

**LOAN MANAGEMENT AND RECOVERY: A CASE STUDY
OF NEPAL BANK LIMITED**

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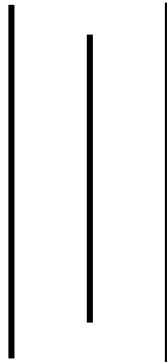
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*In partial fulfillment of the requirement for the degree of
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RECOMMENDATION

This is to certify that the thesis

Submitted by:

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LOAN MANAGEMENT AND RECOVERY: A CASE

STUDY OF NEPAL BANK LIMITED

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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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 of Business Studies (MBS)

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DECLARATION

I hereby declare that the work reported in this thesis entitled “Loan Management and Recovery: A Case Study of Nepal Bank Limited” 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 degree of Master of Business Studies (MBS) under the supervision of Associate Professor Prakash Singh Pradhan of Shanker Dev Campus, T.U.

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ACKNOWLEDGMENTS

This thesis has been prepared according to TU syllabus prescribed for Two years course in partial fulfillment for the degree of Master of Business Administration. The primary objective of this research is to study about the loan disbursement & recovery and its Customer Satisfaction in banking sector. This Research deals with the Customer satisfaction from bank service. I have tried to cover all the possible information that I felt were important for this report.

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ABBREVIATIONS

A/C	:	Account
ATM	:	Automatic Teller Machine
BOK	:	Bank of Kathmandu Limited
Disb	:	Disbursement
EBL	:	Everest Bank Limited
etc	:	Etcetera
HBL	:	Himalayan Bank Limited
HMG/N	:	His Majesty Government Nepal
HRD	:	Human Resources Department
i.e	:	That is
IMF	:	International Monetary Fund
Km	:	Kilometer
LBL	:	Laxmi Bank Limited
NABIL	:	Nepal Arab Bank Limited
NBBL	:	Nepal Bangladesh Bank Limited
NBL	:	Nepal Bank Limited
NCCBL	:	Nepal Credit and Commerce Bank Limited
NIBL	:	Nepal Investment Bank Limited
NPA	:	Non Performing Assets
NPAT	:	Net Profit after Tax
NRB	:	Nepal Rastra Bank
NSIBL	:	Nepal SBI Bank Limited
P.E	:	Probable Error
RBB	:	Rastriya Banijya Bank
Rs	:	Rupees
SCBNL	:	Standard Chartered Bank Nepal Limited
V.D.C	:	Village Development Committee
VPS	:	Voluntary Retirements Scheme
WTO	:	World Trade Organization