

CHAPTER-I

INTRODUCTION

1.1 Introduction

Banks are the most important institutions that help in the commercial and economies development of a country. Commercial banks are also the lifeblood of the country which helps to achieve economic growth and it helps to promote the welfare of people as well as nation. So nowadays commercial bank plays leading role of the nation. Financial condition or economic growth of the nation can be found by analysis of commercial banks.

“A commercial bank is essentially a dealer in money. It is a banking institution that accepts the demand and time deposits from businesses, institutions and individuals and engages in both business and consumer lending,”¹

“A commercial banker is a dealer in money and in substitutes for money, such as cheque or bill of exchange. He also provides a variety of financial service.”²

“Commercial banks are at the centre of most money markets, as both suppliers and users of funds, and in many markets a few large commercial banks serve also as middlemen. These banks have a unique

¹ Vaish,M.C.,Modern Banking,New Delhi,1978,pp.15

² The New Encyclopedia Britannica,Vol.1985,London,pp.600

place because it is their role to furnish and important part of the money supply.”³

Commercial banks act, 2031 B.S of Nepal has defined that “A Commercial bank refers to such type of bank other than specified banks related to cooperative, agricultural, industrial and other which deals in money exchange, accepting deposits and advancing loans etc.”⁴

The commercial banks are those banks, which pools together the savings of the community and arrange them for the productive use. Commercial banks transfer monetary sources from the savers to the users. They accept deposits from the public on the condition that they will be repayable. They provide loans and advances from the money, which they receive through deposits. Apart from financing, they also render services like collection of bills and checks safekeeping of the valuable, financial advising etc to their customer.

Commercial banks are the heart of the financial institutions. They hold the deposit of many persons, government establishments and business unit. They make funds available through their lending and investing activities. In doing so, they assist both the flow of goods and services from the procedures to consumers and financial activities of the government, they provide a large proportion of the medium of exchange, they are the media through which monetary policy is affected. These facts show that the commercial banking system of the nation is important to the functioning of the economy.

Nowadays commercial bank plays vital role for the development of the nation.

The major objective of the commercial banks like development of Nepal is to achieve economic development of people and nation. It also

³ Encyclopaedia Britannica 2000 Deluxe,CD

⁴ Commercial Bank Act,2031 B.S,Nepal

focuses to achieve financial soundness of people as well as nation. It supports to growth goodwill of people as well as nation.

The major goal of the commercial bank is to be increased per capital income of nation and to obtain an equitable distribution of nation wealth.

Commercial banks promote the habit of thrift and saving among people by accepting deposits from the public. Commercial banks collect the money from public and others sectors and mobilize the saving of the people and direct it towards productive purpose. It also provides loan for individual, industry, agricultural sector or others purpose such as housing, hire purchase etc.

Commercial banks provide different types of products. Banks also introduce the new products so that people are well-known about it.

The history of institutional banking in Nepal began with the introduction of Nepal bank limited under Nepal bank act 1937, although some firm of banking was known to be practiced in the ancient period. Nepal Rastra bank was established in 1956. Then Rastriya Banijya bank was established in 1956. It is the second commercial banks in the Nepal. These governments owned banks were established for economic development of the nation. Due to the lack of qualitative service, efficiency these institutions to be come unsound and inefficient for delivering the services. Due to the globalization, the government opened doors for joint -venture banks in the mid 1980's. NABIL became the first foreign joint venture commercial banks. It began its operation in 1984. The sustainable commercial and economical development of a country demands a proper banking system. For proper banking system, it should provide various types of products for their customers.

1.2 The Common products offered by the listed commercial bank of Nepal

Deposit collection

- Current Account(regular, current with sweep facilities)
- Saving Account(regular,cheakable,special plan)
- Fixed Account(call,fixed,notice,term)
- Special Account
- Royal saving scheme
- Super saving Account

Lending Sectors

- Agriculture
- Trade and commerce
- Construction and others

Term

- Mid term, short term and long term
- Transportation equipments
- Hydropower project
- Retailer/wholesaler
- Service
- Hire purchase
- Education
- Deprived sector
- Export finance
- Electrical and household equipments
- Working capital loans
- Loan against fixed deposit,
1st class bank guarantee, and others bank
Guarantee, HMG bond, bold and silver foreign currencies.
- Export loan

- Overdraft loan
- Term loan
- Consortium loan
- Forward contracts(Siddhartha bank)
- Pre shipment loans
- Cash overdraft
- Bill purchase loan
- Housing loan
- Personal loan
- SME loan
- Consumer loan
- Packaging credit loan(Himalayan bank)
- Revolving cash credit loan(Himalayan bank)
- Non revolving cash credit loan(Himalayan bank)

Others services of banks

- Remittance
- Fund transfer-draft,tele graphic payment order, fax transfer
- Bank guarantee
- Foreign currencies purchase
- Payment of travelers cheque
- Trust receipt
- Letter of credit
- Tele banking
- Internet banking
- ATM facilities(automatic teller Machine)
- Credit card
- Safe deposit locker
- Demand drafts
- Locker

- Financial Advisory
- Payroll management(laxmi bank)
- Any branches banking system
- Other allied services(NIC)
- Other allied services(kumari)
- Weekend Banking(Kumari)
- Mobile banking(kumari)
- Utility bank payment(kumari)
- E-banking
- SMS banking
- Bearer certificate of Deposit

Under writing of shares

1.3 Background information of the listed commercial Banks.

1. Nabil Bank

Nabil Bank Limited, the first foreign joint venture bank of Nepal, started operations in July 1984; Nabil was incorporated with the objective of extending international standard modern banking services to various sectors of the society.

It introduced many products and marketing concepts in the domestic banking sector represents a milestone in the banking history of Nepal as it started an era of modern technology which includes ATMs, credit cards, state-of-art, world-renowned software from Infosys Technologies System, Bangalore India, Internet banking system and telebanking system.

The capital of the bank is divided into the following categories as, authorized capital is 30 million, Issued capital is 30million, and paid up capital is 30 million.

Banking service of the NABIL bank ltd.

The main objective of the bank is to render the banking service to the different sectors like industries, traders, businessman, priority sector, small entrepreneurs and others needy people. The bank has earned the glory of making available services to almost all top business houses of the country. The bank is providing the full fledged commercial banking service to the customers.

The bank offers products and services for customers as follows.⁵

- Working capital
- Fixed capita imports
- Bills discounting facility under suppliers credit exports loan
- Hire purchase
- Project finance
- Consortium syndication loan
- Mortgage loan
- Loan against deposit and Government securities
- Housing finance
- Auto finance
- Nabil property
- Person finance
- Trade loan/Finance
- Import LC
- Export LC
- Forward contact Bin Bond
- Performance bond
- Counter Gitee
- Advance payment Gitee

⁵ www.nibl.com.np

- Shipping
- Indemnity

Deposit

- Current account
- Call/Time account
- Saving account
- Provident fund
- Retirement fund
- SWIFT transfer, western union-Remittance(Qatar,Doha)

Branches and Locations

The main head office of the bank is located in Kamaladi, Kathmandu and it has 28 branches which are located in different parts of Nepal such as Kathmandu, Birgunj, Parsa, Biratnagar, Lalitpur, Itahari, Butwal, Pokhara, Bhairahawa, Nepalganj, Dharan, Rupendehi(Bhalwadi), Ithari, Jhapa, Makwanpur ,Chitwan, Banlung, Tulsipur ,Dang Ghorahi, Dhangadi, Mahendranagar. It has exchange counter in Tribhuvan international airport Kathmandu.

2. Nepal Standard Chartered Bank (Nepal Gridlay's Bank)

Nepal Grid lays Bank is leading private commercial banks in more than one ways .It came in existence in 1987 as a joint venture between ANZ operations in the region by the standard chartered. It has become a subsidiary of sc Grid lays which hold 50% shareholdings in the bank.

Started Chartered Bank Ltd has been in operation in Nepal since 1987 when it was initially registered as a joint venture operation. Today the bank is an integral part of standard chartered 25% shares owned by the Nepalese public. The bank enjoys the status the largest international bank currently operating in Nepal. The number of outstanding shares is with Rs 1000 as the par value of shares.

Banking service of Standard Chartered bank

Standard chartered bank Nepal limited offer full range of banking products and services in wholesale and consumer's banking, catering to a wide range of customers from individual to mid-market local corporate to multinationals and large public sector's companies as well as embassies aid, agencies, airlines, hotels and government corporations. The bank has been introducing 'customers focused ' product and service in the country. It is in first bank that has implemented the anti-money laundering policy applied to know your customers procedure on the all customers accounts.

The bank offers products and services for customers as follows.

- Current, saving, call and termed deposit accounts in local and Foreign currency.
- Fund transfer service - local and international drafts shift.
- Credit card service- insurance and acquiring.
- 24 hours ATM service -SCBNL debit card visa and mastered Card.
- Safe deposit locker.
- Foreign exchange service-insurance/purchase of traveler cheque.
- Extra banking -365 days banking from kantipath and Latipur Branches.
- Priority banking
- Home banking
- Auto loan
- Home loan, Home advantage
- Personal loan
- SMS banking
- Corporate employee accounts(wholesale bank)

- Trade finance
 - Letter of credit: Insurance and acceptance
 - Gurantee:Insurance
- Commercial lending(working capital)
- Term lending
- Loan syndication
- Electronic banking
- Forward exchange rate
- Cash management
 -) Operating account
 -) Quick collection payment service
 -) Quick payment service Quick collection service
- Cheque writer

Branches and locations

The head office is the bank is located in Kathmandu and it has 7 branches and 9 ATMs across the kingdom of Nepal. It has many branches office and ANM counter in different part of Nepal.

3. Himalayan Bank Ltd

Himalayan Bank limited is a join venture with Habib Bank of Pakistan. It established in 1992 under the company Act 1964.This is the first joint venture bank managed by the Nepali chief executive. The operation of the bank started from 1993.

The main objective of the bank is to provide modern banking facilities like banking to the businessmen, industrialists and to other professional and to provide loans to agriculture and industrial sector. The registered office of the bank is in Thamel, Katmandu and it was listen in NSE in 1993.Himalayan Bank is the first commercial banking service which maximum shares is hold by the Nepalese private sector. The bank

also offers industrial and merchant banking service. The capital of the bank is divided into the categories as follows, authorized capital is 240 million, Issued up capital 240 million and paid up capital is 240 million. The number of outstanding shares is with Rs.100 as the par value per share.

Banking service of Himalayan Bank

The main objectives of the bank is to render for the banking service to the different sectors like industrial and merchant, traders, businessman, others priority sector and public sectors. During the period of 14 years of its operation, it has accumulated a large not of clients and has been able to provide the service to the customers. Himalayan Bank is committed to be a Bank which as" The Power to lead". It has earned the glory of making available the service to almost all top business houses of the country. The bank is providing the full-fledged commercial banking service to the customer.

The bank offers products and services for the customers as follows.⁶

Deposit

- Current account
- Saving account
- Call deposit account(7 days to 90 days)
- Fixed term deposits(Above 90 days)
- Fund transfer
- HBL cards
- Safe deposits locker
- Himalayan SMS

Loan and credit

1. Corporate banking

a. Funded facilities

⁶ www.himalayanbank.com

- Overdraft
- Demand loan
- Fixed term loan
- Revolving cash credit
- Non revolving cash credit
- Packing credit loan
- Post shipment loan
- Personal loan
- Loan against fixed deposit
- Loan against counter guarantee

B.Non funded facilities

- Letter of credit(sight)
- Letter of credit(issuance)
- Bid Bond
- Performance bond
- Advance payment guarantee

2. Retail Banking

- Hire purchase loan
- Housing loan
- Flexi(subidha loan)

3. ATM

4. Internet banking

Branches and locations

The head office of the bank is located in Thamel and it has 15 branches which are located in Kathmandu, Bhaktapur, Patan, Tandi, Narayangarh ,Birgunj, Hetauda, Bhairahawa, Biratnagar, Banepa, Dharan, Pokhara, Butwal .Himalayan Bank has access to the worldwide correspondent network of Habib bank for fund transfer, letter of credit or any banking business anywhere in the world.

4. Nepal SBI Ltd.

Nepal SBI Ltd is a joint venture with state bank of India Ltd. It was registered under the company Act 1993. The bank is managed by state bank of India under the joint venture and technical service agreement between SBI and India. Nepalese promotes employees provide fund and agricultural Development Bank Nepal. The state bank of India holds 50% equity.

The main objective of the bank is to carry out modern banking business in the country under the commercial bank Act 1974. The bank provides loans to agriculture, commerce and industrial sector and is one of the largest shareholder base companies. The bank began its operation on 8th July 1993.

The capital of the bank is divided into the following categories as, authorized capital is 240 million, and issued capital is 120 million and paid up capital is Rs119946000.

The number of outstanding shares of the bank is with Rs100 as the par value per share.

Banking service of SBI Bank

The main objective of the bank is to render the banking service to the different sectors like industries, traders, businessmen, priority sector small entrepreneurs and other needy people. During the period of 12 years of its operation, it has accumulated a large number of clients and has been able to provide the service to more than 10000 clients. Though the bank is at infant stage, it has earned the glory of making available the services to almost all top business houses of the country and such services have proved mutually beneficial. Nepal SBI bank Ltd is providing the full fledged commercial banking service to the customers.

The banks offer products for the customers.

- Deposit collections
- Loan and advance(credit)
- Travelers cheque
- Bills purchase and discount
- Cash management
- Remittance fund transfer
- Export business
- L/c and bank guarantee
- Administration +account+system+money+cadre planning
- Company office share, board

The bank also offers the modern service for their customers as follows.

- Anywhere banking fund transfer between Biratnagar and Kathmandu.
- Proposed: Automatic teller machine, ATM (any Time Money), credit cards, safe deposit vault (locker)

Branches and locations

The main head office of the bank is situated at Hattisar, Kathmandu and

The main branch of Nepal bank ltd has expanded its branches in many districts of Nepal. Now the bank service to the customers through 19 branches located at Kathmandu, Biratnagar, Birgunj, Dharan, Bhairahawa, Jhapa ,Kaski, Jabalpur ,Chitwan, Butwal ,Nepalganj ,Rampur.

5. Everest Bank Ltd

Everest Bank Ltd is a joint venture bank with Punjab National Bank in 1997. But it started its operation 1994 with a view and objective of extending professionalized and efficient banking services to various segments of the society. It established itself as a leading private sector

bank. The bank is providing its services through a wide network of 18 branches across the globe.

The bank in association with smart choice technology(SCT) is providing at customers.EBL Debit card can be accessed at more than 50 ATM's and over across the nation .The bank is also managing the SCT.ATM at Tribhuvan International airport for the convince of the customers and the travelers the first and only place ATM outlet at the airport.

EBL is playing a vital role in facilitating remittance across glober.The bank now a drafts draw with 175 branches of PNB all over India.

The bank provides its service in foreign country like UAE, Kuwait, Saudi Arabia, Malaysia, Singapore and UK. The bank recognize the value of offering complete range of services, The banks provides home loan, educational loan,EBL property plus(future lease rentals)Home equity loan, car loan, loan against life insurance policies and loan for professionals. The capital of the bank is divided into the following categories as, authorized capital is 750 million, issued capital is 466 million, paid up capital is 455 million.

The number of outstanding share is with Rs.100 as the par value of shares.

Banking service of the Everest bank

The main objective of the bank is to render the banking service to the different sectors like industries, traders, businessman, financial institutions, priority sector, student and public. The bank has earned the glory of making available the service to almost all top business houses of the country and such services have proved mutually beneficial. The bank is providing full fledged commercial banking service to its customers. The bank got award of the best financial institution of 2006

The bank offers products and services for customers as follows.⁷

Deposit

- Current account
- Saving premium account
- Fixed deposit
- Cumulative deposit scheme
- Sunaulo Bhavishya yojana
- Saral samriddhi Bachat
- Unfixed deposit scheme
- USD account

Loan

- Trade finance activities
- Foreign exchange
- Remittance facilities
- Other facilities
- Home loan
- Home equity loan
- Vehicle loan
- Educational loan
- EBL properly plus
- Professional loan scheme
- Loan against mortgage
- Loan against shares

The bank also offer the modern service for their customers,

-) Anywhere banking fund transfer.
-) Automatic teller machine, ATM.Credit cards.
-) 365 days banking

⁷ www.everestbankltd.com

Branches and locations

The main head office of the bank is situated in Lazimpat; Kathmandu. It has established branches with full fledged banking services. The main branch of EBL is situated in New Baneswor; Kathmandu. EBL has expanded its branches in many district of Nepal. At present, the bank serves its service through 26 branches located at Kathmandu, Pokhara, Sunsari, Dharan, Nepalganj, Bhairahawa, Butwal, Biratnagar, Itahari, Dhangadi, Butwal, Bara, Parsa, Birganj, Janakpur, Narangadha, Bhaktapur, Jhapa, Banglung, Dhangadi. It has representative office which is located in New Delhi.

6. Bank of Kathmandu

Bank of Kathmandu is established in 1993. It started its operation in March 1995. It has two main objectives

- Identify business prospects not yet catered by then existing commercial banks and offer new banking products and service.
- Introduce modern banking technology facilitating back and business operation and transactions.

Bank of Kathmandu's activities globe around deposit mobilization, advancement of various credit, international banking including trade financing, inward and outward remittances and funds portfolio management. The shareholder pattern (%) of the bank is as follows, promoters are 42% and general public is 58%.

Banking service of Bank of Kathmandu

The main objective of the bank is to providing products and service of the highest standards to its customers by understanding their requirements best suiting the market need. During the period of 13 years of its operation, it has accumulated a large number of clients. It has earned glory of making available service to the almost all top business

houses of the country. Bank of Kathmandu Ltd is providing full fledged commercial banking service to the clients.

The bank offers products and services for the customers as follows.

1. Deposit
 - Current account
 - Saving account
 - Fixed account
 - Operative call
 - Sajilo Bhachat yojana
 - Mero Bhachat yojana
2. Loan
 - Corporate loan
 - Term loan
 - Working capital
 - Overdraft
 - Demand loan
 - Trust receipt/Importer's loan
 - Export loan
3. Other Loan
 - Loan against fixed deposit
 - Loan against government loan/1st class guarantee
 - Priority sector/Deprived sector loan
 - Consortium loan
4. Consumer loan
 - Car for u loan
 - Light commercial vehicle loan
 - Foreign employment loan
 - Educational loan
 - Housing loan

Branches and locations

The head office of the bank is located in KamalPokhari; Kathmandu. It has 9 branch offices which are located in Butwal, Dhangadi, Hetauda, Nepalganj, and New road, Kathmandu, Thamel, Pokhara and Biratnagar

7. Machhapuchhre Bank Ltd

Mchhapuchhre Bank Ltd registered in 1998 .It is the first commercial bank in the western part of the kingdom of Nepal which head office is in Pokhara.

The bank aims to serve the people the people of urban and rural areas. It introduces the latest technology in banking in the country. It is the first bank to introduce centralized banking software named GLOBUS Banking SOFTWARE developed by Tremendous NV; Switerland.The bank provides modern banking facilities such as anywhere banking and internet banking to its valued customers. The capital of the bank is divided into the following categories as, authorized capital is 820 million, issued capital is 820 million, paid up capital is 820 million.

The number of outstanding share is with Rs 100 as the par value of shares.

Banking service of the Machhapuchhre Bank ltd

The main objective of the bank is to render the banking service to the different sectors such as industries, traders, businessman, priority and public. It is the one of the most popular bank in western region.

The bank offers products and services for the customers as follows.⁸

A. Deposit

➤ Current account

⁸ www.machbank.com

- Call account
- Saving deposit
- Royale saving scheme
- Fixed/term deposit
- Yova Bachat
- Pewa Bachat
- Shareholders account
- Salary mgmt scheme

Loan and Advance

- Term loan
- Working capital(overdraft/short term loan)
- Trust receipt/Importer's loan
- Priority sector/deprived sector
- Home loan
- Hire purchase loan
- Educational loan
- Foreign employment loan
- Loan against
 -) 1st class bank guarantee
 -) Other bank guarantee
 -) Other financial grantee
 -) Fixed deposit
 -) Government bonds
 -) Foreign currency deposit
 -) Marketable securities
- Loan against marketable securities
- Consortium and syndicate loan
- Other loan

B.Trade finance

C.Remittance

D.Safe deposit locker

E.Money2Nepal

The bank also offer the modern service for their customers

1. Mobile Banking
2. MBL debit card
3. Internet Banking
4. Any where banking

The bank is also going to introduce phone banking credit card.

Branches and locations

The head office of the bank is located in Nayabazar; Pokhara.The corporate office is in Kathmandu. The Machhapuchre bank has expanded its branches in many district of Nepal. Now the bank servers its service to the customers through 12 branches located at Kathmandu ,Birgunj ,Bhairahawa ,Damauli, Pokhara, Jomsom, Banepa ,Lalitpur.The bank is going to open 8 new branches in Baluwatar,Thapathali and Itahari soon.

8. Kumari Bank Ltd

Kumari bank is established chaitra 21, 2057 BS (April03, 2001) with an objective of providing competitive and modern banking service in Nepal. It is the fifteenth commercial bank of Nepal.Kumari bank ltd has been providing wide-range of modern banking services through 6 points of representation across the country. The bank has adopted Globes banking software, developed by Terminus NV, Switzerland to provide centralized data base system to all branches.

It has been always guided with the philosophy" we do it"

The shareholders pattern (%) of the bank is as follows, promoters is 70% and general is 30%.

The capital of the bank is divided into the following categories as, authorized capital is 1000 million, issued capital is 900 million and paid up capital is 900 million.

The number of outstanding share is with Rs100 as the par value of shares.

Banking service of the Kumari Bank Ltd

The main objectives bank is even in a world of fierce competition with tremendous potential to service its clients with a wide variety of business banking service. It has also served its service for industry, trades, businessman, priority sector and public. The bank has earned the glory of making available the services to almost all top business houses of the country and such services have proved mutually beneficial .Kumari bank Ltd is providing the full fledged commercial banking service to the clients.

The banks offers products and services for the customers as follows.⁹

Personal Banking

1 Deposit

- Saving account
- Fixed account
- Time deposit

2 Loans

- Vehicle loan
- Home loan
- Golf loan
- Travel loan
- Education loan
- Consumer product financing

3 Lockers

⁹ www.kumaribank.com

4 Remittances

- Managers cheque
- Demand drafts
- Telex transfer
- Travelers cheque

5 Convenience banking

- Evening banking
- Weekend banking
- Business Banking

1 Deposit

- Checking account
- Business account
- Time account
- Call deposit

2 loans

- Working capital financing
- Term loan
- Short term loan
- Bill discounting
- Loan syndicate

3 Remittances

- Managers cheque
- Demand drafts
- Telex transfer
- Travelers cheque

4 E-banking

- Internet banking
- Mobile banking
- Utility bill payment banking

Branches and locations

The head office of the bank is located at Putalisadak, Govinda Bhawan; Kathmandu. It has 7 branches office which are located in Biratnagar, Birgunj, Pokhara, and Itahari, Birjang, Lalithpur, Jhapa, Chitwan, Dharan.

9 Laxmi Bank Ltd

Laxmi bank was established in April 2002 as a commercial bank. Laxmi bank has grown with branches in Birgunj, Banepa, Pokhara, Biratnagar and Pulchok. Following the merger with Hisef finance ltd, a decade old first generation finance company, its office in Hattisar, Kathmandu was converted to a full branch and its corporate office in October 2005.

Its main objectives to provide safe, seamless, and quick and advance banking service and it is investing in contemporary banking technology. The bank provides its products such as cell phone, internet, ATM, point of sale (pos) etc in addition to of physical branches. The shareholder pattern (%) of the bank is as follows, general public is 35.56%, citizen Investment Trust is 9.02% and promoters is 55%.

The number of outstanding shares of the bank is with Rs 100 as the par value per share.

Banking service of the Laxmi Bank

The main objective of the bank is to provide safe, seamless, quick and advance banking service to the clients. During the 4 years the bank is recognized as and innovative and progressive bank geared to providing shareholders and customers with quality earning and value added service.

The bank offers products and services for the customers as follows.¹⁰

Deposit

- Current account
- Saving account
- Laxmi account
- Super saving account
- Fixed deposit
- Call account
- Sweep facility
- Current account
- Gurkha saving account
- Student saving account
- Call placement account

Loan and advance

- Overdraft
- Working capital loan
- Term loan
- Small business loan
- Trust receipt/imports loan
- Letter of credit
- Bank guarantee
- Car loan
- Home loan
- Home loan
- Home equity loan
- Personal loan

Other Service

¹⁰ www.laxmibank.com

- Demand
- Locker
- Fund transfer/Remittance
- Safe locker
- Clearing/collection
- Foreign exchange
- Financial Advisory
- Internet Banking(online service)
- Extend banking
- ATM/Debit card
- Payroll management
- NRN cell

Branches and its locations

The head office of the Laxmi bank is located in Hattisar; Kathmandu. Laxmi bank has grown with branches in Birgunj, Banepa, Pokhara, Biratnagar, Pulchok and Lalitpur, Janakpur, Jhapa, Narayangadh.

10. Lumbini Bank Ltd.

Lumbini Bank Ltd was established in 1998. It started its operation from Narayangarh spreading its wings to further three more places via, Hetauda, Butwal and Durbar Marg, Kathmandu

It's main aim to assure of its excellence in offering of its products and service.

Lumbini Bank limited has as a part of an ongoing process; restructured products cover personal loan, Home loan, car loan etc. The shareholder pattern (%) of the bank is as follows, promoters is 70% and general public is 30%.

The capital of the bank is divided into following categories, authorized capital is 1 billion, and Issued capital is 750 billion and paid up capital is 750 billion.

The number of outstanding share of the bank is with Rs 100 as the par value of shares.

Banking service of the Lumbini Bank Ltd

The main objectives of the bank is to render the banking service to the different sectors like industries ,trades, businessman, priority sector, small entrepreneurs and others needy people. During the period of 8 years of its operations and has been able to provide the service for their clients.

The bank offers products and services for the customers as follows.¹¹

Deposit

- Current account
- Saving account
- Fixed account
- Call deposit account

Loans

- Working capital loan
- Term loan
- Overdraft/Hypothecation
- TR loan
- Export/Import loan
- Priority sector loan
- Deprived sector loan
- Loan against HMG securities
- Loan against FDR

¹¹ www.lumbinibank.com

- Loan against bank guarantee
- Personal loan
- Hire purchase loan
- Housing loan
- Consortium finance

Others service

- Trade finance
- LOC
- Remittance
- SMS banking
- Treasury
- Foreign exchange
- Safe deposit lockers
- 365 days banking

Branches and locations

The head office of the Lumbini bank is located in Pragatipath, Narayangarh, Chitwan and its corporate office is located in Durbar Marga, and Kathmandu. It has 5 branches office which are located in Narayan, Heatauda, Butawal, Kathmandu and Biratnagar.

11. Nepal Credit and Commercial Bank

It was registered as Nepal Bank of Ceylon Ltd (NBOC), commenced its operation on 14th October, 1996 as a joint venture with Bank of Ceylon, SriLanka.it was the first private sector Bank with the largest authorized capital of Rs 1000 million .The head office of the Bank is located at SiddharthaNagar, Rupandehi while its corporate office is located at Bagbazar, Kathmandu. On 10th September, 2002 due to transfer of shares and management of Ceylon bank to the bank, its name changed into Nepal credit and commercial bank.

NCC Bank provides banking facilities and service to rural and urban areas of the kingdom through its seventeen branches. The Bank has developed corresponding agency relationship with more than 150 international banks having worldwide network.

The capital of the bank is divided in the following categories as, authorized capital is 1000 million, and issued capital is 1000 million and paid up capital is 700 million.

The number of outstanding share of the bank is with Rs100 as the par value per share.

Banking service of the NCC bank ltd

The main objective of the NCC bank is to render the banking service to the different sectors like industries, trades, businessman, priority sector, public sector. During the period of 10 years of its operation, it has accumulated a large number of clients and has been able to provide the service to the different sectors. It has also providing the full fledged commercial banking service to the clients.

The bank offers products and services for the customers as follows.¹²

- Deposit product
- Jestha nagarik suraksha khata
- Mahila suraksha khata
- NCC saving plus
- Bal surakhsya khata
- NCC Debit card
- Floating rate fixed deposit(FRFD) service
- SCT ATM network
- ABBsystem
- Western union money transfer

¹² www.nccbank.com.np

- Remittance
- Loan product
- Housing loan
- Hire purchase loan
- Demand loan
- Overdraft
- Loan against gold
- Term loan
- Cash credit
- Export credit
- Consortium loan
- Bridge gap loan
- Priority sector loan
- Deprived sector loan
- Trust purchase loan
- Bills purchase loan
- Personal loan
- Letter of credit
- Guarantee

Branches and locations

The main objectives of the NCC bank is to provide a wide range of banking service and products in the emerging-socio-economic environment within and outside the country maintaining high standards of integrity and efficiency with excellence.

The head office of the bank is located at the Siddhartha nagar, Rupandehi, the birthplace at Bagbazar, Kathmandu.

At present, NCC bank provides banking facilities and services to rural and urban areas of the kingdom through its 17 branches. The bank has developed corresponding agency relationship with more than 150

international banks having worldwide network. NCC bank also provides service through its branches which are located in Pokhara, Biratnagar, Mahendranagar, Butwal, Birtamod, Chitwan, Banepa, Barabise, Lumbini, Kalaiya, Lalitpur.

12. Nepal Investment Bank

Nepal investment bank was registered in 1986 as Nepal Indosuez Bank Ltd as a joint venture bank between French partner and Nepalese partners. The French partner (holding 50% of capital of NIBL) was credit Agricole Indosuez subsidiary of one the largest banking group in the world.

The name of the bank has been changed to Nepal Investment Bank Ltd upon approval of bank's Annual General meeting, Nepal Rastra Bank and company registrar's office

The shareholder pattern (%) of the bank is as follows, a group of companies is 50%, Rastriya banijya bank is 15%, Rastriya Beema Sansthan is 15 % and general public is 20%. The number of outstanding shares of the bank with Rs 100 as the par value per share.

Banking service of the Nepal Investment Bank Ltd

The main objective of the bank is to render the banking service to the different sectors like industries, trades, businessman, priority sector and public sectors. During the period of 10 years of its operation, it has accumulated a large number of clients and has been able to provide the service to their clients. It has earned the glory of making available the services to almost top business houses of the country and such services have proved mutually beneficial. NIBL bank Ltd is providing the full fledged commercial banking service to the customers.

The bank offers products and services for the customers as follows.¹³

- Deposit collection
- Loan and advance(credit)
- Credit card
- E-banking
- Ezee saving
- Premier banking
- Vehicle loan
- Debit card
- ATM
- Safe deposit locker
- 365 days service
- NTC mobile bill payment
- Remittance

Branches and locations

The head office is located in the Durbarmarg, Kathmandu. It has 20 branches which are located in Pulchok, Birgunj, Bhaktapur, Banepa, Biratnagar, Butwal, Narayangarh, Kathmandu, Bhairahawa, Pokhara, Bara, Nepalganj, Dhangadi, Bara and Janakpur.

13. Siddhartha Bank Ltd

Siddhartha Bank Ltd was established in Dec, 2002. Its head office is located in Kamaladi, Kathmandu and branch office in Birgunj. Siddharth Bank's vision is that clients a favor by extending their business with them. So the bank has carved its slogan "our Business is to understand your Business".

¹³ www.nibl.com.np

The shareholders pattern (%) of the bank is as follows, promoters are 70% and general public is 30%.The capital of the bank is divided in the following categories As an authorized capital is 100 million, issued capital is 800 million and paid up capital is 600 million.

Banking service of the Siddhartha bank Ltd.

The main objective of the bank is to render the banking service to the different sectors like industries, traders, businessman, priority sector, public.

The bank offers products and services for the customers as follows ¹⁴

- Siddhartha Bachat
- Siddhartha Binesh Bachat
- Siddartha super salary account
- Siddartha Mega saving
- Siddartha Mega connect
- Siddartha remit
- Locker
- ATM cards
- Holiday and evening counters
- Working capital loan
- Term loan
- Trade finance
- Siddartha Auto loan
- Siddartha Home loan
- Siddartha personal loan
- Siddartha Education loan
- Overdraft

¹⁴ Annual Report of SBL, 2007

- Cash credit
- Trade finance(import/export L/cs)
- T/R loans
- Preshipment loans
- Bank guarantees
- Housing loans and vehicle financing
- Foreign trade
- Letter of credit
- Bank guarantee
- Forward contracts
- Cash management

Branches and locations

The head office of the bank is located in Kamaladi; Kathmandu. It has 7 branches office located in Pokhara, Birgunj, Kathmandu, and Chitwan.

14. Nepal Industrial and Commercial Bank

Nepal Industrial and Commercial bank limited (NIC bank) which started its profitable operation from its inception has managed robust growths in its overall business and profitability during the recent years. The bank offers a complete suite of commercial banking products and services including transaction banking, international trade finance, and business banking project finance, corporate banking and consumer banking.

The shareholder pattern (%) of the bank is as follows, a promoter is 65% and general public is 35%.

The capital of the bank is divided in the following categories as, authorized capital is 1000 million, issued capital is 429 million and paid up capital is 231 million.

The number of outstanding share of the bank is with Rs 100 as the par value per share.

Banking service of the NIC bank

The main objective of the NIC bank is to provide superior banking products and financial service to its clients through its efficient and cost effective service delivery. The clients of the NIC banks are industrial sector, public sector, traders; businessman. The banks believe is continuously offering new and value added service to customers with commitment to quality and value to clients. The bank also introduces and innovate new product for the clients.

The bank offers products and services for the customers as follows¹⁵

- Current,saving,call and fixed deposit account-both in LCY and FCY
- Fund transfer(Draft,T.T and fax, western union money transfer etc)
- Purchase and safe of traveler's cheque
- ATM/Debit card
- Bank grantee
- Letter of credit
- Bills purchase
- Corporate finance
- Consumer loans
- Clearing /collection
- Safe deposit locker
- Any branch banking system
- Extended counter service
- Banking service on SWIFT
- Other allied service
- NIC sikshya kosh

¹⁵ Annual Report of NIC Bank,2006/07

- NIC cash credit
- NIC travel loan
- NIC sms banking
- NIC USD super saving Account
- Life saving account

Branches and locations

The head office of the bank is located in Kamaladi; Kathmandu. It has 15 branches office located in Pokhara, Janakpur, Birtamod, Biratnagar, Dharan, Birgunj, Nepalganj, Lalitpur, Bhaktapur, Siraha and Kathmandu.

15. Nepal Bangladesh Bank Ltd

Nepal Bangladesh Bank Ltd was established in June 1994 as a joint venture bank Ltd of Banladesh. Its head office is situated at New Baneswor, Bijuli Bazaar Katmandu.

The prime objective of this bank is to render banking service to the different sectors like industries traders, businessmen, priority sector, small entrepreneur and weaker section of the society and every others people who need banking service

The shareholder pattern (%) of the bank is as follows, a group of companies is 50%, Rastriya banihya bank is 15%, Rastriya Beema Sansthan is 15% and general public is 20 %. The capital of the bank is divided in the following categories as, authorized capital is 240 million, issued capital is 60 million and paid up capital is 60 million.

The number of outstanding share of the bank is with Rs 100 as the par value per share.

Banking service of the NB bank

Nepal Bangladesh Bank Ltd is providing full fledged commercial Banking services to its clients. Besides accepting deposits in various forms, following facilities and services are made available by the bank.

- Consortium finance
- Working capital loan
- Term loan
- Demand loan
- Hire purchase loan
- Education loan
- Housing loan
- Trade loan
- Letter of credit
- Bank guarantee
- Bills purchase
- Remittance services all over the over
- Locker facility
- Telebanking
- ATM facility
- ABBS facility
- SMS banking
- Bearer certificate of deposit
- Underwriting of shares

Branches and Locations

The head office of the bank is located in Bijuli Bazar, New Baneswor and it has 17 branches which are located in Kathmandu, Nuwakot, Lalitpur, Bagmati, Gandaki, Jankpur and Koshi zones.

1.4 Statement of the study

These days, there is high competition in products of commercial banks and other financial institutions. Now commercial banks and other financial institutions introduce new products for people to provide best service.

Commercial banks collect the money which is saved by people and mobilized it in different area such as trade, industrial sectors and individual as per their requirements

The study of the product offerings by listed commercial banks of Nepal is mainly trying to find out the details of products offering by listed commercial banks.

1.5 Objectives of the study

The main objectives of the study is to analyze examine and interpret the various products offered by commercial banks of Nepal. The specific objectives are

- a) To identify the products of commercial banks of Nepal.
- b) To assess the view of managers on their product strategies.

1.6 Significance of the study

Commercial banks are offered different types of products. They also introduce new products for customers so this study helps to find out the products offered by commercial banks and people know the products of commercial bank. They also know about use and importance of the products of commercial banks.

1.7 Delimitation of the study

This study is related only with products offered by commercial banks in detailed form. So the study is subject to the following limitations.

1. The research work is focus on products offered by various commercial banks of Nepal.
2. The products offered by commercial bank are influenced by various factors of environment so this report isn't included all these factors.

1.8 Organization of the study

This study is organized into five chapters as follows

First chapter

The first chapter of the study is based on introduction. It includes general background statement of the study significance of the study.

Second chapter

It includes literature review of the study.

Third chapter

Third chapter includes research methodology in this chapter also includes methodology design methods of data collection resource of data, nature of data. The main objective of this chapter is described about methods and procedures of the study.

Fourth chapter

This chapter includes presentation and data analysis. Research is descriptive and exploratory so that the data are presented in descriptive analysis and statistical analysis.

Fifth chapter

This chapter includes summary, conclusion and recommendation.

CHAPTER-II

REVIEW OF LITURATURE

The banks are playing important role for developing economy of country. They are the nerve centre of the economy and barometer of economic prosperity. So commercial banks are the most popular instrument for a developing economy of the country. The study reviews the literature, which is categorized into two sections. The first section, the theoretical review of the bank, includes concept of bank and its classification with emphasis on commercial banks, its functions and history of development in the context of Nepal. The second section, the review of related studies, product offered by commercial banks includes the review of previous research work and articles in the area.

1. Concept and development of commercial bank in Nepal.
2. Theoretical review of bank in Nepal.

2.1 Concept and development of commercial bank in Nepal

The word bank is derived from an Italian word "BANCA" this means bench. Many years ago, merchants of Italy settled their accounts by sitting on a bench in the market place of ancient Rome. In the 17th century, goldsmiths of England began to provide safekeeping of valuables and money and they issued receipts to their clients. This was a beginning of modern banking.

Commercial banks are financial institution that accepts deposits from the public make funds available to those who need them and helps in the remittance of money from one place to another.

In Nepal, money lending was started by Gunakama Dev since 8th century. In 723 AD, he borrowed money to rebuild Katmandu.

From History, Jayasthiti Malla started transaction of money in the form of lending.

Tanki Dhasi one of the categories of the people. He worked as a money lender and provided money for person by charging some interest.

Bank of Venice (established is 1157 AD) is the first commercial banks in world but in Nepalese context, Nepal Bank Ltd is the first commercial bank which was established on November 1937(Kartik 30.1994BS)Laid the foundation of modern financial system in Nepal. Nepal Rastra Bank came into existence on the control bank of the country on April26,19579(14 Baisakh 2013).Rastra Banijya Bank came into existence as a government owned commercial bank in 1966.Similarly, ADB, Nepal Industrial Development Corporation, Rural Development Banks came into existence.

The government owned banks consisting of Nepal bank Ltd and Rastriya Banijya Bank were set up for the genuine purpose of expending the financial development and pursuing the financial intermediation process to fulfill the development requirement of the nation. However, the defective ways of management of these two banks lead the government to open up doors to the establishment of foreign banks under joint venture scheme in the mid 2040's BS consequently, NABIL became the first joint venture bank to begin its operation in 2041 BS.Moreover, the economic liberalization process initiated by the government in 2043 BS resulted in the flow of joint venture banks in the country. There are 15 commercial banks listed in Nepal stock exchange till the beginning of 2061 BS.There are commercial banks are operating in the country with two managed and owned by the government under joint venture and under private sector.

Table 1

Date of establishment of listed Commercial banks

S.N	Name of Banks	Date of establishment in BS
1	Nepal Bank Ltd	30-07-1994
2	Rastriya Banijya Bank	10-10-2022
3	Nabil Bank Ltd	29-03-2041
4	Nepal Investment Bank Ltd	16-11-2042
5	Standard Chartered Bank Ltd	16-10-2043
6	Himalayan Bank Ltd	05-10-2049
7	Nepal SBI Bank Ltd	23-03-2050
8	Nepal Bangladesh Bank Ltd	23-02-2051
9	Everest Bank Ltd	01-07-2051
10	Bank of Kathmandu	28-11-2051
11	Nepal Industrial and Co. Bank	17-10-2055
12	Machhapuchhre Bank Ltd	17-06-2057
13	Laxmi Bank Ltd	21-12-2056
14	Kumari Bank Ltd	01-04 -2055
15	Lumbini Bank Ltd	01-04 -2055
16	Nepal Credit and Commercial Bank Ltd	28-06-2053
17	Siddhartha Bank Ltd	09-09-2059

Source: Nepal Samachar Patra, May 15, 2005, Sunday, pp.9

2.1.1 Central Bank

The central and of Nepal is the "Nepal Rastra Bank". It was established on 14th Baisakh 2013BS under the Nepal Rastra Bank Act 2012BS. The central bank is the official bank of a country set up for the purpose of regulating the banking activities of the nation.

The Nepal Rastra Bank is the highest monetary and banking authority of Nepal. It is bankers and supervises the monetary and credit system of the country. It is managed and owned by the

government and is entrusted with the power of issuing currency notes. The function and objectives of the bank have been recast by the new NRB Act of 2002, the preamble functions of the bank as; to formulate necessary monetary and foreign exchange policies to maintain the stability in price and consolidate the balance of payments for sustainable development of the economy of the kingdom of Nepal; to develop a secure, healthy and efficient system of payments, to make appropriate supervision of the banking and financial system in order to maintain its stability and foster its healthy development.

The NRB plays an important role for a country such as it acts as the government bank, banker financial agent and financial advisor to the government, also acts as a chief controller of credit in the economy of the country, it has sole authority to issue new currency notes and discard old ones. It acts as a bank to all other banks in the country NRB guidance and Leadership for contributing substantially to the sustained development of the economies of Nepal.

2.1.2. Commercial Bank

The banks which perform all kinds of banking business and generally finance trade and commerce are called commercial bank" (Dr. R. R. Paul, 1996, p.10-B). The commercial bank in Nepal are operated under the "Commercial Bank Act 2031BS according to this act a bank is "An organization which exchange money, accepts deposits, grant loans and perform commercial banking functions and which is not a bank meant for cooperative, agriculture, industries or such specific purpose" (Commercial Bank Act, 2031BS)

Commercial banks play an important role in the banking system of every country. These banks aim at making profit. The banks accept deposits from the public repayable on demand on one hand and advance short term credit to industry, trade and commerce on the other. Commercial banks provide interest for deposit holder and charge interest on loan and advances is the bank's profit.

2.1.3 Development Banks

Development banks aim isn't to earn profit. It main aim is to develop the economy status of the country. It provides loan to the farmers for agricultural purpose and others for development of the country. There are two types of development bank and eastern development bank.

2.1.4 Functions of Commercial Banks

Commercial banks perform different functions such as core function and support to the business world as well as general people. Core functions includes two types of functions -fund based and non fund based functions. Similarly, support functions are those functions which are carried out to fulfill the core functions. American Institute of banking (1972) has fixed out four major functions of a commercial bank, receiving payments, payments, handling payments, making loans and investment and creating money by

Extension of credit. Similarly Upadhya and Tiwari (2037) have argued that there are three major functions of commercial banks. These three functions are:

- 1) Primary functions

-) Accept deposits
-) Provide loans and credit
- 2) Agency functions
 -) Sales and purchase of securities
 -) Working as an agent and trustee of a customer.
 -) Transfer of funds
 -) Provide financial information
- 3) Safe custody of valuable assets
- 4) Issue of credit instruments
- 5) Dealing with foreign exchange
- 6) Compilations information and statistics

2.2 Theoretical framework

In this section, the study base on theoretical aspect of the commercial banks. So the collection of the deposits lending and investment other financial services and product offering of commercial banks are included in theoretical framework.

2.2.1 Commercial Banks

Nepal initiated the process of financial sectors reform in the decade of 1980's since then various programs have been launched to strengthen the capability of banks and financial institutions with an aim to support the liberalization process. Various regulatory and prudential consolidation measures for commercial banks and finance companies have been unrestrained since 1986. Deregulation of interest rate and removal of credit ceiling and statutory liquidity ratio were the measures applied in this regard. An important reform initiated

in the financial sector was easing of entry restrictions to commercial banks establishment of Nabil bank in 1984 as the first joint venture bank of the country was the result of the liberalized financial policy under taken by the country. Three new commercial banks were established and the Agriculture Development Bank started its commercial banking transaction in the decade of 1980's (Nepal Rastra Bank 1996) in this started in 1980's accelerated after 1992 when the elected government under multi party democracy under took an open policy framework in various sectors.

In Nepal, commercial banks are very important instrument to growth the economy of the country. So the commercial bank collects the deposit in current, saving, fixed and special accounts from public and other financial institution. It also provide loan for public, individual, Industrial purpose, businessman and various types of institutions. It provides loan for service, agricultural purpose, hire purchase for vehicles, educational loans, housing loan, personal loans, and commercial banks plays the lending role in the development of the country.

Now, commercial banks innovation the various types of service just like debit card, credit card, ATM, Mortgage banking, saving banking, commercial sales financing, foreign exchange, underwriting and trading government and state, municipal obligation travel service, travelers checks, money order internet banking,e-banking,SMS banking, safe deposit locker. Mobile banking, western union money transfer.

Most important is the commercial bank provides 365 days banking service for customers. It has worldwide network. Nepal people, who live foreign country, have also access of Nepali

banking service these days. They can send or receive money as remittance. This remittance service is also the most popular service in Nepal. It helps to improve the economic condition of Nepal.

2.2.2 Financial Market

“Financial market is a mechanism by which savings in one sector of the economy flows to another sector of the economy. Financial market is such mechanisms by which borrowers and lenders get together”. (K.C, 2058:43) Financial market comprises of money market and capital market. Capital market can be divided into primary and secondary market. These markets fulfill the financial requirements of the client as well as commercial banks for economic development.

2.2.2.1 Types of Market

Primary market: The primary market is that market where the shares are offered to general public for the first time. The vehicle loan, housing loan, underwriting of new common stocks or bonds sold to investors through investment banking are mainly included in primary market. The treasury sells newly issued bonds. They are sold in primary market. In primary market, clients and banks are directly involved in banking activities.

Secondary Market: Secondary market is that market where the shares that have previously been issued to general public are traded. Secondary market is the largest market. Clients and commercial banks are directly and indirectly involved in banking activities. The term stock market and bond market are usually references to the secondary market. In secondary market, any trading of the claim is said to occur. Shares of banks are sold or bought in secondary market.

Money market: Money market is that financial market in which funds are borrowed or loaned for short period generally less than one year. It is also known as short-term financial market. In the money market, investor and borrowers manage liquid assets. Treasury bills, Commercial paper, negotiable bank certificates or deposit are money market instruments. The money market is used for fulfilled the needs for cash or investment cash.

Capital market: Capital market refers to the market for long-term debt. Capital markets are the institutions, which are engaged in mobilizations of ideal savings in productive opportunities. Supply of capital fund is possible through the capital market. Stock market is a place where shares of listed companies are traded or transferred from one hand to another at a fair price through the organized brokerage system. Treasury bonds, government bonds, corporation long term bonds, state and local bonds, preferred stock, mortgage etc are used for capital market.

2.2.2.2 Products and service of listed commercial banks

Commercial banks are the most popular financial institutions in the country. The banks serve various types of products and services for the customers. The commercial banks play the vital role for the development of the country. Commercial banks help the production and exchange of goods and service. The banks mobilize the saving of the people and provide loan for development purpose of the country.

Demand deposits

Current deposit:- In current deposit, the customers withdraw or deposit any amount of cash at least leaving the minimum balance as set by the concern bank from time to time. If the balances in

current accounts fall below the minimum set by the bank, the bank will deduct a charge from the accounts. Individuals, profit making business houses, international, national government organization and others can open the current account. This account doesn't pay any interest to account holders.

Call deposit: - Call deposit accounts are those accounts where the customer's park high volume of short term deposits. These accounts pay interest to account holders based on the rate negotiated with the bank. Cheque books will be provided to the call account holders to withdraw cash.

Saving account: - In this account, customers are deposit money in this account. Customers can get interest from this account. Cheques can be drawn on saving account at any time without previous notice.

Fixed deposit/Time deposit: - In this deposit, the customers are deposit some fixed amount. It has some maturity period. The interest rate is provided on the basis of maturity period. The interest is repayable monthly, quarterly or half yearly according to the needs of the customer. The interest rate initial deposit will fixed for the period as agreed with the bank. In the case Time/Fixed deposit holders need fund from the time deposit account to prior its maturity; they can apply for a loan pledging the time deposit certificate on which bank will have the lien. Another way of withdrawing money from a fixed deposit account prior to its maturity is have it pre-maturely liquidated to the bank or interest rate of the time deposit will be re-structured.

Housing and commercial complex finance: - This housing loan is provided for making house and commercial building. It is a long term loan.

Overdraft: - An overdraft is an arrangement by which the current account holder is allowed to withdraw amount more than the deposited amount. This arrangement is entered into for a specified period. The customer is required to pay interest on the amount that stands overdrawn and not on overdraft arrangement. The banker may grant this facility either against collateral security or the personal security of the borrower.

Discounting of bill of exchange: - Money can also be borrowed by discounting the bill of exchange. The bank purchases the bill from the customer and pays the amount of the bill to the customers immediately after discounting discount charges. The discount charges are considered as the interest on money for the unexpired period of the bill. On the due date, the banker collects the amount of the bill from the acceptor. If the bill is dishonored the banker recovers the amount from the customer who discounted the bill.

Lending loans: - Bank keeps certain cash in reserves, and then the banks lend their deposits to the needy borrowers. However, before advancing the loans the banks satisfy themselves about the credit worthiness of the borrowers. The rate of interest charged on loans is higher than those paid on deposits. There are various types of loans granted by the bank. These loans are classified as follows,

Hire purchase: - This is the installed loan which is given to the purchase of two, four or six wheels vehicles. Interest rate is charged on installment loan amount in fixed rate, some banks are provided loan for four wheels vehicles or some banks are provided loan for six or four wheels vehicles.

Project finance: - Project finance is provided for any feasible project for the specified time period to launch and conduct the project.

Consortium finance: - Consortium finance loans mean to provide or finance in large projects. In this regard, the joint banks provide the finance and among these banks, one bank plays the leading role for arranging and managing the finance.

Import/trust receipt/export financing: - This finance is provided for trade and industrial sector to conduct day to day business for importing the goods and bills as well as exporting goods as well as bills. It is the short term loan.

Educational Loan: - These days educational loan is also popular for the people. Educational loan provides for higher education and university. Specially, this loan is popular for abroad study. Educational loan is mainly provided for medicine, engineering, computer science, executive MBA, chartered account and masters in information Technology. It is the short term loan or mid term loan.

Priority sector/Deprived sector loan: - The bank finance in deprived sector for improving the economic condition of the deprived sector.

Foreign employment loan: - It is finance for those people who are going to overseas for foreign employment and it is short-term loan or mid term loan.

Industrial lending: - This loan is provided for industrial purpose like working capital as well as long-term finance.

Loan against fixed deposit: - Loan can be provided against fixed deposit receipt of the bank or first class bank guarantee or other financial institution, against any shares of any private or public

limited companies acceptable to the concern bank, against government securities and the bank guarantee, foreign currency deposit and marketable securities.

Mortgage loan: - Mortgage loan are long term loan, the bank provide loan by mortgaging land and building.

Loan against mortgage: - Banks depositors and investors keep money in banks and invest in securities for safety, liquidity and to earn income on their money. However, in life there are times when they need money for personal or business use. The customers are encourage to step into the bank for loans by pledging instruments like time deposit certificates or national savings bonds or any other government securities as per the features of the securities.

Loan against shares: - Loan against shares enables the customers to enjoy the instant liquidity against the shares prescribed by the bank. This facility can be available by the borrowers to meet their personal/business needs. The customer will enjoy the liquidity at a low interest rate without having to sell the shares. Loans are extended to the individuals firms/companies as against the list of approved shares by the bank

Professional loan scheme: - This loan scheme for financial professionals who are self employed. This loan will be provided for purchase of equipment, furniture, furnishing of the office premises and working capital requirement. The bank provides the loan for self employed persons firms and joint venture office.

Working capital loan: - The bank offers this facility for meeting working capital requirement of trading, manufacturing and service units against hypothecation of stocks and assignment of bills and account receivables .In order to accommodate wide charge of

requirements to go well with the nature of business. The banks grant this facility to customers in the form of overdraft, Demand loan or Time loan. This loan is short term in nature. Overdraft/short term loans to finance for day to day business activities. Basically, this loan will help to build up inventory and receivable to a desired level, against which the loan will disburse.

Import loan:- For financing international and local trade transaction through letter of credit, people get finance to import goods in the form of trust receipt or time loan, bank's acceptance etc. The bank facilitate to import goods through their extensive banking network around the globe.

Export loan:- The bank have different products to finance on clients funding requirement for completion of various stages of export process such as pre-shipment loan ,post export loan (post shipment loan) ,negotiation/ documentary bill purchase etc such credit facility can be availed in foreign currency as well as local currency.

Demand Loan: - It is short term loans. This loan has to be repaid when demanded by the creditors.

Term loan: - The banks extend Term loan for the purchase of capital goods and creation of fixed assets in the form of purchase of land and construction of factory building, office complexes, warehouses or buying of plant and machineries, equipments or creation of any other type of fixed assets that facilitate in generation of cash flow .The repayment installment are flexibly set to match the cash flow of the business. The duration of the loan is therefore assessed by analysis of cash flow statement and balance sheet.

Consumer lending: - This lending provides as credit card lending. Consumer can pay in install basis.

Education loan: - The bank offers this loan to the students undergoing for higher studies in Nepal or aboard. This type of loan can be extended to students or parents/guardians to extent of the coast of the tuition fee, hostel charge and travel expenses against the mortgage charge over the fixed properties (land/Building).The loan tenure and repayment options are fixed as per the cash flow of the applicant or parents.

Home loan: - The banks provide house loan at competitive rate on equated monthly installments for buying land and constructing a house, buying of new house or renovation of a residential house. The tenure of the loan is structured on the basis of bands policy to match with the cash flow and repayment capacity of the borrower.

Personal loan: - This product is designed and extended to individuals to accommodate their personal, social or business requirements. To meet customers' specific requirement, the facility is granted in the form of term loan or overdraft against the mortgage charge one of the fixed properties to the customers who has adequate and fixed source of income to meet repayment installments and invest. The period of loan is assessed on the purpose for which funds are required and the repayment capacity of the borrower.

Auto loan: - This facility enables the dream of owning a four wheel, two wheels a reality in an easy and hassle free manner. The tenure and installments are fixed according to cash flow of the applicant

2.2.2.3 Bank activities

Activities limited by regulation

Telegraphic transfer/fax transfer: - Funds can be transfer one bank to another bank by the written through the telephone transfer/fax machine.

Banks and Insurance: - Insurance is a contractual undertaking by insurances to pay a sum of money or give something of value to the insured or a beneficiary upon the happening of a contingency of fortuitous even that is beyond the control of the contracting parties. Some of commercial banks offer insurance to the customers.

Bank draft: - The bank can draw drafts on a number of its correspondent banks located all over the world. Cheque order of the bank of other financial institutions to pay the stated current through account payee system to the mentioned person.

Banks and security Business: - Commercial bank plays an important role in the market of commercial paper. The banks includes such activities as underwriting and dealing in publicly traded securities, putting together mergers and acquisitions, monitoring, supervising corporate management.

Exchange of foreign currency: - The commercial banks provide the service to customers for exchange of foreign currency as per the exchange rate mentioned under the certain considerations by commercial banks.

SWIFT: - Through the SWIFT transfer mechanism people can transfer fund to virtually anywhere in the world. Likewise, people can receive the fund SWIFT stands for society for worldwide inter bank financial telecommunication system, which is reliable communication network speeding up fund transfer and other

financial message. This swift are also secure and fast for fund transferring and messaging.

Remittance: - Now a day's remittance is also become popular in Nepal. It play important role to develop economist growth in Nepal. Commercial banks handle inward and outward fund transfer in any part of the world through its correspondent bank. Funds can be transferred to the bank from any part of the world.

Western union: - Western union began as a telegraph, sending message to millions of people worldwide. Today western union is a global leader in money transfer service. Western union money order service provides customers with a fast easy way to get money orders. It offers service through agent location around the world. It provides consumers with financial choices, convenience and control. In Nepal, commercial banks get the agreement with western union financial. Insurance USA under which funds can be transferred through agent locations around the world. It helps consumers and business send money and bill payments quickly and reliably.

Mail transfer: - When there is no SWIFT transfer or draft arrangement, then mail transfer is used, Mail transfer is slow as compared to other ways of fund transfer.

Trade finance: - Recognizing the growing importance of international trade in the economy and need for banks active participation in this regard banks offer the following products and service.

Letter of credit of credit	Import LC, services
	Export LC, Service
Export documents/Bills	Negotiation
	Purchase/Discount

	Acceptance
Bills in collection	Import collection
	Export collection
Clean collection	Inward collection
	Cheques and Drafts
	Outward collection
	Cheques, Draft, Traveler's cheque
Bank guarantee	Bid bond/Tender guarantee
	Performance guarantee
	Advance payment guarantee
	Financial guarantee
	Counter guarantee/other guarantee

Non-restricted Activities

Payment-related services: - Commercial banks have several activities. Payment -related services are the one of the main services of the commercial bank. Commercial banks issue the check and also check for payment also. Commercial banks also buy and sell the foreign currency. They have also remittance service in the form of western union which is very fast and easy services. They have electronic payment such as ATM/debit card/credit card .Having electronic cards; customers can receive money any time. For payment, banks have 365 days and 24hrs/7 days service system.

Forward Transaction: - Forward transaction is also the one of the main activities of commercial banks. Especially; it is used for foreign currency exchange. It is also used for loan involve promises. Bank offer forward transaction in foreign exchange for buying and selling of foreign currency. Now a days, it is became a most important banks non-restricted activities in Nepal.

Loan commitment: - It is banks commitment to lend for a customer in the future at a prearranged rate. Banks combine forward transactions in interest rate with lending.

Swap: - This is an arrangement for borrows to exchange fixed interest payments that fluctuate with current market rate. Arrangement that allows borrowers to exchange fixed interest payments for paying that fluctuate with current market rates.

Credit substitution and guarantee: - Bank plays the role of intermediation, in the process of intermediation; banks access credit worthiness of borrowers and back their judgment by guaranteeing a return to lenders. Banks can do the credit

substitution without actually intermediation loan. This is the bank's element of financial technology is credit substitution.

Delegation and services: - Delegation is a key element in financial technology. Bank act as delegates when a loan intermediate. But they also act as in other ways. Many banks provide trust and custodial services. They manage portfolios or securities for corporation, institution and individuals. Bank's hold securities for their customers. They execute the payment of interest and dividends for issuers of stocks and bonds. They execute purchase and issuance of securities in mergers and acquisitions.

Securitization: - A bank puts together a package of many small loans and sells it into other banks or investors. Bundling together of small illiquid loans into packages that can be sold in the securities market. Banks receives fees for servicing and guaranteeing the loans rather than earning interest from funding the loans itself.

Letter of credit: - It is a bank guarantees to lend to a firm floating a public issue. Bank guarantee used to back some types of security issued in the financial money market.

2.2.2.4 Some innovations of Listed Commercial Banks

Electronic Payment system: - In 1958, Bank of America took a major introducing what eventually became the modern credit card. Based on extensive test marketing in Fresno, California it became clear there was a large market for a general purpose bank card featuring a revolving credit facility and wide acceptance. With the launch of Bank of America's card the consumer was not tied to one merchant or product but was not free to make credit purchase at a wide range of outlets. As the adoption of the bank card

increased among consumers, merchants, and banks, the potential size of the market for transactions expanded geometrically. It was a profound turning point in the history of money.

The development of the modern electronic payment network took an important step forward in the Mid-1970s with the creation of a global joint venture that would eventually be known as visa. Through shared investments, the visa associated created a global payments, codify, operating regulation to protect consumer and merchants a like, and set interoperability standards to ensure that unlike cash and cheques a visa card could be used anywhere in the wall.

To developments in the 1990s further broadened the utility of electronic payment, debit cards a popular new product allowed consumer to access funds in a demand deposit account to conduct a transaction at the point of sale and e-commerce.

Automated teller machine (ATM):- ATM is become popular in Nepal. It was first innovated in United States American and it was introduced in Britain and Europe. The bank allows its customers to access a vast network of ATM located in various point from its head office and other major cities within Nepal displaying the SCT logo on it. The ATM card allows the cardholder to withdraw cash, inquire account balance, print, mini statement and fund transfer funds between accounts. The ATM card also can be raised to pay bills for purchase in various stores, restaurants, shops. The ATM is located in shopping mall, business compels in front of the bank, and airport. The using cards in ATMs are master card and visa card. Smart choice technology has tied up with 8 banks for network sharing. Everest bank Ltd, Himalayan Bank Ltd, Bank of Kathmandu, Laxmi Bank Ltd, Nepal Credit and Commercial Bank

Ltd, Machhapuchhre Bank Ltd, Nepal Industrial and Commercial Bank Ltd. The customer can use other bank's ATM through this SMT.

Electronic debit cards (cash card):- Debit card is key to ultimate convince regarding day to day monetary transactions providing the customers the power of real cash in form of card. Smart choice Technology facilitates wide sharing of ATMs under SCT network. Now a day, Debit card can be accessed at any ATM's linked with SCT for withdrawn cash and also at any of the merchant purchasing goods and service. The cash holder inserts the card into a machine punches in a personal identification number (PIN) and withdraw the cash.

Fed wire:- The fed wire electronic transfer system is a network linking together the Federal Reserve Board of Governors, the Federal Reserve banks and branches, the U.S Treasury department, and other federal agencies. It is used for the transfer of funds only. It is used by the Reserve banks and the Treasury for large dollar time-sensitive payments, such as funds transfers between correspondent banks and sales of book entry U.S government securities. Federal Reserve member banks and other depository financial institutions also have access to Fed wire network and they use it to perform their own interbank transfer and monetary transfer for their customers.

Fed wire service which include the fed wire funds service and fed wire securities service offer a secure, reliable method of handling large-value, time critical payments and maintaining and transferring securities.

Fed wire is not used for small payments. A monthly fee plus the cost of dedicated telephone line is charged to the clients.

Smart Choice Technologies (SCT):- Smart choice Technologies Pvt limited is a company registered in Nepal and promoted by well established entrepreneurs. The company was established on Aug13, 2001(Sharwan 29212, 2058)

The company has deployed a first of its kind imitative in Nepal creating integrated shared services (SCT-Network) for Automated teller machines (ATMs) and point of sale (POS) Terminals, managed through a national switch. The SCT network is a fully integrated network supporting multiple device types and card acquiring standards. The banks customers are having SCT card can withdraw money from any members of SCT bank's ATM's counters.

Smart choice has signed SCT-Network software and subscription agreements with the following banks in Nepal. Some of the others banks have signed the MOU and some are awaiting board approval.

The Automated clearing House (ACH) Network: - The ACH network is a highly reliable and efficient nation wide batch-oriented electronic funds transfer system governed by the NACHA OPERAING Rules which provide for interbank clearing of electronic payment for participating depository financial institutions. The federal Reserve and electronic payments Network as ACH operators, central clearing facilities through which financial institutions transmit or receive ACH entries.

ACH payment

- Direct deposit of payroll, social and other government Benefits and TAS refunds.
- Direct payment of consumer bills such as montages, loans, utility bills and insurance premium, e-checks, federal.

- ACHs handle both credit transfer and debit transfer. Credit Transfers are similar in nature to giro payments. Debit transfers are similar in nature to checks.

The Clearing House Interbank Payments System (CHIPS):- The clearing house interbank payment system (CHIPS) is the main privately held clearing house for large value transactions in the United States. Banks typically prefer to make payment of higher value and of a less time-sensitive nature by CHIPS instead of Fed wire, as CHIPS is less expensive (both by charges and by funds required).

CHIPS differ from the Fed in three ways. First, it is privately owned, whereas the Fed is a regulatory body. Second, it has around 46 members (2006), compared with estimated 50,000 of the Fed. Third, it is a netting engine. Fed is electronic equivalent of payment in cash; the electronic equivalent of payment by check is CHIPS are related to foreign exchange and Eurodollar market.

Switch: - Credit card industry is used online computer system to monitor and authorize the use of credit card. This system is called switch. Retailers connect to switch by phone or receive authorization for each purchase of cardholders. The issuer banks receive notification facilitating billing.

EFTOPS (Electronic Funds Transfer at Point of Sale Terminal):- This system is used for purchase. It is also called electronic payment in giro payment. Once the purchaser punches in the PIN, the amount of the purchase will be deducted immediately from the purchaser's checking deposit and credited to the deposit of the store. This is the electronic debit card in both ATM and EFTOPS uses. The terminal will connect through the ATM or credit switching system to concern banks computers.

Credit/Debit cards: - Commercial Banks introduced credit or debit cards an alternative to the check or giro.It is very easy to use. Credit and debit cards are very popular.

Prepaid cards:-Prepaid card is also known as traveler's cheque or special check. This card is mostly used in Europe and Japan. In Nepal, it is also used in campus for operating copying machine.Prepaid card is used to make payment up to a total amount registered on the card and paid in advance.

Tax and investment consultancy for individuals: - Banks have also started advice to customers with regard to investment of their saving in industrial securities. They supply on request the names of reliable stock and share brokers to their customers .Banks also provided to customer tax consultancy services.

Anywhere banking: - With bank, the clients can do business from any of branches irrespective of in which branch the account was opened. The network is online and one can have access to his/her account from any of the branches of the bank. All the branches serve for deposit and withdrawal of cash, balance inquiry, statement, and balance certificate.

Locker: - Safe deposit locker are available in different sizes to safe guard the valuables of the customers.

Home equity loan:-It is secondary mortgage loan and it is secured loan. The bank provides the loan to the borrowers for purchase of houses, for additions/construction over the existing houses. The advantage of the equity loan is take deductibility.

Swift:SocietyTelecommunicationsInter:BankFinancialTelecommunication (Swift) was formed in 1973 by a consortium of US and European banks with the goal of establishing a set of data processing and computing standards for communications among

Banks. Today Swifts operates the largest, cross-border system in the world for exchanging banking –specific electronic message.

Travelers' cheque: - Travelers' cheque is issued by banks. A traveler cheque is a promise to pay on the part of the issuer not the payer. Traveller's cheques are issued in small denomination and insurance against loss or thief.

Certified cheque: - Certified cheque is a promise to pay from the bank itself cheque written by a bank on itself. Customers can purchase or sell traveler's cheque from commercial banks. Instead of carrying cash a lot of people prefer to carry traveler's cheques for safety reasons while they travel. The largest issuer is American express.

Teller system: - The commercial Banks have one of the most important function is teller system. The customers making the payment at the counter i.e. the 'teller' performs the functions of passing cheques and paying cash. The value of any one cheque which can be encashed at a 'teller' counter is limited. The banks have raised this limit from time to time.

Some commercial banks have arranged for quick payment of cheques by introducing a 'modified teller system under which the account and cash counters are arranged adjacent to each others and the passing officers sit very near the ledger keeper and authorizes prompt payment.

The store credit card: - Credit card that activities a line of credit from a retailer. This arrangement made it easier for customers to spend on impills: they weren't constrained by the amount cash they carried or even by the need to carry a check book of course, the retailer accepted the risk of default, but store credit generated enough extra business to make the risk worthwhile stores credit

card has been offered to cardholders a revolving line of credit, giving them the option of paying overtime rather than setting at the end of each months.

Cash credit: - The cash credit is an arrangement by which a banker lends loan against the stock of raw materials or finish goods of the customers. The cash credit is more or less similar to overdraft but the banker under cash credit extends withdrawal facility only against the stock of goods. However the cash credit is sanctioned for a longer period than overdraft.

Giro payment:-A giro payment is an order from the payer to his bank to pay the recipient with a giro payment, the payer hands the payment order directly to his own bank. The payer's bank then makes payment to the recipient bank, for the account of the recipient. The recipient then receives notification that payment has been made. It may be using a paper form much like a check or they may be made electronically. It also offers telephone bill-paying and home banking services that re-equivalent to giro payment.

Third-Party Credit Card:-The commercial banks also offered the third party credit card. This card is issued for travel and entertainment cards. The issuer would check cards of potential customers and issue them charge cards. Cardholders could use the card at any retailer that has agreed to accept the cards of the issue with the issuer guaranteeing payment. The cardholder would be sent a bill at the end of the months by the issuer to all of his/her purchase. The Third Party Cards did not generally offer customers the paying overtime.

The four Party cards:-These types of card are used for two banks in each transaction the cardholders bank (the issuer of the card) at the retailer's bank. The retailer hands over the credit card slips to

its own bank for payment at a discount rate. The retailer's bank then passes the slips onto a clearing system. The clearing system presents each slip for payment to the bank that issued the card on which it was written. The issuing bank collects from the cardholders.

Secured credit card: - With regard secured credit card, cardholder provides collateral for the limit of credit, usually in the form of a time deposit equal in amount to the credit limit on the card. Customer who does not qualify for normal credit card can offer to obtain a second card.

Delayed debit card: - The delayed debit card means no credit. In this regard, the purchaser credits to the end of the month, the issuing bank debits the amount of the purchase from the purchaser's checking deposit as soon as the slip clears through the interchange.

Equipment leasing and Certificate of deposit:-Equipment leasing and issuing of negotiation certificates of deposits are both the banks' activities. Banks often purchase certain industrial and agricultural machinery and lease it to their clients. This leasing and CDs are used for the benefit of small farmers, unemployed technicians and small industrial units.

Merchant banking: - Commercial banks provide services for merchant banking on a large scale. They provide acting as issuing houses, acceptance houses, financial brokers, trustees, giving investment advice to individuals, managing trust funds, pension funds.

CHAPTER-III

RESEARCH METHODOLOGY

3.1 Introduction

Research Methodology is a way of systematic and organized data based, critical, scientific inquiry or investigation into specific problem, undertaken with the objective of finding answer or solution to it. In other words, research methodology describes the methods and process applied in the entire subject of the study.

“ Research Methodology is the way to solve systematically about the research problem. It refers to the various sequential steps to adopt by a researcher in studying a problem with certain objectives in view.¹⁶

The main objective of this study is to find out the products offering of commercial banks in Nepal. In this chapter includes all the procedures and methodology adopted to accomplish the aforementioned objectives. These covers research design, source of data, population and sample, data collection techniques and data analysis tools.

3.2 Research design

Research design is the plan, structure and strategy of investigation conceived so as to obtain answers to research questions and to control variances. It provides a way to reach to research objectives. The research design refers to the entire process of planning and carrying out the research study. For this study the required data have been collected

¹⁶ Kothari, C.R., **Research Methodology: Method and techniques**, New Delhi, Wiley Eastern Pvt, 1989, pp. 19

from various resources covering from concern commercial banks in Nepal. In order to achieve the predetermined objectives of the study, primary and secondary data have been used.

The exploratory and descriptive techniques have been adopted to evaluate the product offering by listed commercial banks. Stratified sampling has been used. Client's information from concerned banks is composition in the study which is obtained through the interview and direct contact.

3.3 Source of data

Secondary data have been used in this study. The main sources of data are Annual reports of concern banks, NEPSE and Nepal Rastra Bank's website. Particular; Secondary data have been collected from the official website of concern bank and NEPSE and Nepal Rastra Bank's website i.e. <http://www.nrb.com.np> and all the listed commercial banks.

In addition to this, primary data have been collected through the staffs and managers of commercial banks and other related personalities. So; in this study secondary as well as primary source have been used to collect the data.

3.4 Population and Sample

The listed 17 Commercial banks have been the population of this study. Among commercial banks are joint venture banks, 2 government or semi government bank and under 100% Nepalese equity holders banks have been considered for this study.

3.5 Data Collection Procedure

In this study, the secondary data have been used which has been analyzed and presented in table form. Secondary data was collected from interview with managers and staffs of concern commercial banks from their brochures introduction, booklet and website of concern banks.

Primary data have been collected through the questionnaire. The questionnaire has been designed to acquire the views, attitudes and reactions of the customers regarding the products and services of commercial banks.

3.6 Data Analysis Procedure

The study based on descriptive and analytical research design. Hence tabular forms, graphical presentations have been used to present the data with regard to data analysis; simple presentation and analysis techniques have been applied. Data have been presented in tables and discussed.

The data collected from the various source were classified and tabulated according to the needs of the study.

CHAPTER-IV

PRESENTATION AND ANALYSIS OF DATA

The main Purpose of the chapter is to explore the product offerings of listed commercial banks in Nepal. The collected data has been presented in a proper form through table and graphical.

This chapter contains presentation and interpretation of products offering of listed commercial banks in Nepal.

4.1 Deposit Collection of commercial banks

Banks have two types of deposit that is Demand deposit and time deposit. Demand deposit consists of current deposit, saving deposit and call deposits and time deposits of different maturity period and carry and interest rate depending on the length of the maturity period.

Table 2

Various types of accounts for deposit collection of banks in commercial banks.

Name of the bank Types of A/C	Nabil bank	Interest %		Machhapuchre bank Ltd	Interest rate %	Himalayan bank	Interest %	
Current								
Saving	Regular a/c	2		Regular saving	4	Local currency saving	2.25	
	Nabil Bachat	3-4		Royale saving	4(on DB)	Foreign currency (US dollar)	3-4.25	
				Pewa bachat yojana khata	4.00			
				Yuva bhachat Khata	4.00			
				Salary management khata	5.25(On DB)			
				US Dollar Saving	2.25%			
Fixed	-up to 3 months	5	4	3 months	3.0	14 days	1.75	
	-6 months	5.50	4.50	6 months	4.50	1 months	2.00	
	-1 years and above	6.00	5.00	1 year	5.57	3months	2.50	
	-structured deposit		6.75	5.75	Above 1 yr up to 3yrs	6.00	6months	3.00
					Above 2 yrs up to 3 yrs	6.25	01year and above	3.75
					Above 3 yrs up to 5 yrs	6.50	Structured deposit above 1yr	4.25
					Above 5 yrs	7.50	Millionaire deposit scheme	1.00
Others								

Source: Official record/website

Names of Bank	SBI BANK	Interest	NBB	Interest %	Standard chartered bank	Interest
Types of a/c		%				%
Current						
Saving	Regular a/c NRS	3.00	A. Deposit		Regular	2
	USD	0.50	1.Grihini Bachat Khata	4.75		
	Swarnim Bhachat khata	3.00	2.Savings	4.50		
	On daily balance	5.25	3.Savings plus	4.25		
	Ujjal Bhabishya Bhachat yojana(Recurring deposit scheme	4.00	4 Standards	3.50		
	Call deposit for prime customer					
Fixed	1month <3month	2.75	1 month	3.50	14 days	1
	3month <6month	3.25	3 months	4.00	1 months	1.50
	6month <1yr	4.50	6 months	4.50	2 months	1.50
	1yr &above	5.00	1 yrs & above	4.75	3 months	1.50
			2 yrs & above	5.00	6 months	1.75
					1 yr	2.25
					2 yrs/above	2.75-3.00

Source: Official record/website

Name of bank	NBR	Interest ⁰ %	RBB	Interest ⁰ %	Siddhartha bank ltd	Interest ⁰ %	
Types of a/c							
Current							
Saving	Regular	2.50	Regular a/c Special a/c	2.00 5.50	Siddhartha Bachat Siddhartha Bines Bhachat Siddhartha Mega Saving	5.00 4.25 4.25-6.00	
Fixed	1 months 2 months 3 months 6 months 1 year 2 years and above	2.74 - 3 3.25 3.75 -	3 months 6 months 1 year	2.25 2.50 3.25-3.50	1 month 3 months 6 months 1 year 2 year and above	Prime 3 3.25 5 6.50 6.50	others 2.75 3.00 4.50 5.75 6.25

Source: Official record/website

Name of Bank	BOK	Interest				NIBL Bank	Interest	
Types of a/c								
Current a/c								
Saving a/c	1 General saving(on daily balance)	2.25				Regular a/c	2.50	
	2 Sajilo Bachat Khata(on monthly min.balance)	2.00				E-zee savings	4.00	
	3 Ladder deposit(Daily balance) 50000-0.5 mio	3						
	Above 0.5 mio upto 1 mio	3.25						
	Above 1.0 mio upto 2 mio	3.50						
	Above 2.0 mio upto 5 mio	3.75						
	Above 5 mio	4.25						
Fixed deposits	1.Fixed interest rate					Fixed interest rate	prime	others
	7 days	2				14 days	1.25	1.25
	14 days	2.25				1 months	1.75	1.75
	1 months	3				3 months	2.75	2.50
	3 months	3.50				6months	3.00	2.75
	6 months	4				1 years	5.50	5.00
	1 years	5				2yrs	5.75	5.25
						Above 2 ye	6.00	5.50

	Above 1 yr below 2 yrs	5.25						
	2 yrs & above below 3 yrs	5.50						
	3years and above	5.75						
	2.Fixed internet Rate(Prime customer)							
	1 yr & above below 3 yrs	7.25	Type I	TypeII	TypeIII			
	3 yrs & above	7.50	3.95	3.75	3.50			
	3.Floating interest rate	3.50	3.95	4.75	4.50			
	Recurring deposit(2-10 years)		5.20	5.00	4.75			
	4.Flexi-fixed deposits		5.45	5.25	5.00			
	6 months							
	1 yr.							
	Above 1 yr below 2yrs							
	2 yrs & above below 3 yrs							

Source: Official record/website

Name of Bank Types of A/C	Kumari Bank	Interest %	Laxmi Bank	Interest %	Everest Bank	Interest %
Current a/c						
Saving a/c	Regular a/c Super saving(monthly minimum balance) Saving plus Kumari Savings Advantages plus	4 4 4.25 5.00 4.50	Regular a/c Laxmi savings Orange savings Gurkha Savings Junior savings Student savings Payroll savings	3 3 4.5 3.5 3.5 3.5 3.5	Regular saving Saving premium EBL super saving with min balance of NRS 10 Lakhs US Dollar saving	3 2.75 4.00%p.a daily bal. 4
Fixed/Time	Fixed deposit		1 month	3	15 days upto 6 m	5%p.a
Institutional	1 years	7.50	3 months	4.25	Above 6 months to 1 yrs	5.50%p.a
Fixed deposit	6months	5.50	6 months	4.75		
Institutional	3 months	3.50	1 yr	5-6	Above 1 yrs	5.75%p.a
fixed deposit prime	1 month	3.00				
	14 days	2.50				
	Above 2 yrs	7.25				
	1 yrs	6.50				
	Above 2 yrs	7.75				
	1 yrs	7.00				
Others			USD tier based savings USD Normal saving	1.75 to 3.25(on DB) 1.50(on monthly min. balance)		

Name of Bank	NIC Bank	Interest %	NCC Bank	Interest %	Lumbini Bank	Interest %	
Type of A/C							
Current a/c							
Savings	Regular	3	NCC savings plus saving	4.25	Saving deposit(NRs)	5.00	
	NIC life saving deposit	Upto 5	Mahila suraksha Bachat khata	4.50	Saving deposit(USD)	1.00	
	NIC sikshya kosh	Upto 5	Bal suraksha bachat khata	5	Lumbini saving scheme	5.00	
	US & saving	1.25	Jestha nagarik suraksha bachat khata	5	New bhachat	4.00	
	NIC USD super saving a/c	4			Premium USD Savings	2.00	
Fixed	14 days 1 months 3 months 6 months 1 year 1-2 years 2-5 years Above 5 years	1.75 2.25 2.50 3.25 4.00 4.25 4.50 4.75	3 months 6 months 1 year 2 years 3 years 4 years 5 years	Fixed	floating	3 months	4
				4	-	6months	4.50
				4.50	-	1 yrs	5.00
				5	4.90	2 yrs	5.25
				5.50	5.40	Above 2 yrs	5.50
				5.50	5.90		
				5.50	6.15		
				5.50	6.40		
Others Special time deposit			Special time deposit				
			Call deposits	4.50			
			7 days to 1 months	3			
			Exceeding 1 months	3.50			

According to the table 1, shown above that the commercial Banks offering three types of deposit accounts i.e. saving account, recurring deposit account and fixed account having different maturity periods. There are different saving interest rates in different commercial Banks. According to the table Siddhartha Banks and Lumbini Banks provide 5% highest interest rate for saving account. NBB bank provides 4.25% interest rate. Then Machhapuchhre Bank and Kumari Bank provide 4% interest rate for saving account.

Commercial Banks offering fixed account having different interest rate and different maturity period. Such type of deposit account is offered for 2 week to above five years. Regarding this fixed account. Nabil Bank offers 3 months to above 1 year having 5.4% to 6.75%-5.75% interest rate, Machhapuchhre Bank has 3 months to 5 years maturity period having 3.5% to 7.50% interest rate, Himalayan Bank has 14 days to 5 years maturity period having 2% to 4.50% - 6.50% interest rate. SBI Bank has 1 month to 1 year maturity period having 3% to 5% interest rate. Nepal Bangladesh Bank has 1 month to 2yrs and above maturity period having 3.50% to 5% interest rate. Standard Chartered Bank has 14days to 2 years and above maturity period and having 2.75% to 3% interest rate. NRB Bank has 1 month to 2 yrs and above maturity period and having 2.74% to 3.75% interest rate, Siddhartha Bank has 1 month to 1yrs and above maturity period and having interest rate paid 3% to 6.50%, BOK has 7 days to 1yrs and above maturity period and interest is paid 2% to 5.75%, NIBL bank has 1 month to 5 yrs above maturity period and interest paid 4% to 6.25%, Kumari Bank has 14 days to 2 yrs maturity period and interest rate is paid 2% to 6.50%, Laxmi Bank has 1 month to 1 yrs and above maturity period and having interest rate is 3% to 5%, Everest Bank has 15 days to

above 1 yrs maturity period and having 5% to 5.75%,NIC Bank has 14 days to above 5 yrs maturity period and interest rate 1.75% to 5 %,Lumbini bank has 3 month to above 2 yrs maturity period having interest rate is 4% to 5.50%.NBB bank has 1 month 2 yrs maturity period and paid 3.30%to 5% interest rate.NCC Bank has 3 month to 5 yrs maturity period and having 4% to 5.50% interest rate. Some commercial banks offer prime and others interest rate.

4.2 Loan and Advances

The bank grants the loans and advances to the existing and new customers against the security of some assets like gold, bonds, shares etc.These loans are granted for various purposes ranging from agricultural traders to big industrial. The loans granted may be of short-term or long-term nature. The short-term loans are repayable after a year or two. The interest on loan depends upon the purpose of the loan and the period of the loan.

Table 3
Loans advance products of listed commercial bank with interest rate in Nepal

S.N	Types of loans \$Advance Name of the bank	Machhapuchhre bank Ltd	Interest %	Laxmi Bank	Interest %
1	Overdraft/working capital	-Overdraft	10 - 11	-corporate/Multinational -SMEs /others	10 11 - 12
2	Short term loan	-Demand loan	9 - 11	-corporate/Multinational -SMEs /others	7.5 - 9 9 - 10
3	Trust loan	-Importer loan	8 - 9	Working capital -corporate/Multinational -SMEs /others	8.5 to 10.5 9.5 to 11.50
4	Term loan	-Term loan	10 - 11	-term loan -supply finance -auto loans -home loans -home equity loans -home equity revolving line of credits -Personal (Medical/education/holiday customer durables social etc loans)	10.5 -12.5 11 - 12 8.5 - 10.5 8.5 - 9.5 9 to 10 10 13
5	Privilege loan	-term loan	8.75		

		-overdraft	8.90		
6	Export finance		8 - 9	-export loan	9 - 11
7	Hire purchase loan	-private -commercial	9 10		
8	Mortgage loan	-up to 5 yrs -up to 10 yrs -up to 15 yrs -up to 20 yrs	8.50 9.00 9.50 10.00		
9	Loan Against	-1 st Class Bank guarantee -fixed deposit plus -others fixed deposit plus	8 1.50 2 or 8 whichever higher	-1 st Class Bank guarantee -fixed deposit -market securities	8 - 11 8 - 9.5 9 - 11
10	Government bonds		7.50	- loans against government bonds	8.5 - 11
11	Foreign Currency Deposit		7.00		
12	Loan Against shares and bonds		9.50 - 10		
13	Education loan		10.00		
14	sector loan	-Deprived sector loan	5 -10	-Deprived loans	7.5 - 10.5
15	Foreign Employment loan		10		
16	Others loans	-personal loans	11		
17	Consortium loan		As per consortium decision		

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	BOK	Interest %		Kumari	Interest %	
			Prime	other		Prime	other
1	Overdraft	-Corporate/multinational	10.00	-	-Corporate/multinational	10	12
		-Industry	11.50	13.00	-Industry	11	12
		-Trading	12.00	13.50	-Trading	12	11
2	Working capital	-Corporate/multinational	10.00	-	-Corporate/multinational	10	12
		-Industry	11.50	13.00	-Industry	11	12
		-Trading	12.00	13.50	-Trading	11.25	-
3	Trust Receipt/importer loan	-Corporate/multinational	8.00	-	-Corporate/multinational	8	11
		-Industry	10.50	12.00	-Industry	10	11
		-Trading	11.00	12.50	-Trading	10.50	-
4	Term loan	-Corporate/multinational	10.50	-	-Corporate/multinational	11	12
		-Industry	12.00	13.00	-Industry	11.50	-
5	Consumer loans	-Housing Loan	9.50		-Home loan	10.50	9.00
		Education loan	10.50		-Education loan	10.50	-
		-Hire purchase loan (private vehicles)	7.50	10.50	-private vehicle loan	11.00	9.00
		(Commercial)	10.50	11.00	-other consumer loans	11	12
6	Deprived loan	-Institutional	6.50		Deprived sector	7	6
		-Individual		11.00	Priority sector	12	10

7	Loan Against	-1 st Class Bank guarantee	8.00	10.50	-financial guarantee	16	9.50
		-fixed deposit plus	6.50	10.50	-marketable securities	10	11
		-others fixed deposit plus	6.50	8.50			
		-deposit BOK	6.50	8.50			
		-foreign currency deposits	6.50	8.00			
8	Export finance	-Nepalese currency	9.50	10.50			
		-foreign currency	7.50	8.50			
		-Export loan in USD	5.00	-			

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	Nabil	Interest %			Standard chartered bank	Interest %		
			std	prime	others		std	Prime	others
1	Overdraft	Corporate/Multinational 8%	8.50	10.10	11.50	-corporate 10%	11	11.50	12
2	Term loan	Corporate/Multinational 8%	9.50	10.50	12.00	-corporate 8.50%	12	12.50	13
3	Export loan	Corporate/Multinational 8%	8.25	9.50	10.50	-corporate 9%	9.50	10.50	11
4	Import loan	Corporate/Multinational 8%	8.50	9	10.50	-corporate 8.50%	10	10.50	11
5	Deprived loan	Institutional prime 5 Institutional others 6			9.00	Institutional 6%	11		9
6	Priority sector						11		12
7	Personal loan Auto	-housing -personal: prime -personal: others -Mortgage -personal	8.50-9.50 8.00 8.50 9.50 9.50-10.00			Housing -consumer -mortgage -personal	8.50-10 7 9.50 12		
8	Loan Against	-Fixed deposit -1 st class bank guarantee -Others bank guarantee -loan in FCY -loan against FCY deposit	7.75 8.50 9.50 6.00 7.75			-fixed deposit -1 st class bank guarantee -others bank guarantee -HMG Bond -loan against FCY deposit	7 9 10 7 7		9 7.50
9	Govt securities	-prime -others	7.75 8.25			Export loan,NRS -USD	9.50 4		
10	Hire purchase	-bus/truck/tempos	9-10.50						
11	Others loan		12.00			Others loan	13		

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	Siddhartha Bank	Interest %		Everest Bank	Interest %	
			prime	others		prime	Others
1	Overdraft	-Industry -Trading	10.25 10.25	11.25 11.25	-Industry/Trading -corporate/ multinationals	9.50- 10.50 8.50-9.50	10.50
2	Term loan	-term loan -home loan	10.25 9.75	11.25 11.25	-Industry/Trading -corporate/ multinationals	7-9	10-11
3	Working capital	-Industry -Trading	10 10.25	11 11.25	-Industry/Trading -corporate/ multinationals	8.50-9.50	9.50- 10.50
4	Import loan	-Industry -Trading	8.50 9.00	9.50 10.00	-Industry/Trading -corporate/ multinationals	7-9	8-10
5	Export finance in Rs	-Letters of credit in USD -Letters of credit in other currency	9 10	10 11	Export credit -pre-shipment & post-shipment	7.50-10	
	Deprived sector		7	9	-Institutional -others	5-7 8-10	

8	Loan Against	-FD of SBL -FD of other banks/financial institutions -Government bonds -Other bank guarantee -1st class bank guarantee -Loan against shares	8(2% above the FD rate which ever is higher) 9.50 9 10 9.50 10	8 10 10.50 10.50 10 11.50	-Bank guarantee -bank's own fixed deposit receipt -HMG bonds -in NPRS against FC deposit -US Dollar loan to exporters	7.50-8.50 Plus 1.50-2% over deposit rate 7-8 6-7.50 2% and above
9	others		10.50	11.25		9.50-11

Source: Official record/website

S.N	Types of loans \$ Advance Name of the bank	NCC bank	Interest rate %		NIBL	Interest rate %	
			prime	others		prime	others
1	Overdraft	-cash credit	13	14	-corporate/multinational -working capital/short term -cash credit/90 days		9.75 9.75 9
2	Trust receipt	-Trust receipt	12	13	Importer's loan -120 days -150 days		8.25-8.50 8.50-8.75
3	Term loan	-term loan	10	11	-term loan		10.25
4	Export finance	-export finance	12.50	13.50	-export loan		8.25
5	Hire purchase	-hire purchase -housing loan -personal loans/others	10 11 13.50	11 12.50 13.50	-Institutional 9% -housing loan(above 5yrs) -housing loan(up to 5 yrs)	9 10 8.50	11
6	Extra loan				-term loan -export credit -overdraft -working capital -Short term loan -Trust receipt importer's loan(90 days)	11 9.50 11 11 11 9.75	12 10.50 12 12 12 10
7	Priority sector	-Priority sector	12	13	-Institutional 4%	11	12

9	Deprived sector	-Institutional -others	- -	7 11	- Institutional 4%	7	9
10	Loan Against	- NPR fixed deposits of NCC bank - FCY fixed deposits - Govt. bonds/FDR of other banks -financial bank guarantee -private corporate export credit/TR	Plus 1.50-2% Plus1.50%-min 7.50% 9% 10.50% 9%		- NPR fixed deposit (Institutional 9%) - pledge of USD (Institutional 6.50%) - Govt. Bonds - 1 st class bank guarantee	9 8 7 8	
11	Others		11%				13

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	SBI bank	Interest rate %		NIC Bank	Interest rate %	
			prime	others		prime	Others
1	Overdraft	-corporate customers 8.50%	9.50	11	-Overdraft/ cash credit/ working capital -Margin Lending -Other loans	9.50 10.50 10.50	11 12 12
2	Trust receipt	-corporate customers Up to 120 days 6.50% Up to 150 days 7.25%	7.50 8	8 9	Import loan	8	9.50
3	Term loan	-corporate customers 8.50%	9.50	11	-other short term working capital loans	9	10.50
4	Export finance	-Corporate customers In FCY 6.50% In NRs/IRS 7%	7.50 8	8.50 9			
5	Deprived loan	-Institutional -Individual	7 9		-Deprived sector	6	8
6	Priority sector		9.50	11			
7	Loan Against	-bank guarantee (Corporate customers 7.50%) -Govt.&others bonds (Corporate customers 6.50%) -own bank's fixed deposit (corporate customers +1% of	8.50 7 +1.5% of FD	9.50 7 +2% of FD	-Against for FDR -Against own FDR -Against 1 st class bank guarantee -Against Govt.Securities -Against other collateral -other short term working capital loans	8.50-10 7.50-9 8 7.50 10	9.50 11.50 11.50

		FD rate) -in NRs against US & fixed deposit	rate 7.50	rate	-Import credit -Term loan -Deprived sector	10 9 10 6	11.50 10.50 11.50 8
8	Consumer loan	Home loan - up to 5 yrs -Above 5 yrs Vehicle loan -private -other commercial vehicle	8.50 9 9.50 9.50		-NIC Ghar subidha -Auto loan -Structured Auto loan -Education Loan	7.99- 11.49 10.50 9.50 10.50	12 11 12
9	Education loan	Education	11		-education loan	10.50	12
10	Mortgage loan & mortgage plus scheme	- Mortgage loan & mortgage plus scheme	11		-NIC small business loan -NIC sajilo Karja	9.49-11.49 0.85-1.00p.m.	

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	Himalayan Bank	Interest rate %		RBB	Interest
			Prime A	Prime B		
1	Overdraft	General (9.50-10)%	8-9	9-9.50	overdraft	11
2	Term loan	General (10-10.50)%	8.50-9	9-9.50	Term loan	11
3	Demand loan	General (9.50-10)%	8-9	9-9.50	Export credit	8
4	Export finance	General 10.25%	7.50-8.25	9.75	-	-
5	Short term pledge loan	General (9.25-9.75)%	8.25-8.75	8.75-9.25	Export credit	8
6	Importer's loan	General (9.50-10)%	7.25-7.75	8.50-9.50	Deprived loan	11.5
7	Deprived loan	General 8.75	5	-	Priority loan	11.5
8	Hire purchase	General 9-10	-	8-9.50	housing	7.9
9	Revolving cash credit	-	8.50-9	-	Decoration(90%finance)	8
10	Non revolving cash credit	-	8.25	9.25	Auto loan	7.5
11	Secured personal loan	-	8.50	10.50	consortium	As per consortium decision
12	Loan against - HBL FD of the Banks (Plus 1.50 min 7%) -FT tenure up to 10 yrs 8.50 -loan against FD of other banks (plus 2.50 min 7%) Subidha loan 9.50	-loan in local currency against FD(FCY) -loan against 1 st class bank guarantee -Loan against Govt Bonds USD denominated loan -loan against share of company listed in stock	Plus 2 or 7% whichever is higher Rated bank 7-8 3m TB rate +1.5% or 7% whichever is higher 7-8.50		Loan against -Govt.bonds -Bank guarantee -others guarantee others	6 7 6 7-11

		exchange 8.50%			
13	Types of loan all customers -Tenure 5 yrs -Tenure 10 yrs -Tenure 15 yrs -Tenure 20 yrs		8 8.50 9 9.50		

Sour Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	NBB	Interest rate %	NBL	Interest rate %
1	Industrial loan	-working capital -fixed assets	10 10.50	Overdraft	10
2	Export loan	-working capital -fixed assets	9 9.50	Export credit	8
3	Trade finance	-TR loan -cash credit	8 9.50	Working capital	10
4	Hire purchase	-Hire purchase -Home loan	9.50 9	Hire purchase	6.5-9
5	Loan against	-Govt Bonds -1 st class bank guarantee	7.50 8	-Govt Bonds -1 st class bank guarantee -L/E	6.5 7 1.5
6	Priority sector	Priority sector	10	Priority sector	10
7	Deprived sector	Deprived sector	9.50	Deprived sector	7.5
8	Others	Others	10	Others Gold & silver deposit	4-11 10

Source: Official record/website

S.N	Types of loans \$Advance Name of the bank	Lumbini Bank	Prime interest rate %		Others interest rate	
			Industrial	others	Industrial	others
1	Working capital	- Working capital	10	10.50	11.50	12
2	Import loan	-for 90 days	8	8.50	8.50	9.50
		-for 120 days	9	9.50	9.50	10
3	Fixed term loan	-fixed term loan	10.50	11	11.50	12
		-hire purchase loan	10.50	11	11	11.50
4	Pre/post shipment	-NRs/IRS	9		10	
	Pre/post shipment	-USD	11BOR +2.5%			
5	Loan against	-fixed deposit	Plus 2%			
		-in NPR against FCY FD	Plus 2%			
6	Consumer loan	Housing loan	9-10			
		Education loan	10			
		Mortgage loan	10.50-11.50			
		Personal	11.50			
7	Other	-miscellaneous loans	13			
10	Corporate/multinational/valued customers	a. working capital (overdraft,hypothecation,revolving wc)	9.50			
		b.Trust receipt loan				
		-for 120 days	7			
		-for 150 days	8			
		c.Term loan` -on daily balance	10.50			

According to table shown above that, various types of loans and advances are provided by banks to the individual clients as well as institution and organizations.

Nabil bank divides the clients in four categories i.e. corporate/multinational ,standard, prime and others charge different rate of interest rate to them, Standard chartered bank divides the clients prime, standard and others.Siddartha bank,NCC bank, BOK bank, kumari bank, NIC bank ,Nepal Investment bank ,SBI bank, Everest bank divides clients in prime and others. Lumbini bank divides clients in individual and others .Machhapuchhre bank, Laxmi bank , Himalayan bank,NBB Bank do not divide the clients in various categories.

Different banks have different interest rate for loan and advanced for clients. According this table, Banks provides working capital, Term loan, export, Import loan, deprived sector, personal loan, loan against 1st class acceptable bank guarantee, consortium loan, Hire purchase loan, home loan and Education loan.RBB bank has also home decoration loan.

4.3 Survey result

The main objective of the survey is to know the view of customers about commercial banks and their product offering. The primary data was collected from the people who are consuming various types of products and services by commercial banks and secondary data was collected by the website, annual report and brochure of concern banks.

The samples were drawn from individual traders and industrialist. Customers were approached for the purpose of the study. Results from the survey are presented below.

Table 4
Types of customers

S.N	Types of customers	No of Respondents	Percentage
1	Individual	30	60%
2	Trader	10	20%
3	Industrial	10	20%

Source: Field survey, December 2008

From the above table, it can be observed that 60% were individuals, 20% were traders and 20% were industrialist. It proves that individual clients are using more commercial products than traders and industrial in this sample.

Table 5
Types of transaction of the customers

S.N	Types of transaction	Number of respondents
1	Depositing	45
2	Withdrawing loan	10
3	Others	42
4	Both	35

Source: Field survey, December 2008

Above the table shown that 45 clients were depositing money in commercial banks, 10 had received loan and 42 were taking others

product and services.35 were taking loan and depositing their money in commercial banks. Sample has proved that people are involved in mostly in depositing and also attracting other products.

Table 6
Types of other services by customers

S.N	Types of other services	No of customers
1	Draft	13
2	Fax transfer	3
3	Foreign currency exchange	5
4	Traveler's cheque	4
5	Letter of credit	3
6	Credit/Debit card/ATM	35
7	Money transfer	22
8	Safe locker	2

Source: Field survey, December 2008

As shown on table above, most of the customers were taking ATM/debit/credit card and others were taking fax transfer draft, foreign currency exchange, traveler's cheque, letter of credit, money transfer and safe locker.

Table 7
Preferred account of deposit for customers

S.N	Deposit account	Number of respondents
1	Current a/c	10
2	Saving a/c	45
3	Fixed a/c	15
4	Multiple a/c (both saving and fixed)	15

Source: Field Survey, December 2008

Above table shown that most of the clients(45) were depositing their amount in saving account.15 were depositing their amount in fixed account,15 were using both account and 10 were using current account for business.

Table 8

Interest rate received by customers in various account

S.N	Rate of interest	Number of respondents
1	2% - 3%	14
2	3.1% - 6%	31
3	Above 6%	5

Source: Field survey December 2008

As above table shown, that ,31 clients were depositing their money in (3.1-6)% saving a/c others were depositing (2-3)% saving a/c ,few clients were using above 6% fixed a/c.

Table 9

View for interest rate received on deposit by customers

S.N	Response	Number of Respondents	Percentage
1	Satisfactory	16	32%
2	Ok	21	42%
3	Not satisfactory	13	26%
Total		50	100%

Source: Field survey, December 2008

As above table shown, 42% customers were viewed ok for getting interest in deposit, 32% customers were satisfied with interest received in deposit, 26% were not satisfied with received interest rate. They also view that some of commercial bank like standard chartered banks are offering low interest rate for deposit.

Table 10

Responses on loan taken by customers

Response	Number of respondents	Percentage
Yes	17	34%
No	33	66%
Total	50	100%

Source: Field survey, December 2008

As shows above table, 33customers were not taking loan from commercial banks, 17 customers were taking loan by commercial banks. It shows that few customers were taking loan from commercial banks because commercial bank only provides loan for housing,4 wheels vehicles, education loan and trade loan and interest rate charged very high for loans. Individuals are not enjoying by taking loan from commercial bank.

Table 11
Purpose of loan taking

S.N	Types of loan	Number of customers
1	Hire purchase	2
2	Term loan	15
3	Trade	7
4	Housing	5
5	Others	7
6	Multiple(two or more than 2)	5

Source: Field survey, December 2008

It shows that most of the clients(15) were taking term loan, few(2) clients were taking hire purchase loan,7 clients were taking others loan,5 clients were taking housing loan,5 customers were taking multiple loan. Others loans are shown in a separate table.

Table 12
Types of others loan

S.N	Types of others loan	Number of Respondents
1	Trade	3
2	Loan against fixed deposit	2
3	Education	2

Source: Field survey, December 2008

Table 13
Rate of interest paid in loan

S.N	% of Interest paid in loan	Number of Respondents	Percentage
1	10%-12%	8	47%
2	12.1%-13%	7	41%
3	Above 13%	2	12%
	Total	17	100%

Source: Field survey, December 2008

As shown on table above, 8 customers were paying (10-12) % interest rate. 9 customers were paying (12.1-13) % interest rate, 2 customers were paying above 13 % interest rate for loan.

Table 14
View on interest rate paying on loan

S.N	Response	Number of Respondents	Percentage
1	Satisfied	2	12%
2	Ok	4	24%
3	Not satisfied	11	64%
	Total	17	100%

Source: Field survey, December 2008

As shown on above table, 2 customers were satisfied on charged interest on loan. 4 clients were ok on interest charged on loan. But most of the customers were not satisfied with interest charged on loan. They were expressing that commercial bank were offering minimum interest for depositing but charging high interest rate on loan.

Table 15
Other services besides deposit

S.N	Response	Number of Respondents	Percentage
1	Yes	42	84%
2	No	8	16%
Total		17	100%

Source: Field survey, December 2008

The table above shown that most of the clients (84%) were taking other different services, 16% of clients were not taking various auxiliary services from commercial banks like draft, fax transfer traveler's check and western union money transfer.

Table16
Types of other services received

S.N	Types of other services	Rank
1	Draft	I
2	Fax transfer	III
3	Foreign currency exchange	IV
4	Internet banking	IX
5	Mobile banking	X
6	Traveler's cheque	V
7	Letter of credit	VII
8	Western Union money transfer	VI
9	Safe locker	VIII
10	Debit/credit card/ATM	II

Source: Field survey, December 2008

As shown on table, most of the clients were taking draft services and then credit/debit card for easy and fast services. Foreign currency exchange was also taking by clients. Auxiliary services for traveler cheque, letter of credit, western union money transfer, safe locker were other important services received by respondents from the commercial banks.

Table 17
Respondent's knowledge about product offerings by commercial banks

S.N	Products offering by Commercial banks
	<p>Deposit collection</p> <ul style="list-style-type: none"> ➤ Current Account(regular, current with sweep facilities) ➤ Saving Account(regular,cheakable,special plan) ➤ Fixed Account(call,fixed,notice,term) ➤ Special Account <p>Lending Sectors</p> <ul style="list-style-type: none"> ➤ Agriculture ➤ Trade and commerce ➤ Construction and others <p>Term</p> <ul style="list-style-type: none"> ➤ Mid term, short term and long term ➤ Service ➤ Hire purchase ➤ Education ➤ Export finance ➤ Electrical and household equipments ➤ Working capital loans ➤ Loan against fixed deposit, 1st class bank guarantee, and others bank guarantee, HMG bond, bold and silver foreign currencies. ➤ Export loan ➤ Overdraft loan ➤ Term loan ➤ Consortium loan ➤ Forward contracts(Siddhartha bank) ➤ Cash overdraft ➤ Bill purchase loan ➤ Housing loan ➤ Personal loan ➤ Consumer loan

Source: Field survey, December 2008

As shown on table above, different respondents were aware about various products offering by the commercial banks.

Table 18
Respondent's knowledge about auxiliary product offerings by commercial banks

S.N	Others services offering by commercial banks
	<ul style="list-style-type: none"> ➤ Remittance ➤ Fund transfer-draft,tele graphic payment order, fax transfer ➤ Bank guarantee ➤ Foreign currencies purchase ➤ Payment of travelers cheque ➤ Trust receipt ➤ Letter of credit ➤ Tele banking ➤ Internet banking ➤ ATM facilities(automatic teller Machine ➤ Credit card ➤ Safe deposit locker ➤ Demand drafts

Source: Field survey, December 2008

As shown on table above, different respondents were aware about various others product offering by the commercial banks

4.4 Future plans of commercial banks

The Commercial banks are providing most reliable and fast service. There is high competition among the commercial bank for innovation new product in market. Commercial bank are providing modern banking facilities such as mobile banking, internet banking and ATM (Debit/Credit). Commercial banks are also trying to expand the market area i.e. banks are launching new product in new are area day by day.

Table 19

Future plans of product offerings of the listed commercial banks in Nepal.

S.N.	Future plans product offerings of the listed commercial banks in Nepal.
	<ul style="list-style-type: none">➤ Computerized service➤ Automated teller machine➤ Letter of credit➤ Tele banking➤ Mobile (SMS) banking➤ Internet banking➤ Safe deposit locker➤ Western Union➤ ABBS banking

Source: Field survey, Dec, 2008

4.5 Expectation about the product and service offerings by listed commercial banks in future.

Table 20

Future expectation of customers from listed commercial bank in Nepal.

S.N	Future expectation of customers from Listed Commercial bank in Nepal.
	<ul style="list-style-type: none"> ➤ Home banking services for all ➤ Tele banking services ➤ Debit/Credit/ATM services from all the banks ➤ Safe deposit locker services for all banks ➤ Easy and fast services ➤ Services available in international level. ➤ New scheme of all the products and services ➤ Good behavior towards the customers ➤ Quality product for all banks ➤ Computerized system for all banking

Source: Official record/website

4.6 Reasons for choosing commercial bank for market transaction

Respondents expressed the following reasons for choosing the commercial banks for market transactions

- Easy and fast service (Debit/ Credit/ ATM)
- Provides easily loan housing, education, business etc
- Modern system/computerized system

Respondent's Knowledge about product offerings of listed commercial banks

- Saving account
- Fixed account
- Special account
- Current account
- Working capital
- Term loan
- Hire purchase loan
- Trading loan
- Industrial loan
- Loan against fixed deposit
- Loan against gold and silver
- Housing loan
- Bank guarantee
- Draft
- Vehicle loan
- Education loan
- Letter of credit
- Fax transfer tele graphic transfer
- Traveler's check
- Money exchange/western union
- Share collection
- Safe deposit locker
- Foreign currencies purchase
- Mobile banking
- Internet banking
- Tele banking

4.7 Strategy of listed commercial bank

- At the NIC bank's management conference 2005, the bank adopted Growth through efficiency for the strategy. The strategy is evolutionary not revolutionary. It builds on the bank's strengths the area where further improvement is considered both desirable and attainable.
- The bank will therefore continue its present strategy of selective risk assets growth by maintaining the quality of assets, increasing its market share inertial and SME lending and international trade with a higher focus on treasury operations, risk assets portfolio, diversification and better productivity through improvements in internal efficiencies, diversification of our deposit with a bias towards saving deposits with a view to further reduce dependency on large institutional deposits and reduce funding costs, better cost management and enhancing the corporate image of the Bank. In line with their strategy enumerated above a number of broad-based credit and deposit products are planned to be introduced in the current year. (NIC)
- Commercial banks strategy are planned to introduce new scheme to attract the customers.

CHAPTER V

FINDINGS, SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Findings

1. SBL has made contribution to support the flood victims of the Terai region, HIV/AIDS awareness program and also sponsored fund raising program to provide scholarship to needy children and promoted sporting and shown banks presence in several aid events conducted by the corporate and social organization.
2. SBI banks lunched "Siddhartha iconnect" and internet based banking solutions. It allows customers to conduct financial transactions 24 hrs a day from any part of the globe on the bank's website. Internet banking offers world class banking transfer of funds, complete details of transactions, statement of account, online information of deposit and withdrawals cheque requisition, stop payments demand draft requests among others.
3. SCT cards are now accepted in ATM's all over India's has reached an agreement with FSS ,India and has also completed all of its testing Everest Bank,Citizens Bank international and Nepal Industrial and Commercial Bank SCT cards can be used in India.
4. Siddhartha iconnect: To facilitate banking on fingers tips, Bank has lunched Siddhartha iconnect an internet based banking solution. It allows customers to conduct financial transaction 24 hrs a day from any part of the globe o the Bank's website. Internet banking facilities like anytime, anywhere access to account, transfer of funds, and complete details of transactions statement of account,

online information of deposit and with drawals, cheque requisition, and stop payments demand drafts request among others.

5. Any Branch Banking services (ABBS): Keeping up with the changing times and to provide customer more efficient and fast service. Bank's branches are connected and can deposits and withdraw funds from any branch within the banking hours, which reduces the risk factor, cost and time for money transfer services.
6. Holiday and Evening Counters: With the aim to serve customer beyond normal banking hours, the Bank has been providing holiday and evening counters facility from its major branches. This facility has further helped customer to have easy deposits and withdraws of fund even during off hours.
7. Some commercial bank like NIC bank has facility of SMS banking. Customers can check balance through the sms. Bank provides pin code and mobile number. Using pin code and mobile, customer can check balance anytime through the sms. It is very easy and time saving method to check the balance.
8. SBI Banks is making preparation to launch Siddhartha remit, a web based money transfer system to provide remittance from parts of the world.
9. NIC Bank launched a new product NIC pure gold, a first of its kind innovative product introduced by a bank in the country with NIC Bank now importing certified 99.9% pure gold from reputed international mints, unofficial import is bound to get discouraged, contributing to increase in government revenue and ensuring quality to consumers and gold traders. The Bank has also launched NIC Sajilo Karza a simple to understand, simple to use overdraft facility developed to cater to the personal financing needs to salaried individuals, self-employed professionals and owners of small family business.

10. The bank also launched some deposit products of which the shareholder saving account was developed specially for the benefit of its own shareholders. The main objectives of the account is to accumulate the widely scattered deposits of shareholders and provide them with modern and innovative Banking service plus a good return on their saving. Furthermore, shareholders will no longer be required to queue upto retrieve dividend payments as the same will be directly credited to account.
11. Swift: Kumari Bank limited offers fast and reliable money transfer service through swift. The amount will be credited immediately in customers bank account maintained with bankers or it can be paid at the upon verification of valid identification documents. The remittance has to provide KBL swift address "KMBLN xxx" and the beneficiary details to the remitting institutions for transferring money to Nepal through swift services.
12. To promote plastic money and to create cashless transactions, the banks have been offering Debit (SCT) card. This enables the card holders to buy goods and services using. Point of sale (POS) and to withdraw cash anytime from the ATMs, where the SCT logo is displayed.
13. Some commercial Banks have provided extra saving account such as Kumari Bank provides Kumari savings, Advantage plus saving ,Laxmi bank provides Laxmi savings, orange saving, others Gurkha,Junior,Students savings and payroll saving. Everest bank provides EBL super saving with min balancers 1000.NIC bank provides NIC life saving deposit,NIC Sikshya kosh ,NCC Bank provides Mahila suraksha Bachat khata,Bal surakha Khata,Jestha Nagarik Surakshya Bachat Khata,New Bachat ,SBI Bank provides Swarnim Bachat Khata, Siddhartha bank provides Siddhartha Bachat, Siddhartha Mega Savings,BOK provides Sajilo Bachat Khata,Nabil bank has Nabil Bachat, Machhapuchre has Royale

saving, Pewa Bachat, Youva Bachat and Salary management account.

14. Commercial banks are changing different interest rates on loans and advances by dividing the customers as corporate/multinational, prime, and standard and others. They mentioned that rates are indicative only conditions apply.
15. Commercial banks are providing extra auxiliary service to clients such as letter of credit, draft, fax transfer, traveler's cheque, bank guarantee, credit/Debit/ATM card, tele banking, foreign currency exchange, safe deposit locker, SCT system, western union.
16. Commercial banks are providing internet banking and mobile (SMS) banking system for the clients.
17. Commercial banks make the contribution for the social work.
18. Commercial banks provide loan and advance to multinational companies, trading consumers and other activities. They provide loan such as, export loan/Import loan, overdraft/working capital loan, trust receipt, priority sector, deprived sector loan, housing/decoration loan, hire purchase/Auto loan, Education loan, foreign employment loan, loan against 1st class bank guarantee, other bank, guarantee, fixed deposit, other bank guarantee, fixed deposit, other financial guarantee, government bonds, foreign currency deposits, gold and silver, marketable securities, consortium loan and others.
19. 2006/07, SBL has made contributions to support the flood victims of the Terai region. HIV/AIDS awareness program and also sponsored fund raising program to provide scholarship to needy children. SBL promoted sporting events and shown their the presence in several aid events conducted by the corporate and social organization.
20. Commercial banks exchange foreign currencies (as per the permission of Nepal Rastra Bank) as well as issue and accept traveler's cheque.

21. Commercial banks are providing safe deposit locker to their clients.
22. Nepal Bank Ltd and Rastriya Baniya banks have computerized system with easy and fast services. They have good behaviors towards the clients and they have ABBS system with low charge rate.
23. Commercial banks providing remittance facility of fund transfer through swift draft, telegraphic, fax, mail transfers.
24. Commercial banks are providing modern banking facilities such as ABBS and internet banking to the customers.
25. Commercial banks are offering current deposit, call deposit, saving deposits, fixed/term deposit on special deposit and various saving account offer by different commercial banks with attractive interest rate. Local currency and foreign currency accounts can be opened as per requirement. Interest rate paid on deposit is subject to tax deduction as per the rules.

Survey result findings

1. Most of the clients are depositing their money in saving account. Some of them are depositing their money in fixed account and others are depositing in current account (especially industrialists and traders) and special account of concern bank.
2. Customers of commercial banks of Nepal are doing different types of transaction such as depositing, loan taking and others draft, debit/credit card, fax transfer, foreign currency exchange, traveler's cheque, Internet banking, Mobile banking etc.
3. Most of the clients of listed commercial banks are not satisfied with the interest rates received from their deposits.
4. Clients are taking loan for hire purchasing, term loan, trade, housing and others industrial and traders.
5. Most of the clients are expressing that they are not satisfied with interest charge on loan.
6. Most of the clients are not satisfied that interest received on deposit.
7. Most of customers are aware to auxiliary services. They have knowledge about draft, western union money, fax transfer, traveler's check, foreign currency exchange, letter of credit, ATM/debit card/credit card, mobile banking.
8. Most of the customer have knowledge about saving account, current account, fixed account, special account, loan for overdraft, working capital, housing loan, Auto loan, trade loan, education loan, loan against gold and silver, loan against bank guarantee, fixed deposit, trade loan, industry loan as well as fund transfer through western union, foreign currency exchange, traveler's cheque, letter of credit, ATM/debit card/credit card, Internet banking, ABBS banking service ,mobile banking and bank guarantee.

9. Most of the clients viewed that commercial banks provide easy and fast services but some of them also complained that now a day's some of commercial banks like NIC, new road Kathmandu branch couldn't provide good quality product and good behaviors towards the customers.
10. Most of the customers choose the commercial banks transaction for providing easy, fast hosing or officially nearby their location, reliable service, safety, confidentiality and public faith as well as providing modern banking facilities.
11. Most of the office likes NGO, INGOs are using ATM/Debit/credit card product of commercial banks for paying salary.
12. Clients are getting (2/3-6) % interests on saving account.They are getting above 6% for fixed recurring deposit as per the maturity period.
13. Survey shows that most of the clients are aware (84%) for auxiliary services.
14. Customers of listed commercial banks are expecting more fast, reliable services as well as home banking, tele banking, ATM/debit/credit card services, safe deposit locker services, mobile banking, internet banking ,loan with suitable interest rate, attractive interest rate on deposits .They are expecting good behaviors to all customers.

5.2 Summary

The Word “Bank “developed from different word like “banquet”, “bancus” whose processing created in ancient time has now grown into more advanced from “bank of Venice” of Italy established in 1157 A.D is the first bank of the world. Banking system was developed first in Europe and then spread all over the world. In Nepal “Tejarath Adda” was the first step of institution development of banking.

Therefore, a bank is an institution, which accepts deposits from the public and in turn advances loans by creating credit. Therefore, it should be differentiated from other financial institutions, as they cannot create though they accept deposits. That is why we call a bank “ a factory of credit” because it manufactures credit and sells it.

Banks are needed for organized financial institution. Banks collect saving of millions of people and institutions and invest or lend for the expansion of business and balance development of the country. Banks undertake to underwrite for raising capital and loans for companies, corporation and government. Banks are the suitable institutions for the settlement of payment of different credit instruments. Banks also act as the guarantors and agent. Banks are essential for remittance services, issuance, circulation and utilization of money. Banks also help to maintain price stability. Banks help the government to formulate policy by providing various information and databanks also provide necessary information and data to the customers.

Therefore summarizing the above, banks are those financial institution that offer the widest range of financial services –especially credit, saving and payments services and perform the widest range

of financial function of any business firm in the economy. Banks are among the most financial institutions in the economy and essential business in thousand of local towns and cities. Nowadays, the functions of banks are changing, but the functions of their principal competitors are also changing. The competitors like commercial banks including security dealers, brokerage firms, and insurance companies are trying to be similar as possible to bank in the services they offer. The increasing establishment and growth of the commercial banks in our country is the result of economic liberalization policy adopted by the government formed after the restoration of multi party democracy in 1990.

The study is mainly focused on the product and services offerings of listed commercial bank in Nepal.

Commercial banks collect the time deposit, call deposit and lend to various sectors of society. Commercial banks are offering current account, fixed account, saving account for the deposit collection and lending in trade, industry, commerce, agriculture hotel, multinational companies, housing Auto (consumer loan), loan against deposit gold and silver, Education. They also offers auxiliary services credit, collection of inward and outward bills, draft, fax transfer, traveler's cheque, bank guarantee, credit, card, tele banking, foreign currency exchange, safe deposit locker, western union money transfer, computerized service, teller system. ATM, debit/credit card with SCT system.

The general objective of this study is to undertake product and service offerings of the commercial bank in Nepal. The study has been conducted using primary and secondary data of concern banks.

Since the primary concern of this study is to focus on product offerings of listed commercial banks of Nepal. Theoretical aspect of product and services have been explained under the review of literatures, furthermore, Some books and journals related financial management and other related studies have been reviewed. Some select master's degree thesis has also been reviewed. Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. Population of this study includes 17 listed commercial bank in NEPSE.

Secondary data has been used in this study .The main sources of data are Annual reports of concern banks and official website of respective commercial banks. Primary data have been taken by interview of staffs, member and respondents of concern banks.

5.3 Conclusion

Commercial banks are those types of Bank whose aim is to earn profit by providing services to the customers. These banks put together the saving of the community and arrange for their productive use. They accept deposits from public on the condition that they are repayable on the demand or the short notice by giving certain percent of loan and supplying the financial needs of modern business by various means. They grant loan in the form of cash credits and overdrafts. Apart from financing they also render service like collection of bills and cheque, safe keeping of valuables financial advices etc to their customers.

Commercial banks plays more important role to contribute economic growth to the nation. They are also providing new products and services due the demand and needs of the customers. They are operating various accounts for collecting deposits as well as lending among the clients in trade industry, commerce, hire purchase, education.

Products offering from commercial banks seem effectively presented towards the customers. Though they have to improve in various sectors like customer can open account in minimum balance, good behaviors quality and fast product. Commercial banks offer many product and services to the customers but all the customers are not aware of these product and services. They are taking only the traditional type of deposit and common types of loan and advances. This study is focused on deposit collections loans and advances, future plans of commercial banks and strategy of commercial banks. Some commercial banks are offering new products in near future. Many new schemes are planning to introduce in near future.

5.4 Recommendation

On the basis of overall interpretation and analysis of listed commercial banks in Nepal, especially under the concentrated of product offering of listed commercial bank, it has been realized that they have quality, fast and easy product and services in compare to others.

The findings of the study might be useful for those who are concerned with product and services offering of Listed Commercial banks directly or indirectly. On the basis of major finding of the study, the researcher thinks appropriate to recommend the concerned institutions, individuals, authorities as well as other in order to consider the following suggestions.

- To improve profitability in future, the bank should continue to improve its customers service deliveries, thereby attracting long term low cost deposit and bank should continue to provide quality product.
- Commercial banks should provide easy and fast services to Clients because more competitive in changing environment.
- Commercial banks should provide good behaviors towards the customers.
- Commercial banks should provide quality product to the customers because more competitive environment.
- Commercial bank should introduce new product for the customers according to the changing needs of customers.
- Commercial bank should expand their area all over the country.
- Commercial banks are suggested to improve their products and Services to the customers.
- Some commercial bank introduces new schemes for promoting

the banking business. But all listed commercial banks should plan to launch new schemes to promote the banking business,

- Most of the commercial banks have focused their banking services especially on big clients such as multinational companies, large scale industries, manufactures and exporters of garments and carpets. The minimum level of bank balance and amount to open an account in these banks are little high. So small depositors are very far from enjoying the banking facilities provided by such commercial banks. So all these banks should open their doors to the small depositors and entrepreneurs for promoting and mobilizing small investor's fund.

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QUESTIONNAIRE

The questionnaire comes to you as a part of research to know your view about product offerings by listed commercial banks in Nepal.

We request you to take some time to answer the following question. We would like to appreciate your cooperation in expressing your views.

What types of customer are you?

Individual Trader Industrialist

What type of transaction are you doing with the company?

Depositing withdrawing Loan/Others

If others, please mention. _____

In which type of account do you deposit ?

Current Saving Fixed
Special /Others

How much % of interest do you get in your deposit?

What is your view on received interest rate in depositing?

Satisfactory ok not satisfactory

Have you taken any loan?

Yes No

If yes, for which purpose did you get the loan.

Hire purchase Term loan Housing
Trade Others

If any others, please mention. _____

How much rate of interest do you pay? _____

What is your view on the interest, you are paying on the loan?

Satisfied ok satisfied

Have you received any types of services from commercial banks except depositing and loan received?

Yes No

If yes, what type of financial services have you received?

Please mention _____

What do you know about the product offerings of commercial banks?

S.N	Product of commercial banks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

What do you know about the auxiliary product offerings of commercial banks?

S.N	Product of commercial banks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

What do you expect about the products and services of listed commercial banks in future?