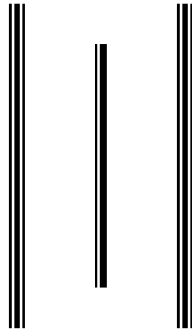


# **Service Standard of Automated Teller Machine With Reference to Everest Bank Ltd.**



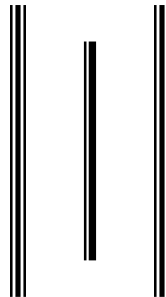
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**A Thesis Submitted to**

Office of the Dean

Faculty of Management

Tribhuvan University

For the partial fulfillment of the Degree of Master in Business Studies (M.B.S)  
Kathmandu, Nepal

Kathmandu  
2012

# **RECOMMENDATION**

This is certified that the thesis

Submitted by:  
**Bimal Khanal**

Entitled:  
**Service Standard of Automated Teller Machine  
(With Reference to Everest Bank Limited)**

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

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**Dr. Dilli Raj Sharma**  
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**Prof. Dr. Balkrishna Shrestha**  
(Head of Research Committee)

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**Prof. Dr. Balkrishna Shrestha**  
(Head of Central Department of Management)

## **DECLARATION**

I, hereby declare that the work reported in this thesis entitled "**Service Standard of Automated Teller Machine (With Reference to Everest Bank Limited)**" Submitted to Central Department of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master's Degree in Business Studies under the supervision of **Dr. Dilli Raj Sharma** of Central Department of Management.

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# VIVA – VOCE SHEET

We have conducted the viva-voce examination of the thesis presented by

**Bimal Khanal**

**Entitled:**

**"Service Standard of Automated Teller Machine"**

**(With Reference to Everest Bank Limited)**

And found the thesis to be the original work of the student and written according to the prescribed format. We recommend the thesis to be accepted as partial fulfilment of the requirements for Master's Degree in Business Studies (M.B.S.)

## VIVA-VOCE COMMITTEE

Chairperson, Research Committee: .....

Member, Thesis Supervisor: .....

Member, External Expert: .....

Date: .....

## Acknowledgement

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.....

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## **ABBREVIATIONS**

**ATM** – Automated Teller Machine  
**PIN** - Personal Identification Number  
**SCT** – Smart Choice Technology  
**VISA**- Visa International Service Association  
**SMS** – Short Message Service  
**CPU** – Central Processing Unit  
**POS** – Point of Sale  
**VPN** – Virtual Private Network  
**FAQ** – Frequently Asked Questions  
**EBL** – Everest Bank Limited  
**PC-DOC** – Personal Computer, Disk Operating System  
**CS** – Customer Satisfaction  
**ISO** – Independent Sales Organisation