.**
9. Debit cards to be picked up by the customer from branches at their convenience. We can issue instant debit cards at the request of customer in case of urgency.
10. If forms are filled in the absence of bank staff, thumb prints and specimen signature to be kept blank, until such can be taken in the presence of bank staff or at the branch.
11. In-case the thumbprints and specimen signature are already filled out, such needs to be verified by our staff/branch before the account is given full access by counter signature/thumbprints of the customer in the branch staff's presence.
12. Accounts to be opened under debit freeze status in case of incomplete documents or non-verification of signature.
13. A separate option will be provided in DMS for accounts with pending KYC
14. **Branches are encouraged to effort for full verification of accounts before the worker departs for overseas.**
15. Branches can obtain official list of orientation attendees to cross verify migrant worker status.

Further points to be noted under account opening compliance:

1. Accounts to be opened under debit freeze status with Freeze reason code KYCPN (i.e., KYC pending) until full KYC verification by the branch.
2. Sanction screening of the customer in Trust AML software shall be carried out by the branch.
3. In case the customer is identified in sanctioned list, the transaction/relationship with such customer shall be terminated and shall be immediately reported to AML/CFT Compliance Unit
4. KYC data shall be populated in trust AML software and KYC details shall be updated in CBS before unfreezing the account; Centralized account opening Unit shall carry out the task for branches where account opening has already been centralized.

NPR 500k loan to Orientation Companies/Promoter

1. Under this arrangement we will be providing NPR 500k loan to either the orientation company or its Director/Owner
2. Loan will be at base rate + 2.1%, LPF will be 1%
3. Maximum 5 year EMI basis
4. No FAC requirement
5. Recommendation/guarantee letter from FEONA on their letter head is mandatory
6. Loan can be forwarded in Professional Loan Scheme (if eligible) or Global Small Business Loan Scheme, based on whether it is a personal or company loan
7. Files to be forwarded to credit unit as per usual process
8. Credit unit to expedite processing of loans
9. Concern branch to monitor utilization of fund.

The following are the **support contacts**:

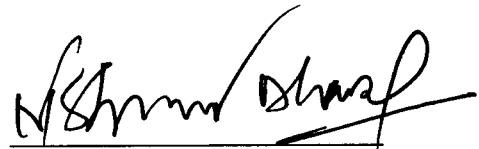
1. Janabhumi Account Opening with Pre-Assigned Accounts.
Raju Maharjan (IT) or Shristi Dhital (Remittance)
2. Loan Support
Narahari Silwal (Credit)
3. General Queries
Manisha Shrestha (Remittance) or Sagar Singh (Marketing)
4. Federation of Nepal Foreign Employment Orientation Agency (FEONA)
Mr. Rajaram Gautam, President FEONA phone no 9851061005

We expect this to be a continuous long term routine of account openings, hence branches must work this into their daily routines to make it a part of daily business.

You must strictly abide by the timeline standards with respect to account opening and delivery of cheque books.

Any service delivery issues will be reported to us by FEONA, and such will be regarded as a serious lapse on the branch's part.

All units and branches to mandatorily comply with this circular.



Mahesh Sharma Dhakal
Acting Chief Executive Officer

TRADE PROMOTION & MARKETING UNIT



COUNTRY CIRCULAR NO.: 005/2079-80

Origin Ref. : TMPU/001/2079-80

Date : July 28, 2022

Subject : Bank Guarantee Issuance for Custom Agent License and Exim Code

Government of Nepal, Ministry of Finance, Department of Customs has shortlisted 660 persons; selected through written examination and interview for Custom Agent License. Pursuant to the Customs Rules, the selected person need to deposit Rs. 700,000 in cash, or submit the equivalent of a bank guarantee to obtain a customs agent's license from the Customs Department. Hence in order to tap the opportunity of bank guarantee business related to Custom Agent License as well as Exim Code in the branches below facilities with terms and conditions are outlined.

Facility: Performance Bond Guarantee for Custom Agent License and Exim Code

1. **Guarantee amount:** NPR 300,000/- (Exim Code) and NPR 700,000/- (Custom Agent License)
2. **Cash Margin or FD:** At least 20% of PBG Value
3. **Security Documents:** As per bank's CPG
4. **Commission:** 0.25% PQ (Minimum)
5. **CICL Charge:** As on actual basis
6. **Tenure:** 1 year to 5 Years with (yearly renewals)

Terms and Conditions

1. As per the convenience of the clients, the PBG shall be issued and booked in all the branches across the nation.
2. PBG to be issued within 2 days after receipt of complete set of documents required to the bank.
3. As per preliminary information, applicants could be individual/legal entity hence in case if FD is to be opened it shall be opened in the name of applicant/immediate family members/proprietor/director of the applicant.
4. Auto renewal of FD till the maturity of respective guarantee from FD holder to be obtained.
5. Guarantee commission can be further negotiated not below than above proposition but within published tariff.
6. Approval process shall be as per the existing approval chain of the bank.

Any deviation on above scheme to be approved by DCEO through respective business line.

Please be guided accordingly.

(Original Signed)

Mahesh Sharma Dhakal

Senior Deputy Chief Executive Officer

Enclosure: List of 660 shortlisted people for custom agent license.



COUNTRY CIRCULAR NO. : 011/2078-79

Origin Ref.: TPMU /001 /2078-79

Date : 11-August-2021

Subject : Approving Authority to BM for processing educational TT/DD

There was a possible outward remittance on educational purpose of almost NPR 50 billion in the last fiscal year where 50,000 plus students sought permission to go abroad. Statistical average of the data from the last eight years indicates that an average of 200 Nepali students leave the country per day for further studies in as many as 69 countries.

Telegraphic Transfer (TT) and Demand Draft are the modes generally used by students for payment to educational institute. Having ample source of FCY we have a decent scope to mobilize our branch networks in selling FCY to target customers and hence increase our fee based income.

With this arrangement we target to increase our educational TT/DD volume significantly and similarly we can also cross sale our education loans and attract deposits as well.

Hence below authorities are provided to Branch Managers for increasing TT/DD services for educational purpose:

Approving Limit to Branch Manager

- Discount of up to 50% in our standard swift communication charge published in our Standard fee and Charges Schedule.
- Rebate up to 10 paisa in FCY (except INR) and for JPY: 2 paisa per JPY 10

Please be guided accordingly.


Ratna Raj Bajracharya
Chief Executive Officer

COUNTRY CIRCULAR NO.: 142/2077-78

Origin Ref. : TPMU/001/2077-78

Date : 7th July, 2021

Subject : Credit Authority Delegation to Branch Managers for the promotion of Bank Guarantee Business

In the process of building up bank's capacity to enhance bank guarantee business more efficiently and quickly, a new mechanism has been developed to enable Branch Managers with credit authority delegation. The main objective is to accelerate the response time thereby building increased satisfaction among the customers and also boost a general confidence level among our BM/RMs for bank guarantee business enhancement purpose.

This delegation of credit authority to branch managers would help facilitate them in their effort in on-boarding the contractors' business at local level and boost up the guarantee business as a whole.

This delegation of authority shall be in compliance to the **Credit Guidelines** of GIBL, and NRB Directives, wherever applicable.

General Guidelines for Credit Authority Delegation:

1. This Credit authority delegation framework is intended for the promotion of Bank Guarantee Business.
2. Credit approving authority can be delegated on the basis of credit related knowledge and expertise, satisfactory loan management track-record, etc. It cannot be claimed as matter of right only because of any specific position.
3. Credit approving authority shall be delegated to BM as a person specific. The same cannot be delegated further to any other officials of the branch. The credit authority will automatically cease upon transfer or during period of leave of BM.
4. Officiating BMs shall not exercise the authority unless approved specifically.
5. The branch manager with credit approving authority can exercise their authority only for the respective branch.
6. Credit approving authority can be exercised subject to fulfillment of detailed terms and conditions, criteria, guidelines and procedures as per GIBL's Credit Policy and Credit Guidelines, Product Paper Guidelines, and other relevant internal circulars, regulatory directives and other prevailing Laws/ Rules.
7. This credit approving authority delegation:
 - (a) Shall NOT be applicable to the staff (BMs) who have been "downgraded to lower position" under disciplinary action.
 - (b) The Credit Approving Authority shall stand automatically suspended for a period of 3 months (6 months in case of credit related issues) in the case of staff (BMs) who were issued with "warning letter" under disciplinary action.
 - (c) The Credit Approving Authority shall stand automatically suspended for a period of 12 months (24 months in case of credit related issues) in the case of staff (BMs) who were subjected to "Other Disciplinary Action".

Credit Approving Authority:

Credit approving authority for Branch Managers has been categorized under three categories based upon the positions of the BMs, as per the CG. Similarly, the credit authority has also been aligned as per the limits prescribed under the CG, as follows

S. No.	Position/level of Branch Managers	Approval Authority Delegation		
		Non-Funded Guarantee Facility only	Funded Maximum Working Capital	Combined Approval Authority
1	Jr. Officer/Officer/Sr. Officer	5.0	0.50	5.0
2	Asst. Manager/Deputy Manager/Manager	20.0	2.0	20.0
3	Sr. Manager and above	30.0	3.0	30.0

Restrictive Covenants:

1. The Credit approving authority as above shall be relating to a customer or the group, as may be applicable
2. Approval of ONLY funded limit, without non-funded facility, is not allowed. Which means, this delegation of authority is specifically intended for facilitating contractor's guarantee business.
3. Funded facilities shall be maintained in appropriate proportion of non-funded facility to support the contracted jobs in hand. Excessive funded facility by maintaining nominal non-funded facility shall be avoided. As a general guidance, the ratio of 1:10 funded facility to non-funded facility may be considered ideal. In other words, FUNDED facility as working capital loan shall be not more than 10% of total approved limit.
4. Request for disproportionate funded facility shall be approved only by the CBO.
5. Supply Credit Guarantee limit shall be restricted up to 10% of total approved limit.
6. If negative net worth is observed, funded facility will not be allowed.
7. Generally, third party (except JV) counter guarantee is not allowed against FAC coverage.
8. Approval of only Bid Bond Guarantee or Line of Credit limit not allowed. Credit proposal to be for the approval of Line of Commitment/BBG/PBG/APG limits.
9. Guarantee request for Court, Custom (other than Exim Code), tax authorities no to be allowed.
10. BMs shall escalate the proposal beyond their authority level to the segment manager to Corporate Credit Department.
11. In case of any request with 100% cash collateral (In case of Fixed Deposit owned by in the name of borrowing unit or family members of promoter /Cash Margin as collateral), branch manager can approve such requests even if above covenants are not met.
12. The credit exposure including group, if any, must be under "performing" classification, satisfactory transactions without any overdue and satisfactory CIC report, etc.

Security Coverage

- (a) All security coverage shall be applicable as per Credit Guidelines.
- (b) Following additional covenants in respect of security coverage shall apply:
- (c) BBG request for bidding River Bed Materials (Royalty) at Local Government shall be allowed only with FAC coverage of 120% in FMV.

- (d) Firm's turnover/work in hand to be at least Rs.5 Million else request could be considered against 100% cash collateral only.
- (e) Commercial vehicle HP loan shall be restricted to 70% of purchased price, and covered with 50% FAC.
- (f) Proposed FAC should belong to the promoters and/or immediate family members of the promoters.
- (g) Funding for purchase of second hand vehicles is prohibited.

Pricing

- (a) Guarantee pricing shall be applicable as per Standard Fees and Charges of the bank.
- (b) Interest rate on funded limit to be minimum of base rate+4%.

Other Relevant Covenants

1. To begin with, this Credit Approving Authority delegation limit is applicable to all existing Branch Managers as per the credit approving authority matrix mentioned above.
2. Credit Approving Authority can approve credit proposal upon fulfillment of the criteria set in Clause 5, C of Credit Risk Assessment Process & Working Modality (Country Circular no. - 62/2077-78) – relating to covenants to be fulfilled for direct approval processing.

However, below points are to be considered:

- i. Point no.1 of Credit Risk Assessment Process & Working Modality is applicable for funded facility only.
 - ii. Point no.6 of Credit Risk Assessment Process & Working Modality to be excluded.
 - iii. Point no.12 of Credit Risk Assessment Process & Working Modality to be excluded.
3. At least dual signature required in Credit Proposal such as Proposal to be recommended/proposed by RM/ARM and approved by BM within their authority.
 4. Firm should be registered for more than one-year period.
 5. Client's request for Bank Guarantee for Joint Venture Company should mandatorily consist Power of Attorney in favor of the client otherwise such request could be considered against 100% cash collateral only.

Renewal:

1. Credit Approving Authority can approve the renewal of the credit lines initially sanctioned within their authority without altering the original terms and conditions. Other provisions as per Credit Guidelines point no. 5.13.3 to be complied.

Monthly Reporting:

1. Monthly report must be submitted by all the Credit Approving Authority to respective Segment Head/CBO and IRD as per **Annexure 1**.

Please be guided accordingly.

(Original Signed)

Ratna Raj Bajracharya
Chief Executive Officer



COUNTRY CIRCULAR NO. : 133/2077-78

Origin Ref.: CTO-004/2077-78

Date : 6th June 2021

Subject : Implementation guideline /process note on “Identification, Selection and Soliciting Guarantee Business & the Control Mechanism”

As we are set to increase exposure on contractor's bank guarantee business, it is also necessary for a concrete strategy/way forward mechanism, monitoring, inspection, check and balance of the segment. For the purpose, we propose below listed methodology for identifying prospective contractor's and control mechanism for the business.

Part-I

Guidelines to Identify Prospective Contractors:

- Acquire prospective contractor's list from below sources (sources are not limited):
 - i. Local Federation of Contractor's Association of Nepal (FCAN) office.
 - ii. Local Government offices like Development Agencies, Municipalities, Division Road Offices, Irrigation Offices, Drinking water Projects, and Embankment Projects etc. to search actively involved Contractors.
 - iii. Liaise with local development authorities.
 - iv. Reference from existing local contractors.
- Shortlist and create a pool of active contractors from such list. As such list could include out of business contractors as well.
- Obtain turnover/sales of such contractor's companies. It is recommended to obtain turnover record of at least last three years to get a better view of the company's status.
- Analyze their past track record of at least 2-5 years in performing awarded contracts. We should prefer contractor with positive history of performance. Names of black listed customer is available in **Public Procurement Monitoring Office (PPMO)** website.

- Find out information with whom they are undergoing Joint Venture projects. A joint ventures with reputed contractors is an indication that the contractor is a viable party.
- Review the conduct of their account with other peer banks. This could also be used as an early step to shortlist the contractor's list.
- Avoid parties who frequently ask/request for revolving funded facilities. Contractors are funded by their employer, mostly Government. Hence contractors normally do not require funded facilities for project works. However, there might be few exceptional cases which can be reviewed on case to case basis.
- Avoid parties who frequently asks/requests for Hire Purchase facility for rental purpose only.
- After analyzing the contractor's background and gathering relevant information, we finally get on board our accepted contractor following the approval process of the bank.
- Once the client is on boarded focus on the utmost service and delivery. Besides commission, FAC coverage and margins, we should also focus on effective and prompt services to the contractors at all times.

Part-II

Business Creation

- i. Public Procurement Monitoring Office (PPMPO) website (<https://bolpatra.gov.np/egp/>)
- ii. Tender Notice website (www.tendernotice.com.np).
- iii. Refer to Newspapers notices (viz. *Gorakhpatra*, *Kantipur Nagarik*, *Naya Patrika* and major daily Newspapers).
- iv. Highly focused on Bid Bond issuance (At least 3 times rotation in a year).



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Part –III

Steps to Implement Control Mechanism:

- Regular site visits (on-site and off-site) to be undertaken by branches and/ or head office depending upon the size of the projects. Such parameters will be as decided by the competent authority of the bank from time to time.
- Regular monitoring of projects by branches and head office.
- Detailed list of work in hand including name of applicant/JV, beneficiary, nature of work, value of contract, volume completed in percentage, and remaining value of contract to be obtained and updated regularly. A defined time line will be as decided by competent authority of the bank from time to time.
- River Bed Guarantees i.e. related with direct extraction of alluvial materials such as sand, gravel, etc. from river channels/river beds/river banks/floodplains involve higher degree of risks and may result to claims. Hence, River-Bed BBGs and SCGs are to be dealt carefully.
- Preference to be given to first party Bank Guarantee rather than third party counter guarantees (in case of local contractors).
- Focus on FAC based bank guarantee facility as guided by bank's policy.
- Detail sensitivity analysis to be done while issuing bank guarantee such as SCG, case-to-case BG, and open ended BG to avoid risk.

Please be guided accordingly.



Ratna Raj Bajracharya

 Chief Executive Officer

PERFORMANCE REVIEW CELL

COUNTRY CIRCULAR NO.: 063/2079-80

Origin Ref. : PRC/001/2079-80

Date : 24th April, 2023

Subject : Branch Performance Evaluation Methodology 2080

Branches are the key contributors for business and profitability of the Bank and their performance is a key determinant for our success. The continuous efforts of branches in various areas of the Bank, including but not limited to operational efficiency, compliance etc., paves way towards our goal to become a more compliant, efficient and target oriented Bank.

Continuous monitoring of the performance of branches in various areas is an absolute requirement; especially for a Bank like ours with such large network. Therefore, a comprehensive system has been derived as per the attached guidelines, through which performance of branches can be measured under various parameters, more realistically and on a regular basis.

Based on the proposed system, performance of the branches shall be measured and ranked on a quarterly basis. The details regarding the parameters, score and calculation methodology have been explained in the attached guidelines. The branch evaluation shall be based on performance of each branch in the preceding quarter of the respective financial year.

Primary total score shall be 200. Apart from primary score, a bonus score of a maximum 60 shall be available to the branches based on outstanding performance as explained in the attached methodology. In addition to the above, the branches having no loan portfolio shall be assigned the score related to loans and asset quality under deposit and other multiple parameters. Based on above, the performance of each branch shall be rated on the final score obtained; as detailed below:

S.No	Total Score Obtained	Recognition
1	Above 200	Excellent
2	140-200	Very Good
3	100-140	Good
4	70-100	Satisfactory
5	Less than 70	Poor

To ensure adequate time for understanding of the system and to ensure review, where required, based on suggestions/feedbacks, a trial period has been proposed for next 3 months up to end of this fiscal year. In this trial period, physical/virtual training / interactions with the branches shall also be conducted to collect the feedbacks/suggestions. Thereafter, the feedbacks/suggestions from branches, departments and management shall be incorporated in the methodology and the system shall be considered formally implemented w.e.f. first quarter of next FY.

However, for the trial period, following adjustments in the parameters and method covered in the attached guidelines, shall be done:

D - f - h - o

1. The data regarding the customer grievances reported for NRB has been considered for the parameter related to 'Customer Relationship'. Whilst later the feedback / evaluation made by province offices shall be accommodated once the appropriate mechanism for the same is in place.
2. For the branches where 'audit remarks / ratings' are not readily available, they shall be currently categorized under medium risk, whilst the same shall be updated immediately after the ranking for all the branches is available.

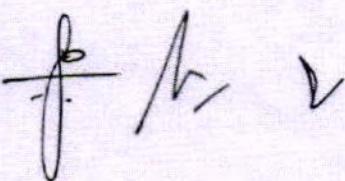
The proposed system shall be digitized to the extent possible, preferably within the trial period, so that manual intervention is minimal.

Branch Performance Evaluation Methodology, 2080 is attached herewith for your reference.

Please be guided accordingly.



Ratna Raj Bajracharya
Chief Executive Officer





Global IME Bank

ग्लोबल आइएमई बैंक लि.

सर्वेक्षा लागि बैंक

COUNTRY CIRCULAR NO.: 091/2078-79

Origin Ref. : PRC/001/2078-79

Date : 7th July, 2022

Subject : Launching of digitized “Meeting Tracking System”

To review, monitor and control various parameters of the branch functions, it has become necessary for the bank to have a proper robust system in digital platform for branch to set goals, discuss on agenda and review them on periodic basis through branch meetings. Currently, the meetings conducted by the branches are limited to the branch itself. Moreover, there is not uniform practice when and how the branches are conducting branch meetings. Also, the outcome of the meetings is not systematically shared and monitored by the branches as well as Province Office/ Departments/ Management Team etc. Further, there is a gap in knowledge/ information sharing once the BM/Staff of the Branch are transferred. Feeling the necessity to record discussions/ ideas/ outcomes of meeting in a more structured way. Digital Banking in coordination with Performance Review Cell, has developed a separate digital portal: “Meeting Tracking System”.

The developed system is fully capable to capture all the activities of the meetings including attendee, non-attendee, agendas, user assignments with deadlines, etc. The system will guide all the branches to focus their meeting on the specified agendas (Lending/Deposit/Transaction Banking/ Commission Based Income Avenues/ AML CFT/ Support Functions/Branding/ Circular, Policies, NRB directives, Product Paper etc.) that can further be reviewed by Province Office/ Departments/ Management Team or any other person authorized to review. The reviewer can also express their views regarding the meeting which would be very helpful guidance for the branches. Currently, more than 50 pre-defined agendas are reflected at each Branch Meeting in this system.

The Meeting conductor can view all the history of a particular agenda during the meeting himself/herself and conduct the meeting accordingly. Finally, there is a clear view of the Meeting Minute Report of each meeting based on the agenda /discussion/decision/review/assignment and deadline. Further, a Country-level dashboard is designed to monitor the province, and a province-level dashboard to monitor and track the branches. Besides this, Departments / Management Team or any other authorized unit can also monitor branches meeting minutes in a similar way with just in a click.

For more effectiveness and participation of all branch staff, it is proposed to conduct meeting of the branches at least twice a month (2nd and 4th week of the month) and record the discussions and outcomes of the meeting in the designed platform with effect from the beginning of next fiscal year (i.e. 1st Shrawan 2079).

In case of any confusion or queries, branches/users are requested to contact Digital Banking Department and Performance Review Cell as and when required.

Process note of “Meeting Tracking System” has been attached herewith for your reference.

Please be guided accordingly.

Ratna Raj Bajracharya
Chief Executive Officer