

An Internship Report On
CENTRAL TRADE FINANCE DEPARTMENT AT
NEPAL CREDIT AND COMMERCE BANK

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ABBREVIATION

A.D.	Anno Domini
B.S.	Bikram Sambat
CAD	Customer Administration Department
CTFD	Central Trade Finance Department
FoM	Faculty of Management
HRD	Human Resource Department
IT	Information Technology
LC	Letter of Credit
NCC	Nepal Credit and Commerce Bank
PI	Performa Invoice
RER	Robust, Ethical, and Responsible
TT	Telex Transfer

CHAPTER 1: INTRODUCTION OF STUDY

1.1 Objectives of the Study

The internship program in BBA is primarily designed for the students to enable them as grounded career persons who already know real-life working situations and who have already felt the pressure of the workplace environment. It helps the students to be prepared for the future with the help of the little knowledge gained from the two months of the job-like experience. It is also a platform to show the ability to mould the theoretical knowledge learned throughout the BBA program as per the requirement of the job placement.

The main objectives of this report are listed below:

- To examine different activities performed in the Trade Finance Department.
- To know the different procedures of Letter of Credit (LC), and Telex Transfer (TT).
- To develop the managerial and communication skills to tackle real-life situations.
- To get practical exposure and understand the institutional cultures and value systems of the corporate world.

1.2 Methodology of the Study

This internship report is the study of a particular subject backed by the collection, compilation, presentation, and interpretation of relevant information. It starts from the selection of the organization for the internship, the performance of different kinds of activities and placement in different parts of the organization, and the last collection of various primary and secondary data for the preparation of the report.

It helped to analyze the findings in meeting the objectives of the study. The following methodologies are used to study the organization:

1.3 Source of Data

For the report, the data are collected from the primary source and secondary source. They are as follows:

1.3.1 Primary Data

Primary data was collected from interviewing officials, and employees, observing their procedure, and observing the messenger's work.

1.3.2 Selection of the Organization

Selection of the organization tends to be the most crucial part of the internship because success in the fulfillment of the objectives of the internship completely depends on the type of organization that has been selected. It is the basis from which interns get the platform to learn something and analyze the practical implications of the theoretical aspects learned in the academic session. So, I chose Nepal Credit and Commerce Bank, which is Nepal's first A-class commercial bank having an innovative tagline of the bank “*Pioneer bank with customer service excellence*”.

1.3.3 Placement

On Magh 14, 2077 I started my internship in the Central Trade Finance Department of NCC's Head Office. I worked in both TT and LC in Trade Finance. Department for complete 8 weeks under the supervision of Mr. Madan Maharjan.

1.3.4 Duration

Table 1: Duration of Internship

Name of the bank	Nepal Credit and Commerce Bank
Branch	Bagbazaar
Department	Trade Finance Department
Position	Intern
Working duration	8 weeks

1.3.5 Activities Performed in the Organization

I spent 8 8-week internship period in the Trade Finance Department of Nepal Credit and Commerce Bank, Bagbazaar brand. All the tasks that the officer and the associates of the Trade Finance Department ordered were performed efficiently. Listing out the major tasks would be as below:

- Checking the discrepancies in the LC document i.e., Bills of Exchange, Drafts that are presented for the negotiation.
- Chronological filing of the trade-related documents.
- Photocopying, and scanning of necessary documents.
- Sending mail of the payments of transactions to the branch offices or to the customers directly.
- Handling the software of Nepal Credit and Commerce Bank for the payment process of TT.

- Separating the documents in 4 3 or 2 copies as per the requirements of the Bill of Exchange.

1.4 Limitations of the Organization

Every field of study has some or the other limitations and so in the case of internship reports as well. Some limitations are faced at the time of this report preparation and they are listed below:

- This report cannot be generalized to the entire banking industry.
- It does not provide a detailed view of the overall functioning of the bank.
- Due to confidentiality maintained by the bank some of the bank information wasn't available in detail.
- Despite the sincere effort and willingness, the bank staff could not provide as much help as required by the Internet for report preparation.

CHAPTER 2: INTRODUCTION OF THE INDUSTRY

2.1 Introduction of Bank

A bank is a financial institution that deals with monetary transactions. The main function of a bank is accepting deposits and advancing loans. The bank is established not only for accepting deposits and granting loans but also for wide-ranging services to the different strata of services to the different strata of society. Banks facilitate the growth of trade, commerce, industry, and agriculture development and contribute to the national economy. In the absence of insufficiency of banking facilities and financial services, economic development becomes slow. Thus, a bank is a resource institution for economic development, which maintains the self-confidence of various segments of society and advances credit to the people.

The evolution of the banking industry started a long time back during an ancient period. The word 'bank' is derived from the Italian word 'Banco' which means a place for keeping, lending, and exchanging money in the marketplace by money lenders or money changers. A bank is a financial institution licensed to receive deposits and make loans. It accepts deposits from the public and mobilizes the funds to productive sectors mainly business and consumer lending. Banks are those financial institutions that offer the widest range of financial services-especially credit, savings, and payment services, and perform the widest range of financial functions of any business firm in the economy. Due to their importance in the financial stability of a country, banks are highly regulated in most countries.

As per Nepal Rastra Bank Act 2002, "Bank is a financial institution which provides financial services that may be in the form of accepting deposits, advancing loan, providing necessary technical advises, dealing over foreign currencies, remitting funds, etc."

In short, a bank is that financial institution that helps people carry out activities related to every sector of the economy, for example, trade, industry, and commerce. It is among the most important financial institutions in the economy and essential business in thousands of local towns and cities. So, the bank has become an essential part of modern society, which helps in the development of the overall condition of a country.

In the present context, the bank has become the basic need of humans which performs not only basic financial activities but also other non-financial activities to ease human life. Banks provide a wide range of services like remittance, financial counseling, securities investment, bank assurance, lockbox facilities, swift transfer, etc. However, these changes are brought out by the change in the needs and demands of the people.

2.2 Origin of the Bank

Banking service is one of the oldest service industries in Nepal. It has gone through various stages of evolution and development since the Vedic times (200 to 1400 B.C.) though the modern banking institution has a very recent origin in Nepal, some crude bank operations were in practice even in the ancient times. In the Nepalese Chronicles, it was recorded that the new era known as Nepal Sambat was introduced by Shankhardhar, a Sudra merchant of Kantipur in 879 or 880 A.D., after having paid all the outstanding debts in the country. This shows the basis of money lending practices in ancient Nepal. Towards the end of the eighth century, GunakamnaDev had borrowed to rebuild the Kathmandu valley.

In the eleventh century, during the Malla regime, there was evidence of professional moneylenders and bankers. It is further believed that money-lending business, particularly for

financing foreign trade with Tibet, became quite popular. However, in the absence of any regulatory measures, the unscrupulous moneylenders were known to have charged exorbitant rates of interest and other extra dues on loan advances. These inconveniences led Prime Minister Ranodip (1877-1855) to establish "Tejarath", in Kathmandu, which was a government financial institution supplying credit to the people at a 5% rate of interest against the security of gold, silver, and ornaments. The government servants were also entitled to take loans from the "Tejarath". Repayable from their salary at the source. During the time of Chandra Shamsher (1901-1929) credit facilities of "Tejarath" were extended to some other parts of the country by opening its branches. It is believed that the so-called well-to-do persons used to take loans from private money-lenders even at higher rates of interest than those from government institutions, for they were not prepared to disclose in public what was likely to affect their prestige.

When they were approached by this type of client, the professional money-lenders used to raise loans in their names from "Tejarath" at a 5% rate of interest against gold and silver, and ornaments. Which were not their own but brought to them by their clients as security for the loans to be financed from the funds raised from "Tejarath" itself. Thus, without any resources of their own and any risk on their part, the money lenders could manage very well to exploit their special type of clients just playing the role of middlemen between their clients and the government institutions to control spurious rates of interest and also curb unfair practice on the part of the unscrupulous moneylenders, legislative measures were also taken.

Later, "Tejarath" was replaced by the first commercial bank, Nepal Credit and Commerce Bank during the time of Juddha Shamsher in 1937 A.D. The need to regulate the financial and monetary system increased immensely resulting in the establishment of a Central bank; Nepal

Rastra Bank was established in 1956 A.D. To cater to the demand of the banking system, Rastriya Banijya Bank was established in 1996 A.D. with 100% government ownership.

2.3 History of Banking in Nepal

Tejarath Adda was established during the tenure of Prime Minister Ranoddip Singh (1993 B.S) this was the first step towards the institutional development of banking in Nepal. It is a good service to give loans to government employees and the public against bullion.

Banking in the modern sense started with the inception of the Nepal Credit and Commerce Bank (NCC). Nepal Credit and Commerce Bank was established in 1994 B.S, as a semi-government organization without the existence of a central bank in the country under Special Banking Act 1936, having elementary functions of a commercial bank. 51% of the paid-up capital of Nepal Bank

Limited is owned by the Government and 49% is owned by the public. Later, Nepal Rastra Bank was set up in 1973 B.S. as the first central bank under Nepal Rastra Bank Act 2012

B.S. to supervise, protect, and direct the functions of commercial banking activities. Another commercial bank fully owned by the government, "Rastriya Banijya Bank", was established in 1996, which made it possible for the Nepal Rastra Bank to devote more attention to the important aspects of economic, monetary, and fiscal development. The industrial development center was set up in 1973 B.S. It was converted into the Nepal Industrial Development Corporation. The Agricultural Development Bank was established in 2024 to finance agricultural produce.

Joint venture banks in Nepal gave a new horizon to the financial sector of the country. Nepal Arab Bank Limited later renamed Nabil Bank Limited in 2041 B.S as the first joint venture bank to be a milestone in the history of banking which gave hope to the sluggish financial sector.

After the restoration of democracy in Nepal there has been tremendous development in the banking sector. The economic and financial reform policies undertaken by the government have increased both the number of banks and the types of services offered. For regulation and control, NRB has divided the depository financial institutions into four classes based on minimum paid-up capital requirements and functions. This classification is a unique feature of the Nepalese banking industry only and there is no such classification globally. The Nepalese version of the classification of depository financial institutions according to the NRB is shown in Table 2.

Table 2: Nepalese Financial Institutions

Category	Component	Minimum Paid capital requirement	Number
A	Commercial Banks	8 billion	27
B	Development Banks	2.5 billion	20
C	Finance Companies	800 million	22
D	Micro Credit institutions	100 million	85

Source: (Jul & Nrb, 2020)

2.4 Commercial Banks in Nepal

In the year 1934 AD, the establishment of Nepal Bank Ltd. with the Imperial Bank of India came into existence under the “Nepal Bank Act, 1937” as the first commercial bank of Nepal, inaugurated by His Majesty King Tribhuvan in November 1937. Rastriya Banijya Bank, the second commercial bank was established in the year 1965.

With the opening of NABIL Bank in 1985 the door of opening commercial bank was opened to the private sector. Then whole lot of commercial banks were opened in Nepal. There are altogether 32 commercial banks opened till now. List of commercial banks are listed as:

Table 3: List of Commercial Banks in Nepal

S.N.	Name of the Bank	Operation Date (A.D.)	Head Office
1	Nepal Bank Ltd.	1937	Kathmandu
2	Rastriya Banijya Bank	1966	Kathmandu
3	Agriculture Development Bank Ltd.	1968	Kathmandu
4	NABIL Bank Ltd.	1984	Kathmandu
5	Nepal Investment Bank Ltd.	1986	Kathmandu
6	Standard Chartered Bank Nepal Ltd.	1987	Kathmandu
7	Himalayan Bank Ltd.	1993	Kathmandu
8	Nepal SBI Bank Ltd.	1993	Kathmandu
9	Nepal Bangladesh Bank Ltd.	1994	Kathmandu

10	Everest Bank Ltd.	1994	Kathmandu
11	Bank of Kathmandu Ltd.	1995	Kathmandu
12	NIC Asia Bank Ltd.	1998	Kathmandu
13	Prabhu Bank Ltd.	2016	Kathmandu
14	Nepal Credit and Commerce Bank Ltd.	1996	Kathmandu
15	Machhapuchhre Bank Ltd.	1998	Pokhara
16	Kumari Bank Ltd.	2001	Kathmandu
17	Laxmi Bank Ltd.	2002	Birgunj
18	Siddhartha Bank Ltd.	2002	Kathmandu
19	Global IME Bank Ltd.	2007	Kathmandu
20	Citizens Bank International Ltd.	2007	Kathmandu
21	Prime Commercial Bank Ltd.	2007	Kathmandu
22	Sunrise Bank Ltd.	2007	Kathmandu
23	NMB Bank Ltd.	1996	Babarmahal
24	Mega Bank Nepal Ltd.	2010	Kantipath
25	Civil Bank Ltd.	2010	Kamaladi
26	Century Commercial Bank Ltd.	2011	Putalisadak
27	Sanima Bank Ltd.	2004	Kathmandu

Source: (Jul & Nrb, 2020)

2.5 Problems Faced by the Banking Industry in Nepal

The challenges with the banking sector in Nepal are that some of the regulations and legal parameters are barriers to development. The other is the size of the market which lacks depth and width, limited players and limited products. The country is facing an acute energy shortage and, during the rainy season, there is huge demand, as corporations and industries want to produce and keep stock so that they can slow down during the dry season when power shortage is a problem. The investment pattern has changed and will change according to the season. If the country is to grow, politicians and policymakers have to think outside the box and the economy has to be accorded priority. Today, in Nepal, almost 4 percent of the population is unemployed and looking for work abroad. They are sending remittances, which are used for consumption, making Nepal a consumption economy. This is a bad sign, as the industry is shifting from an industrial economy to a consumption economy. With remittance, there is an upliftment of the lower middle class and they are demanding a lot of consumer goods.

Nepal has shifted to a consumption economy without producing much so our balance of payments will deteriorate and the country will face inflationary pressure because most goods have to be imported and we have no production capacity. With a shift towards a consumption economy, the banking sector has to shift accordingly. Policymakers have to bring policies that offer incentives to industry and make special arrangements for energy so that it can create employment and boost exports to earn foreign currency. Bankers are clear about this, but if we look at the balance sheets of banks now, they are focused on short-term loans and long-term loans are stagnant. Development of infrastructure like roads must be undertaken.

Nepal's banking sector has been going through ups and downs in the last few years. For instance, it faced the excessive liquidity scenario a few years ago and now the banking sector has

problems of liquidity crunch. Thanks to the political instability, Nepal's economy in general and the banking sector in particular have seen a period of difficult times. Even today, Nepal's overall banking sector is not good owing to the problems related to liquidity despite certain progress. For instance, 28 commercial banks have excessive liquidity and there is also less than 8 percent interest rate in inter-banking transactions. For instance, the liquidity problems of financial companies and development banks are yet to improve.

CHAPTER 3: INTRODUCTION OF NEPAL CREDIT AND COMMERCE BANK

3.1 NCC

Nepal Credit and Commerce Bank was established on October 14th, 1966.

3.1.1 Company's Vision

“Pioneer bank with customer service excellence”

3.1.2 Company's Mission

B - Building trusted and united customer relationships E - Ensuring superior quality customer service

S - Service access to all

T - Technology-driven smart banking service

3.1.3 Core Values

- Honesty, transparency, integrity, and ethics
- Respect for customers and respect to fellow associates
- Learning and knowledge sharing
- Teamwork, ownership, and accountability
- Contribute to society and the environment

3.1.4 Branch Network of NCC

NCC's Head office is located at Baag Bazar, Kathmandu. NCC has altogether 12 branches located in all the provinces of Nepal.

3.2 Organizational Design and Structure of NCC

Organization Structure is how a management achieves the right combination of differentiation and integration of the organization's operations, in response to the level of uncertainty in its external environment. Differentiation refers to the subdivision of functional or departmental units, each concentrating on a particular aspect of the organization's operation. Integration refers to effort in linking differentiated units to achieve unity of effort in working forward toward organizational goals. Organizational structure is a system used to define a hierarchy within an organization. An organizational structure implies how activities such as task allocation, coordination, and supervision are directed toward the achievement of organizational aims. It identifies each job, its function, and where it reports to within the organization. This structure is developed to establish how an organization operates and assess an organization in obtaining its goals to allow for future growth. The organizational structure of Nepal Credit and Commerce Bank is shown in the figure below:

3.3 Different Departments of NCC

As my internship was in the head office, there were various departments in Nepal Credit and Commerce Bank. Some of them are:

- Compliance Department
- Loan Recovery Department
- Human Resource Department
- Retail Credit Department
- MSME Credit Department

- Corporate Credit Department
- Planning and Budgeting Department
- Treasury Department
- Account Department
- IT/MIS Department
- General Service Department
- Operation Department

3.4 Products and Services Offered by NCC

NCC like all other commercial banks generates its revenue mainly from its credit creation ability and finances its credit creation from deposits. Thus, mainly the products can be categorized into two major heading deposits and loans. However, other various products/services of NCC have enabled it to retain its customers for more than seventy years. NCC is not just business, it's the facility for the citizens belonging to every corner of the country and even in the entire globe. The remittance, utility payment service, SMS banking, internet banking, and ABBS all form an array of consumer-oriented services that are aiding NCC's corporate image and untrammelled consumer loyalty.

3.4.1 Deposits

NCC offers a wide range of deposit products that cater to the requirements. Namely:

- Saving Deposit
- Fixed Deposit
- Current Deposit

3.4.2 Loans

NCC offers a wide range of tailor-made funded and non-funded credit facilities to suit funding requirements. Namely:

- Corporate Loan
- Retail/ Customer Loans

3.4.3 Internet Banking

NCC introduced Internet Banking with the following features:

- Save time- you don't need to queue at a branch.
- Bank when you want, day and night, where it suits you.

3.4.4 SMS Banking

Customers have access to banking needs without ever having to wait in queues. Features:

- Instant Balance Information and Account statement print request.
- Latest Exchange rate of foreign currency.

3.4.5 ATM/Debit Cards:

NCC ATM allows its customers to access a vast network of ATMs located in major cities in Nepal. It allows the cardholder to withdraw cash, inquire about account balances, and to pay.

3.4.6 Safe Deposit Vaults:

It helps to store items like important papers like insurance policies, family records, birth certificates, deeds, titles, leases, contracts, bonds, certificates of deposit, jewels, etc.

3.5 SWOT Analysis of NCC

A strategic plan or mission for the future begins with an assessment of the current situation in which the organization exists. The organization has to analyze the potential strengths to gain a competitive advantage. It helps to predict the possible opportunities to capture the possible gains and advantages for growth and development.

Strengths:

1. Organizational strengths are usually derived from financial, human, and other resources.
2. A wide network of branches commercialized in rural and urban areas
3. Increasing deposit schemes targeting high, middle, and low-level customers.
4. ABBS has made the customer deposit and withdraw funds in any branch of the bank.
5. Use of the latest technology (i.e., SMS banking, e-banking, ABBS, ATM cards)
6. Well, classified products and services catering to the needs of customers.

Weaknesses:

1. They are lacking elements that prevent an organization from achieving its goal
2. Customers are attracted to other financial institution that provides higher interest rates than the commercial bank.
3. Banks collect a large amount of funds but don't have a proper investment sector due to poor government.
4. Due to the lack of proper regulation system loans provided by the bank, loans are converted into bad debt.

5. Though the bank has reached all the regional levels, still many of the people don't know the bank.
6. Some departments still hold paper-based data which is tedious and time-consuming.

Opportunities:

1. Organizational opportunities are an area that may be generating higher performance. It has the potential to increase the organization's strength.
2. Favorable laws for the banking sector
3. Attract more customers by offering various new banking schemes
4. Increasing remittance market
5. Widen the branches
6. Investment in national-level projects like tourism, hydropower, etc.

Threats:

1. Organizational threats are the area that makes it difficult for an organization to perform at a higher level. It has the potential to hurt and even destroy an organization.
2. Political instability and domestic conflict
3. The market is overcrowded with financial institutions
4. Threats of new entrance (i.e., competition)
5. The threat of substituting services provided by most of the banks is moreover the same.
6. Rise in inflation and slack in real estate business.
7. Bargaining power of buyers and suppliers
8. Change in rules and regulations of government.

CHAPTER 4: ANALYSIS OF ACTIVITIES DONE AND PROBLEM SOLVED

4.1 Activities Done in Central Trade Finance Department

The activities done during the internship period in the Trade Finance Department are briefly explained below: -

Providing Forms of Letter of Credit: I was assigned to provide forms of letter of credit to customers and inform them about the documents required while opening L/C.

Checking Discrepancies in the documents: Checking the received documents from the party who has submitted the documents for opening the L/C was the main task given to me. I used to check the documents with the help of procedures given to me. If any discrepancies were found I was asked to write discrepancies and the cause of discrepancies if no discrepancies then no discrepancies in the bank cover letter of the documents. Checked documents are re-checked by the L/C supervisor.

Keeping Records: Record keeping is an essential part of any job. As an intern, I was assigned to record the documents in the concerned register as soon as the documents were received. Documents received from the beneficiary's bank with airway bill and other details were registered in the register manually.

Chronological Filing of the documents: As an intern, my job was also to file documents such as Proforma Invoice (PI), copies of LC opened, copies of documents received from the beneficiary bank, copies of Bi.Bi.Ni.Fa.No.4, etc. in the respective customer file chronologically. Filing is done according to the L/C no. such as NCC002N0356 (for Nepalese currency) and the branch code in the Trade Finance department of NCC.

Updating files: My job was also to update files as soon as a new transaction was made and new documents or any important forms were received. It required interaction with CAD and other staff of the department. While updating the files. It should be checked whether all the important

documents and forms are present along with the required authorities' verified signatures and stamps.

Recording of the copy returned: Recording of the copy returned from the Customs Office (which is the evidence for releasing goods to the customers) is done in the register manually and then the filing is done to the respective files after verifying the signatures.

Forwarding approval sheet to the Customer Administration Department: CAD is not only involved in the documentation part but also in checking and approving the Approval Sheets of LC and TT. So, I had to forward the approval sheets to the CAD frequently.

Photocopying and scanning of documents: Photocopying and scanning of documents such as Commercial Invoice, Packing List, Certificate of Origin, Bill of Lading, Insurance, SWIFT messages, Performa Invoice, and cheques was also another job given to me.

Document separation and filing: As an intern, I was given to separate 2 copies of the documents if the L/C was of Nepalese currencies and 3 copies of documents if the documents is of Indian currencies i.e., one for Indian custom, one for the client and one for the Bank and 4 copies of the document if it is of U.S Dollar.

Sending mails: Sending mails to different applicants as well as branches was also an important task that I used to perform at NCC.

4.2 Problem Solved

Trade Finance is a complex and one of the vital departments in banking institutions that requires deliberation and appropriateness as it is concerned with international trade. Problems are non-detachable terms in Trade Finance where different complexities arise. During the internship period, the following problems were solved: -

- Helped to solve the queries of customers.
- Helped the customers to fill out the forms and photocopy their forms.
- Helped the supervisor in finding the files in the department as well as filing the documents according to reference no.
- Helped in finding the discrepancies and informing it to the supervisor.
- Helped to find out the missing documents and non-verified signatures.

CHAPTER 5: CONCLUSION AND LESSON LEARNT

5.1 Conclusion

Letter of credit, along with the Bank Guarantee and Telex Transfer are the most important services provided by the banks to fulfill the trade finance needs of buyers and sellers for export and import. LC secures settlement between buyer and seller as it is a guarantee that the seller will be provided with the fund and the buyer will be provided with the merchandise upon the effective execution of the terms and conditions mentioned in the LC. TT facilitates advance payments. Bank guarantee ensures a guarantee from a lending institution that the liabilities of a debtor will be met.

Among these three, a Letter of Credit is the most issued product by the bank. It is the major and attractive source of profit for banks involved in providing Trade Finance services to the customer as it earns interest income, commission, fee-based income, and earnings from foreign exchange. The banks involved in LC must perform under the national and international regulatory framework. The banks must follow the directives provided by the central bank and also the international standard concerning LC.

The LC service is managed by the highly experienced and professional staff of NCC under the Trade Finance Department at the Head Office, Dharmapath. Due to the strategic location of the bank and good relationships with corporate clients, NCC has gained a competitive edge in the LC service segment. Due to the profitable nature of the LC service, the competition is rising among the banks. To survive in this competitive environment, NCC must focus on relationships with corporate customers, competitive pricing of the LC service by lowering the interest and fee involved in LC, and tactical partnerships with other international banks.

5.2 Key Skills and Lesson Learnt

The internship period proved to be a great and knowledgeable experience getting acquainted with the real-life scenario of the working environment. The Intern can learn various new knowledge as well as the practical implications of various theoretical knowledge after the two-month internship exposure. All the lessons learned can't be expressed in the language form because much knowledge is related to the realization rather than the new knowledge. Anyways, the important lessons that the intern is pleased to express in word form are bulleted in the points below: -

The lessons that I learned during the internship period are:

- Basic activities and functions of the Trade Finance.
- Overall process and steps performed while opening LC and TT.
- Conversion of theoretical knowledge acquired in the course of study into real-life working practice.
- Development of the managerial and communication skills to tackle real-life situations.
- Exposure to the practical working environment and getting acquainted with the institutional cultures, behavioral issues, and value systems of the corporate world.
- The general banking practices.
- Knowing how the records are maintained and recording procedures.
- Using different office equipment like photocopy machine, cheque writer, printer, etc.
- Communicating effectively with people and improving interpersonal skills.
- The importance of motivation and satisfaction could be directly related to work and performance.

- “*Customers are always the King*”, so they are to be treated properly and their problems should be cared for with due attention.
- Real-life work is a very pressurized task and hence cool and calm mind is essential for success.
- Speaking, functioning, and working corporately.
- No practical theory can be developed regarding how to deal with customers because customers are different in their perceptions and attitudes.

5.3 Other Key Skills and Attitude Learnt

This internship has been very productive and fruitful because it has helped me to see the same things from two opposite directions (from the customer’s point of view as well as the bank’s point of view) and find the differences in the perception of these two opposite sides as a “***neutral observer.***” It has also helped me to actually “feel the gap” between the theoretical knowledge learned in the course of study and the practical practices in the real working environment. It was the perfect place to practice theory-based knowledge like Financial Management, Organizational Relations, Critical Thinking, and many more in the actual working setting.

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