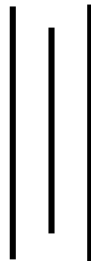


**MANAGEMENT INFORMATION SYSTEM On  
Citizens Remit at Citizens Bank International  
(A Case Study on MIS of Citizens Remit at Citizens Bank  
International)**

**By:  
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Second Year Exam Symbol No.: 391775**

**A Thesis Submitted to:  
Office of the Dean  
Faculty of Management  
Tribhuvan University**



*In partial fulfillment of the requirement for the Degree of  
Master's in Business Studies (M.B.S)*

**Kathmandu, Nepal  
July 2012**

# **RECOMMENDATION**

This is to certify that the Thesis

Submitted by:

**SWASTIK SUBEDI**

Entitled:

**MANAGEMENT INFORMATION SYSTEM On  
Citizens Remit at Citizens Bank International  
(A Case Study on MIS of Citizens Remit at Citizens Bank  
International)**

*has been prepared as approved by this Department in the prescribed format of  
the Faculty of Management. This thesis is forwarded for examination.*

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# VIVA-VOCE SHEET

We have conducted the viva –voce of the thesis presented

by

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**MANAGEMENT INFORMATION SYSTEM On  
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International)**

*And found the thesis to be the original work of the student and written  
according to the prescribed format. We recommend the thesis to  
be accepted as partial fulfillment of the requirement for the*

*Degree of Master's in Business Studies (M.B.S.)*

**Viva-Voce Committee**

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## **DECLARATION**

I hereby declare that the work reported in this thesis entitled “**Management Information System on Citizens Remit at Citizens Bank International (A Case Study on MIS of Citizens Remit at Citizens Bank International)**” submitted to Office of the Dean, Faculty of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master’s Degree in Business Study (M.B.S.) under the supervision of **Krishna Prasad Acharya** and **Shanker N. Adhikary** of Shanker Dev Campus.

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## ACKNOWLEDGEMENTS

It is difficult to draw up a list of persons to be thanked because several people have helped in preparation of this report in diverse ways. Knowledge itself is cumulative so it is difficult to acknowledge intellectual ideas. It is impossible to acknowledge all those who contributed to this study. But some persons need to be publicly acknowledged.

I would like to first of all thank Citizens Bank International Limited (CBIL) for giving me an opportunity to make a report on its remittance function. I would like to thank Mr **Roshan Manandhar** and other staffs IT department for their support and guidance on the preparation of the report.

I am thankful to all the staff of CBIL for being co-operative towards me in the preparation of the report and for providing needed information for the project without which making of this report will have been an impossible task. I am thankful for their keen interest and patience while answering our queries. It is through their co-operation and patience on guiding us to do the work of the project has become successful. I could learn a lot from their wide area of knowledge, experience and expertise.

I am extremely grateful to Mr. Krishna P. Acharya and Mr. Shanker N. Adhikary who sacrificed time to provide advice, teach, support and encouragement for having been there for me throughout the this research study.

This report is quite within the range of possible errors and mistakes, in spite of my best efforts. I would be obliged if the reader finds out any such errors and bring them to my notice.

SWASTIK SUBEDI

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## ABBREVIATIONS

BP	Business Processes
BPR	Business Process Re-engineering
DB	Database
DD	Data Dictionary
DFD	Data Flow Diagram
DSS	Decision Support System
E-Commerce	Electronic Commerce
ERD	Entity Relationship Diagram
GUI	Graphical User Interface
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
ICT	Information and Communication Technology
IS	Information System
IT	Information Technology
LAN	Local Area Network
MIS	Management Information System
ODBC	Open Database Connectivity
OS	Operation System
PC	Personal Computer
PK	Primary Key
SQL	Structured Query Language
UML	Unified Modeling Language
WAN	Wide Area Network
WWW	World Wide Web
CBIL	Citizens Bank International Limited