



NCC Bank

नेपाल क्रेडिट एण्ड कर्मास बैंक लि.
Nepal Credit & Commerce Bank Ltd.

PROCEDURAL MANUAL



OPERATIONS DEPARTMENT

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Specimen #	Particulars	
1	Account Opening form	
2	Signature Card	
3	KYC form	
4	Nominees form	
5	A/c Opening & Closing Register	
6	Letter of Thanks for opening account	
7	Authorizing another Person(s) to operate A/C	
8	Security stationery stock Register	
9	Cheque Leaf Stock Register (Chq/MC/DD/Fixed Deposit Receipt Inventory Register)	
10	Cheque Requisition Slip	
11	Cheque Book Issue Register	
12	Letter of Indemnity	
13	Request for Counter cheque	
14	Counter cheque issue register	
15	Change of Address	
16	Acknowledgement letter for change of Address	
17	Request letter for change of Signature	
18	35 days Notice upon death of A/C holder	
19	Application for closure of A/C	
20	On Demand Statement Register	
21	Stop Payment Instruction Register	
22	GFP Application form	
23	GFP Register	
24	Request for Balance Certificate	
25	Balance Certificate Format	
26	Fixed Deposit form	
27	Fixed Deposit Register	
28	Fixed Deposit Receipt	
29	Due notice of FD (letter of intimation)	
30	Indemnity letter for Issuance of Duplicate FD Receipt	
31	FD Inventory Register	
32	Request letter for transfer of A/Cs	
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37	Application change of Address	
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39	Nomination form	
40	Authorization letter for locker access to third party	
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42	Letter of loss of locker key	
43	Locker surrender application	
44	Overdue rent register	

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46	Request for Deactivating/ Block Mobile Banking services	
47	Request for New Password	
48	Claim for A/C Debited (NCC Mobile banking transaction)	
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PART I

CUSTOMER SERVICE DIVISION

1. INTRODUCTION

Customer Service Division is the Bank's front office function and is one of the most important sections in establishing an affable relationship with the Bank's clients. This is the place where the clients make their first impression of the Bank, its services and the overall attitude of the staffs. A smiling face with a "How May I Help You" attitude is always very important to exhibit the overall impression of the Bank. Variation in the services backed up by convenience is the main attraction to the present world customers. Therefore it is very vital to demonstrate positive attitude and be very cooperative to all the clients so as to make them comfortable. This shall not only provide positive impact but will also give a larger clientele base to the Bank.

2. TYPES OF DEPOSIT ACCOUNTS

Nepal Credit and Commerce Bank Ltd. accept deposits in various types of account as mentioned below:

1. Current Account:
2. Saving Accounts
 - i. Normal Savings Accounts
 - ii. Saving Plus Accounts
 - iii. Bal Suraksha Khata
 - iv. Mahila Suraksha Bachat Khata
 - v. Jestha Nagarik Bachat Khata
 - vi. Sharedhani Bachat Khata
 - vii. Karmachari Bachat Khata
 - viii. Subha Labh Bachat Khata
 - ix. Subha Labh Plus Bachat Khata
3. Fixed Deposit Accounts
4. Other Accounts
 - i. Call Deposits Accounts
 - ii. Special Time Deposit (STD)

There are different types of deposit and different types of account; and the procedures and the formalities to open the account differ from one type of account to another. Since it is very necessary to follow and adhere to the laws, rules and regulations governing opening of accounts and accepting deposits, opening of new



accounts should be dealt cautiously to avoid any kind of irregularities and to ensure that new customers receive the best attention and advice.

3. OPENING OF ACCOUNTS :

Account opening is the first step in establishing formal and legal relationship with our clients. While opening an account staff involved in customer service desk should be extremely cautious to avoid opening of any fraudulent accounts because once account is opened it will be difficult to identify whether the subsequent transactions carried out are fraudulent or genuine. In order to determine the genuineness of the party the account opening officer should try as far as possible to arrange for all details to be completed at his table where he should directly and tactfully ascertain in the course of conversation as much information as possible in connection with the new customer's business standing and association. If the account has been brought by the marketing staff then this step may be skipped because the staff involved in the marketing will have already completed this part.

I. Documents Required For Opening Of Accounts

A. Individual Accounts:

An individual can have both savings and current account with the Bank. A person may have multiple individual accounts so far as he/she has a need and capability of maintaining such accounts.

Besides duly filled prescribed account opening application form, the Bank requires following documents from the customer:

- i. Citizenship Certificate or Passport or Copy of identity card in case of an employee of the Government of Nepal or of the entity owned by the Government of Nepal however Citizenship Certificate is preferred. - For the proper identification of the individual and to satisfy whether he/she is the person he/she claims to be. If the person applying for an account is an Indian national, valid registration certificate of such national with the embassy of India should be obtained.
- ii. Duly filled KYC form by Individual account holders
(Please refer to clause M for further information) However, Incase of small depositors NRB Directives no 19 clause no 4 shall prevail.
- iii. Nomination form prescribed by the Bank
- **Joint &** Individual account holder may nominate a person who, in case of death of account holder will receive the balance in the account as well as other benefits such as insurance etc. available in various deposit scheme. But

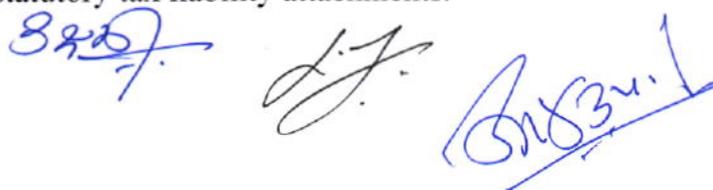
this is not a mandatory requirement for opening the account. However bank official shall pursue the accountee to fill up nominee form for certainty of claim/s in case of demise.

B. Proprietorship Account:

- i. Firm registration certificate
- To ascertain that the firm what it claims to be legally is in existence.
- ii. Income Tax Registration (renewed) or PAN certificate.
- To make sure that the firm is ongoing and has been fulfilling the statutory tax liability attachments.
- iii. Duly filled KYC form in the name of registered Firm
(Please refer to clause M for further information)
- iv. Identification paper (citizenship, passport, driving license, photographs etc.) along with duly filled KYC form of account operator
- To ensure that the account operator is no other that what he/she claims to be.
- v. Nomination form:
- To ascertain the nominee (authorized to receive the balance) in case of death of the proprietor. But this is not a mandatory requirement for opening the account. However bank official shall pursue the accountee to fill up nominee form for certainty of claim/s in case of demise.

C. Partnership Account:

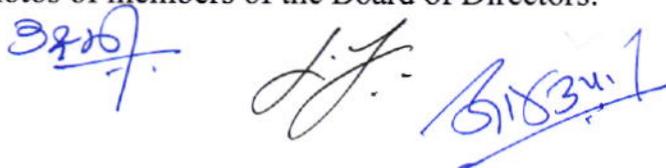
- i. Letter of partnership signed by all partners:
- To confirm constitution of the firm and number of partners.
- ii. Partnership Deed and Photographs of Partners:
- To ensure that the opening of the account and its operation is as per the deed.
- iii. Partnership Registration:
- To ensure that the firm what is claimed to be is legally in existence
- iv. Income Tax Registration (renewed) or PAN Certificate:
- To ensure that the firm is active and is in its business and has been fulfilling the statutory tax liability attachments.



- v. Identification papers along with duly filled KYC form of account operator:
- To ensure that the account operator is no other than what he/she claims to be.
(If letter related to operation is given separately, ensure that the letter is in accordance line with Partnership Deed.)

D. Accounts of Corporate Bodies:

- i. Certificate of incorporation and Operating license, Memorandum of Association and Article of Association:
- To ensure that opening of account and its operation is in accordance line with Memorandum and Article of Association of the company.
- ii. List of existing Directors:
- The paper should be certified by company registrar office to ensure that the directors of the company are in force.
- Duly filled KYC form by existing Directors & Company as well.
(Please refer to clause M for further information)
- iii. Board resolution authorizing opening and operation of the account:
- To ensure that board resolution is within the framework of Memorandum and Article of Association because this document confers the authority to open an account and operation modality thereof.
- iv. Company Registration:
- To ensure legal existence of the company.
- v. Duly filled KYC form in the name of registered Company
(Please refer to clause M for further information)
- vi. Income Tax Certificate (renewed) or PAN certificate:
- To ensure that company is active and is in its business and has been fulfilling the statutory tax attachments.
- vii. Identification papers along with duly filled KYC form of the account operators:
- To recognize identification of the account operators in accordance with the resolution conferred by the board that account operators are not other than what they claim to be.
- viii. Name and address of Board of directors (phone number, if available)
- ix. Photos of members of the Board of Directors.

Three handwritten signatures in blue ink are present below the list. The first signature is on the left, the second is in the middle, and the third is on the right.

E. Other Accounts:

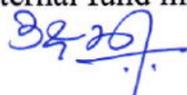
a. Accounts of Clubs, Societies and Associations:

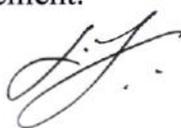
- i. List of office Bearers:
 - To ensure the identity of the current office bearers.
- ii. Copy of by-laws or constitution:
 - To ensure that opening and operations of account is in accordance with by-laws.
- iii. Certified copy of Resolution passed by Board of Directors/managing committee to open and operate account:
 - To ensure followings:
 - Appointing the Bank concerned as the Banker of the company/society.
 - Authorizing the persons to execute the documents on behalf in whose presence seal of the entity be affixed to the accounts.
 - Authorizing for loan & advances.
- iv. Registration Certificate:
 - To make sure that the entity is legally in existence.
- v. Duly filled KYC form in the name of Clubs/Societies/Association (Please refer to clause M for further information)
- vi. Identification paper along with duly filled KYC form of account operators:
 - To recognize the identifications of a person/s laid down in the resolution as an operator of account on behalf.
- vii. Photos of directors/members of working committee of club and Non-governmental Organization.

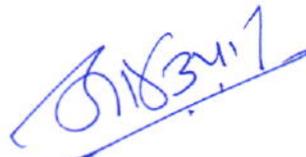
b. Accounts of other Institutions (Political Institutions, Politically affiliated accounts, Co-operatives, diplomatic mission, J/V Account)

i. Politically affiliated accounts

1. Bidhan (constitution) passed through General Assembly of the mother political organization.
2. Resolution of local management committee conferring authority to operate funds abiding by the Bidhan's clause regarding External & Internal fund management.







3. Identification papers along with duly filled KYC form of the account operators:
-Recognition of identification of account operating authorities in accordance with resolution passed by management committee.
4. List of working Committee members.
5. Photos of directors/members of working committee members.

ii. Accounts of Cooperative

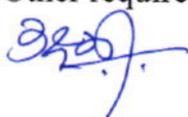
1. Constitution –to ascertain the scope, objective, authority and structure of the institution.
2. Name and address of Board of Directors (telephone number, if available)
3. Photos of Board of Directors
4. Certificate of Registration
5. Identification papers along with duly filled KYC form of the account operators:
-Board's resolution regarding opening of account and authorization to conduct financial transactions.
6. Other required documents as deemed necessary by the Branch.

iii. Accounts of Public and Private Trust (Guthi)

1. Constitution of the trust
2. Agreement relating to the establishment of the Trust.
3. Name and address of management trustee
4. Photos of trust members
5. Certificate of Registration
6. Name and address of member of Board/Management Committee.
7. Identification papers along with duly filled KYC form of the account operators:
-Resolution of Board/Management committee regarding opening of account and authorization to conduct financial transactions.
8. Other required documents as deemed necessary by the bank.

iv. Accounts of Diplomatic Mission/Embassy

1. Letter of Mission/Embassy
2. Authorization of operation of the account
3. Identification papers along with duly filled KYC form of the account operators
4. Other required documents.



v. Joint Venture (JV) Account

1. A joint Venture Agreement
2. Registration Certificate of Individual Firm/Company under JV along with PAN Certificate.
3. AOA & MOA of each Companies of JV along with PAN certificates.(for Companies only)
4. PAN no. of JV
5. Letter of resolution by JV to operate the account in line with JV agreement.
6. Identification papers along with duly filled KYC form of the account operators
7. A letter from JV partners jointly in a JV letter stamped with JV stamp.
8. Other regular required documents i.e KYC forms, Identity Documents of operating authority/ies etc.

F. Bal Surakhshya Khata (BSK)

- i. Birth Certificate of the Child.
- To ensure that the account holder beholds minor status as per prevailing land law
- ii. Identification of the Parent/Guardian (citizenship, passport, driving license, etc.)
- To ensure that the parent/guardian is no other than what he/she claims to be. (Identification obtained must be relative rather that absolute)
- iii. Duly filled KYC form of the account operator (Guardian)
(Please refer to clause M for further information)
- iv. Two sets of photographs of both the child and the Parent/Guardian
- To further ensure the identity of both the child and the Parent/Guardian.

G. Mahila Surakhshya Khata (MSK)

- i. Identification of the Account Holder (citizenship, passport, any kind of identity card etc.)
- To ensure that the account holder is no other than what she claims to be and is above 16 years of age.
- ii. Duly filled KYC form.
(Please refer to clause M for further information)



iii. Two sets of photographs of the applicant

H. Jestha Nagarik Surakshya Khata (JNSK)

i. Identification of the Account Holder (citizenship, passport, any kind of identity card etc.)

- To ensure that the account holder is no other than what he/she claims to be

ii. Duly filled KYC form
(Please refer to clause M for further information)

iii. Two sets of photographs of the applicant.

I. Sharedhani Bachat Khata

i. Account must be opened in the name of Shareholder.

ii. Identification of the Account Holder (citizenship, passport, any kind of government identity card etc.)

- To ensure that the account holder is no other than what he/she claims to be

iii. Duly filled KYC form.
(Please refer to clause M for further information)

iv. Copy of Share Certificate in the name of applicant.

v. Two sets of photographs of the applicant.

vi. Incase of Minor:

1. Birth Certificate/Certificate of Relationship to guardian/account operator

2. Identification of the Parent/Guardian (citizenship, passport, any kind of government identity card, etc.)

- To ensure that the parent/guardian is no other than what he/she claims to be.

3. Two sets of photographs of both the child and the Parent/Guardian

- To further ensure the identity of both the child and the Parent/Guardian.

vii. The operating rights can be passed on to a second person upon the request of the Shareholder.

viii. The Shareholder must inform the Bank for conversion of such account to a Normal saving account upon the sale of their shares. Branch/es shall perform regular check with share department.

J. Karmachari Bachat Khata

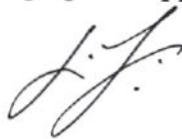
- i. The Account Holder should be an Employee
- ii. Identification of the Account Holder (Employee Identity Card to be submitted as a proof along with citizenship, passport, any kind of government identity card etc.)
- iii. Duly filled KYC form
(Please refer to clause M for further information)
- iv. Two sets of photograph of applicant
- v. Individual or Joint account with the spouse can be opened.

K. Subha Labh Bachat Khata

- i. Persons who are over 16 years of age. Identification of the Account Holder (citizenship, passport, any kind of government identity card etc.)
- ii. Duly filled KYC form.
(Please refer to clause M for further information)
- iii. Two sets of photograph of applicant
- iv. In case of minor, the account can be maintained by a Guardian.
- v. Individual or Joint account with the spouse can be opened.

L. Subha Labh Plus Bachat Khata

- i. Persons who are over 16 years of age. Identification of the Account Holder (citizenship, passport, any kind of government identity card etc.)
- ii. Duly filled KYC form.
(Please refer to clause M for further information)
- iii. Two sets of photograph of applicant



- iv. In case of minor, the account can be maintained by a Guardian.
- v. Individual or Joint account with the spouse can be opened.

M. Know Your Customer (KYC) is the due diligence and bank regulation that financial institutions must perform to identify their client and ascertain relevant information pertinent to doing financial business with them. Know your customer policies are becoming increasingly important globally to prevent theft, fraud, money laundering and terrorist financing.

One aspect of KYC checking is to verify that the customer is not on any list of known fraudsters, terrorist or money launderers, persons regarded as high-risk owing to negative reports in the media about them or in public records. Format of a KYC form is annexed

N. Accounts of Foreign Individuals And Other Foreign Entities:

All the documents related to account opening mentioned earlier for each category of customers might apply for foreigners depending upon the type of account they want to maintain with us. While opening foreign individual accounts the validity of passport and visa should duly be ascertained and the copy thereof should be obtained. However, in case of account of foreign entities, the account operator must submit power of attorney given by the Corporate Office of that entity.

If any document presented by foreigner is written in other than English Language, then obtain the translated copy in English duly attested by the respective employer or embassy or competent authority. In case of student the recommendation letter of university/college/institutions.

O. Foreign Currency Accounts:

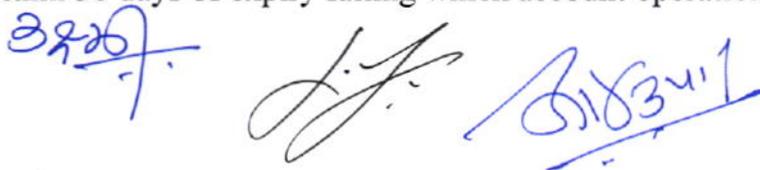
Due attention should be paid to foreign exchange regulation of Nepal Rastra Bank while opening account in foreign currency. All savings, current and fixed deposit accounts can be opened and operated in foreign currency. However, to have account in foreign currency, the customer has to submit enough documentary evidence stating that they have earning source in foreign currency. Further, the deposit should also be received through the Banking channel. Permitted all other convertible currency accounts other than Indian Currency Accounts and Chinese Yuan accounts.

a. Points to remember:

- i. Any citizen of Nepal who voluntarily acquires the citizenship of any foreign country shall lose the citizenship of Nepal {defined as in the Citizenship Act,

2063, 10(1)} *ipso facto*. If any account holder found/reported to have dual Citizenship such account must be restricted for operation with an approval from the Branch Manager.

- ii. In case of NRN account a NRN certificate duly issued by relevant Government Authority is a must. Such certificate should duly be renewed periodically.
- iii. Accounts of diplomats must be availed with a certificate from Ministry of Foreign Affairs.
- iv. Accounts may be opened in zero balance upon the confidence of the bank presuming the future inward remittance of the applicant based on his/her so declaration in writing.
- v. Applicant may open a FCY account with FCY cash deposit provided the valid source of cash so produced is evidenced to the bank.
- vi. A foreigner shall be allowed to operate his/her account till the validity of respective passport. Such accounts may be resumed again upon validity extension of the same till the period of extension.
- vii. While depositing FCY Negotiable Instrument (NI) declaring bonafide source of income should invariably be deposited to the account of payee only. However in case of a Foreigner having FCY account may deposit a FCY NI endorsed by a payee in his/her favor. For example FCY Cheque/Draft deposit.
- viii. Joint FCY accounts may be opened provided either of the account holders has proven FCY income source.
- ix. Authority to operate FCY account by a third person may be conferred by the account holder to the members of his/her family. However family member certification duly certified by the authority concerned must be obtained.
- x. Institutional Accounts shall be operated as per the power conferred to the authorities by the Board or management committee whatever applicable of the respective institution.
- xi. Financial Institutions authorized by NRB of FCY transaction shall operate the account till the validity of such authorization which ought to be renewed within 30 days of expiry failing which account operation must be stopped.



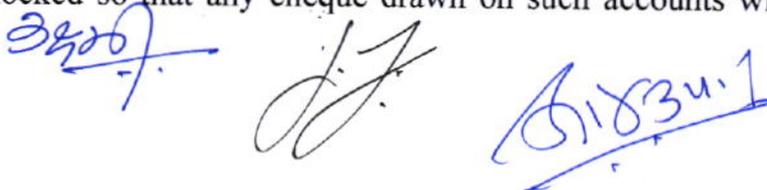
- xii. Interbank transfer of same customer having FCY account in either BFIs shall be allowed.

II. PROCEDURE FOR OPENING ACCOUNTS

- a. Receive duly completed, signed and stamped Account Opening Form (**specimen # 1**) along with Signature Cards (**specimen # 2**) and KYC form (**specimen # 3**). The signature card should be signed *by* the customer in front of the Bank officials.
- b. Verify the signature in the specimen card by putting initial in the card so as to ensure that the customer has signed the signature card in your presence.
- c. Scrutinize the account opening form and ensure that the contents / instructions are precise and clear.
- d. Verify photocopies of documents with original one and attest with the stamp "Verified with original" and put the initial.
- e. In case of sole proprietorship or individual account, Nominee Form (**specimen # 4**) may also be filled which is at the back of the account opening form.
- f. Verify the signature of the introducer whose signature is acceptable to the Bank.
- g. Forward the full set of documents to the department head or officer for approval to open account.
- h. The Departmental head/ officer should verify all the documents and if satisfied, the officer shall sign the application form and approve the account in the Banking software system. And he/she shall return it to the concerned staff / assistant for further processing. Unless the Department head /Branch Manager/Officer approve the subject account in the system, account remains inactive.
- i. Request the customer to deposit cash/cheque required to maintain minimum balance set by the Bank to operate that account.
- j. Input assigned account number into our system through "Pumori Plus menu "Account Opening".

Three handwritten signatures in blue ink are displayed below the text. The first signature is on the left, the second is in the middle, and the third is on the right.

- k. Input name of the customer and other details exactly as in the application form. Avoid the titles like Mr., Mrs., Dr. etc.
- l. Record the same serially in Account Opened and Closed Register (**specimen # 5**). Account Opened and Closed Register should be maintained separately for current and savings account.
- m. Prepare cheque book preferably on the same day of requisition but not later than next working day for the delivery to the customer.
- n. Scan the signature of the account operator with clear account operating instruction.
- o. The department head/ officer should verify scanned signature with related signature card and approve the same by placing signature over the card in field
"Image approved".
- p. All the documents should be enclosed inside the respective account opening form of all the current/saving accounts. The files must be stored in the fireproof filing cabinet.
- q. Store the Signature Card in the concerning account opening form.
- r. Issue letter of thanks (**specimen # 6**) to the account holder for opening account and give it to the client while handing over the cheque in case of saving accounts. However send the letter to their official address in case of current account holders. This letter serves following purposes:
 - i. The letter of thanks may create good impression to the account holder.
 - ii. It confirms the genuineness of the new customer.
- s. If the letter returns undelivered due to non availability of the customer in that address, following precautions shall be taken to find out the genuineness of the account holder:
 - i. Telephonic intimation to the customer / introducer to ascertain the reason of non-delivery of the letter.
 - ii. In case customer / introducer cannot be contacted or genuineness of the customer could not be established within 15 days, the account then must be blocked so that any cheque drawn on such accounts will be brought to the

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notice of the Manager/In charge operations department and paid only if approved by them.

III. NOMINEE FOR DEPOSIT ACCOUNTS:

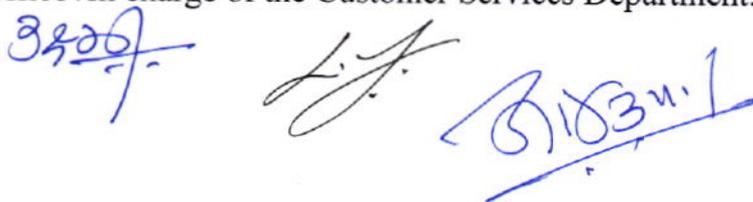
Nominee may be allowed in any deposit accounts based on the will/wish of the account holder/s. Nominee is a will of the accountee to receive the account dues in case of his/her death, therefore shall be a natural person, not necessarily a relative. Nominee may be assigned by the account holder/s with/without the knowledge to the former. Nevertheless, Bank may ask for some identification documents of the nominee so far as possible while opening account/s though not mandatory. However NOMINEE form must be duly/completely filled up and authorized signature thereupon must be placed by the bank official.

At the time of receiving dues the nominee should produce valid identity card (not necessarily being the relationship certificate) matching the information furnished thereto in the nominee form.

IV. MANDATE TO OPERATE ACCOUNT:

Personal account holder or proprietor of the sole proprietorship firm may authorize other person as an operator of the account. For this purpose the Bank has mandate form (**specimen # 7**) called "Authorizing another persons(s) to operate account" to be filled by the account holder. The person giving Mandate is called Mandator and the person getting the Mandate is called Mandatee.

- a. Ensure that both the Mandator and the Mandatee are personally present while assigning the Mandate.
- b. Verify and obtain the copy of the Mandatee's identification along with duly filled KYC form
- c. Verify the signature of the Mandator and also obtain the signature of the Mandatee in the Mandate form and the signature card in person.
- d. Accept the Mandatee as the account operator if the signature of Mandator is verified and signature of Mandatee tallies in both Mandate form and signature card.
- e. Make it effective after getting the Mandatee's signature admitted by the office /In charge of the Customer Services Department.

Three handwritten signatures in blue ink are visible at the bottom of the page. The first signature on the left is a cursive name starting with 'S'. The middle signature is a cursive name starting with 'L'. The signature on the right is a cursive name starting with 'S' and ending with 'I'.

NOTE:

- i. The signature of the **Mandator** cannot be replaced completely by the **Mandatee's** signature.
- ii. A **Mandatee** is not authorized to close the account and give further Mandate to a third person.

V. ACCOUNTS OF ILLITERATE PERSON/S:

Along with procedures given to open an account, following points to be noted to open account of illiterate persons:

- a. His/her both right and left "thumb print" should be taken in place of signature. Right (R) and Left (L) should be marked in the "thumb print".
- b. Obtain two recent passport size photographs (one to be attached with KYC form and another with signature card duly attested by staff admitting the same.
- c. Note the instruction both on Account Opening Form and specimen signature card to the effect that "account holder should visit the Bank personally in case of all withdrawals and affix his/her thumb impression on the cheque book in presence of the staff not less than Head Teller.
- d. Illiterate person may appoint Mandatee by self presence; Illiterate person may also operate a joint account to be operated jointly however both the account operators should be self present.
- e. Illiterate person may introduce any account by self presence. Recent passport size photograph must be obtained for the purpose.
- f. The introducer of such account provides a separate declaration in writing duly signed by him/her stating that he/she has explained all the terms and conditions of opening and operation of the account to the account holder and the account holder's thumb impression affixed on such declaration paper as a token of having understood all the terms and conditions.
- g. The same procedures stated above should be applied for opening/operation of account of illiterate person with shaky signatures.
- h. Recent Photograph & Citizenship Number must be inserted in the banking Software system.



V.1. OPERATING ACCOUNTS OF A LUNATIC

A person of unsound mind is not competent to enter into a valid contract. However if the person is in sound state of mind he/she may enter into a contract irrespective of his/her past state of mind. If an account holder becomes lunatic after opening account with the bank and formal information thereof is received through local authority, such accounts shall be stopped forthwith till the proof of his/her sanity or the notice from the local authority/court is served. The withdrawal of amount from the account is allowed after confirming the genuineness of the request.

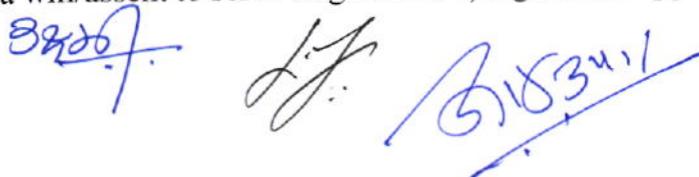
V.2. OPERATING ACCOUNTS OF A DIFFERENTLY ABLE (lacking visibility)

Person lacking visibility completely may operate a bank account in the following manner:

1. An authorized letter from CDO Office appointing a representative to operate banking transactions on behalf of the blind person for his benefit not jeopardizing the interest of the Blind person in any manner by his/her acts. In case of damages claimed by the accountee arising due to **malicious-intention/act** of the representative shall be borne by the representatives himself/ herself and is held culpable for the damage so claimed. Therefore, Bank shall ensure the clause of restitution incorporated therein to such letter from CDO office prior to opening of such accounts.
2. Citizenship certificate of accountee and the representative.
3. Each transaction may be confirmed in person with the account holder if the need be.
4. Representative is renounced from the right of closing account, assigning nominee and mandate authorization.
5. Representative may be substituted by the accountee as per his/her will abiding by all the legal formalities solicited therefor.

VI. ACCOUNT OF MINOR:

We consider children below 16 years as minors because the Kingdom of Nepal provides citizenship certificate to children aged 16 and above. The account of minors bears the minor's name but is operated by the parents or the legal guardians. There are legal provisions regarding Guardianship of a minor i.e. a) A natural guardian i.e father & mother b) Testamentary Guardian i.e a person named in a will/assent to serve as guardian c) a guardian appointed by the court.



While opening accounts for minors, following guidelines should be observed:

- a. Obtain the parent/guardian's identity card.
- b. Remarks should be noted in bold letters in account opening forms, specimen signature cards and cheque books as "minor account".
- c. Based on submitted birth registration certificate, the date when minor becomes major must be clearly noted on both account opening form and specimen signature card as "minority ceases on.....".
- d. Information like "minor account" and date when account holder will become major should be noted along with the signature in the system.
- e. The account will be operated by the parent / guardian till minor becomes major.
- f. After minor becomes major, all remarks should be deleted. The account thereafter cannot be operated by parent /guardian without getting mandate from the account holder.

4. CHEQUE – MAINTENANCE, ISSUANCE AND STORING

It should be duly noted that cheque is one of the Bank's important security documents and should be stored, issued and maintained meticulously so as to avoid any irregularities and undue manipulation.

I. MAINTENANCE OF CHEQUE-LEAVES STOCK:

- a. The main stock of MICR cheque leaves remains in the control of General Administration Department, Corporate Office under dual lock-up and control. Each in and out of cheque leaves should be entered in cheque stock register (**specimen # 8**) and such entry must be authenticated by the authorized signatories responsible as custodian of cheque leaf stock.
- b. The Branch (assigned for MICR cheque printing) / Department should demand cheque leaves from General Administration, Corporate Office to maintain their cheque stock.
- c. The main cheque stock in the Branch/department must be stored in the vault and any movement of cheque leaf IN and OUT must be entered in the Cheque Stock Register and duly authenticated by two authorized officers of the Branch.



- d. The Department/Branch maintains cheque leaf stock within the Branch/department to meet the day to day requirement. Any stock taken out from vault and any number of cheque leaf used should be entered in the Cheque Leaf Stock Register (**specimen # 9**) maintained within the Branch/Department and entries made must be authenticated both by customer service department operation in-charge and assistant.
- e. The cheque leaf stock balance at the end of day must be counted physically by the Department officer and verified with checklist register showing actual stock in the department.
- f. Respective Officer Incharge/Operation in-charge must verify stock of cheque leaf with stock register in monthly basis and if any deviation observed should be reported to Internal Audit for further investigation.

II. ISSUANCE OF FRESH CHEQUE BOOK (BRANCHWISE):

A. Issuance of Cheque Book Against Cheque Book Requisition Slip

Procedure for issuance of cheque book against the requisition slip is as follows:

- a. Approval from the competent authority must be obtained to issue cheque book for new Accounts.
- b. For new accounts authorized signature of the respective account holder is obtained on the account opening application form itself. However fresh requisition shall be obtained in case of agent is to be assigned to collect the cheque book.
- c. For old account cheque can be issued against cheque book requisition form (**specimen # 10**) which is attached to respective cheque books.
- d. Once the requisition is received the signature must be verified with that of authorized signatory of the account.
- e. To avoid the issuance of any unauthorized cheque book, following information must be written in cheque requisition slip, at the time of issuance itself.
 - i. Account number and name of the customer (hand written) at the back of the requisition.

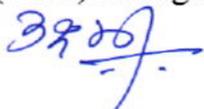
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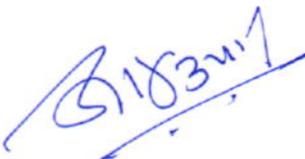
- ii. Bank seal and signature of authorized signatory of the Bank at the back of the requisition.
- f. Cheque Book should be issued only after verification of signature and above particulars in cheque requisition slip.
- g. With the introduction of **MICR(Magnetic Ink Character Recognition)** cheques the number of cheques are to be issued in the multiple of three leaves. Hence saving accounts may be given with 9 leaves and current account may be provided with 18 and above in the multiple of three or depending upon the volume of the transaction in the account.
- h. Before issuing new cheque book, unutilized cheque issued earlier must be checked in the system under respective account. If sufficient number of unutilized cheque leaf is already available then necessary inquiries must be carried out to find out the genuineness of the request and put up the request to the manager operations / departmental in-charge for approval. Or counter cheque may be offered in case of urgency upon approval from Branch Manager/Operation In-charge taking necessary charge/s.
- i. If customer is not present personally in the Bank to request for cheque book, see that requisition slip bears the signature of the person authorized by account holder to collect the cheque book.
- j. Normally, cheque book should be issued only after obtaining a copy of identity of the customer/person collecting the cheque book. In absence of such identity, cheque book should be issued only after getting approval of department in-charge / manager operations.
- k. Once cheque book becomes ready for delivery, all the particulars related to that cheque book must be entered in the Cheque Book Issue Register (**specimen # 11**).
- l. The department officer/Operation in-charge should recheck the register and initial the requisition inside the cheque book and Cheque Book Issue Register as a confirmation that:
 - i. Particulars in register are true.
 - ii. The cheque book is issued only against requisition slips
 - iii. The new serial no. of cheque book is fed in the computer.
- m. Cheque book should be one more time rechecked at the moment of handing over to the recipient.

Three handwritten signatures in blue ink are shown below the text. The first signature is on the left, the second is in the middle, and the third is on the right and appears to be a date or a specific identifier.

- n. The signature of cheque book recipient should be obtained in the register as a proof of delivery of cheque book. The cheque book issuer must cautiously verify the signature of the recipient in cheque issue register and signature in Cheque Book Requisition Form/slip to ensure that the cheque book is not handed over to a wrong person.
- o. The customer/recipient should be requested to count the cheque leaves at the time of delivery of cheque book before acknowledgement of receipt.
- p. All jobs related to preparations of cheque book and dispatch thereof are carried out by Centralized Clearing Unit (CCU) or the respective branch/es assigned by the management in future as per the need.
- q. At the end of the day, the department officer/Operation in-charge should ensure that:
 - i. The cheque book is issued to the account holder or their authorized person to collect cheque book.
 - ii. Cheque book stock shown by cheque issue register and physical uncollected cheque books tallies.
- r. If cheque book is not collected by the customer within two years from the date of request due to whatever reason, the same may be destroyed. Before such disposal of cheque, following conditions should be fulfilled:
 - i. Check the customer's statement of account to see the movement of account to justify the disposal of cheque book.
 - ii. The customer has been contacted over phone and reason for non-collecting the cheque book has been understood.
- s. Absence of contact number or non available over phone and no reply from the customer within reasonable time upon written information.
- t. Cheque book should be destroyed in the presence of the following representatives of the Bank:
 - i. Branch Manager.
 - ii. Operation In-charge of respective branch and the staff who is assigned the responsibility of issuing the cheque.

Approval to destroy the cheques book must be obtained from Chief Operating Officer (COO) through Branch Operation Department (BOD).





An affidavit of the destruction of cheque book signed by the representatives present as above shall be executed and copy of the same must be forwarded to Branch Operation Department (BOD) and Internal Audit Department (IAD).

B. Issuance of Cheque Book in Absence of Cheque Book Requisition Slip:

Since the Cheque Printing shall be managed centrally owing to MICR (Magnetic Ink Character Recognition), in addition to the conditions given above, there are following extra precautions to be taken while issuing cheque book in absence of the requisition slip. Non-presentation of requisition slip may be due to several reasons. Therefore to avoid possible loss to the customer and Bank, following precautions should be taken and procedures should be followed:

- a. In case of individual current / savings account, ensure that the account holder himself / herself have visited the Bank along with formal request letter (**specimen # 12**) for fresh cheque book. The cheque book should be issued only after verification of both signature in request letter and personal identification of the account holder through citizenship certificate, driving license, etc.
- b. In case of clients other than the individual account holders, request letter to issue the cheque book should also contain an authorization in favor of the person to collect the cheque book. The request letter should contain the specimen signature of such person authorized to collect the cheque book.
- c. Obtain personal identification paper to identify the person authorized to collect cheque book.
- d. Confirm the customer over phone about their request for cheque book.
- e. Obtain the Letter of Indemnity (**specimen # 12**) where, the signature must be verified with specimen signature.
- f. All such cases to be brought to the notice of manager operations / Branch Manager. The cheque should be issued only after approval from said authority. The approval to issue cheque should be given on letter of indemnity.
- g. If non-submission of cheque requisition slip is due to loss of cheque book, all unused cheques must be stopped for payment immediately with the advice of stop payment to the customer. Such options for MICR cheque retains with Branch Manager of all the branches of NCC bank.

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- h. In case of issuance of cheque book in absence of requisition slip is related to joint accounts, the request letter to issue cheque must be signed by all the persons authorized and all of them must personally visit the Bank to collect new cheque book.

III. STORAGE OF CHEQUE BOOK REQUISITION SLIP:

Proper control over stock of cheque book requisition slip is very essential from the point of view of avoiding fraud and forgery due to misuse of cheque requisition slip and unauthorized issuance of cheque book. Cheque book requisition slip should be held properly both in Centralized Clearing Unit, corporate office, General Administration Department, Corporate Office and in respective Branch level. In the Branch level, the Branch stock should be maintained by the Operations Department under the supervision of Operation In-charge. In both the cases, the stock register should be properly maintained with up-to-date balance.

IV. ISSUANCE OF COUNTER CHEQUE LEAF:

Issuance of counter cheque should be discouraged as far as practicable and should not be the normal practice. It should only be issued in case of emergency entirely based on the customer's written justification. Following steps should be followed meticulously for the same:

- a. Restrict the issuance of counter cheque to only individual savings/current account holders.
- b. Ensure that the account holder is personally present and submits a written application (**specimen # 13**) justifying his request along with his identification.
- c. Verify the signature on the application.
- d. Get the issuance of counter cheque approved by the Manager operations/Branch Manager.
- e. Enter all the details in the Counter Cheque Register (**specimen # 14**) and get signature of the Manager operations/Branch Manager as a token of approval.
- f. Allot an unique cheque number (as per the Bank's policy) based on the serial number in the register and write down the same in the counter cheque slip.
- g. Mark "Counter Cheque" on the face of the cheque.



- h. Obtain counter signature in the counter foil of the counter cheque or in the register (which ever applicable) as an acknowledgement by the client.

Note: The amount to be withdrawn against the counter cheque should be restricted to Rs. 1.00 Lac only.

5. CHANGE OF ADDRESS:

If any account holder informs the Bank about the change in address he/she should do so in writing disclosing full details of changed address (**specimen # 15**). To effect the client's request, following procedure should be followed:

- a. Verify the signature in the application form.
- b. Input new address in the computer through option menu "general maintenance.
- c. Send an acknowledge letter (**specimen # 16**) to the customer in the new address. If the letter returns undelivered, mark caution into the accounts as "Address changed, letter not delivered". The following precaution, should be taken in this situation:
 - i. Contact client over telephone to find out reason of non-delivery of letter and if the client cannot be contacted that account should be blocked.
 - ii. Payment of any cheque drawn on such accounts should be allowed only against approval of manager operations / In-charge operations / Branch Manager.
- d. The request letter of client along with copy of our acknowledgement should be filed in related account opening file.
- e. If the client is well known to any of the staff of the Bank (Jr. Ex. Officer and above) and if he signs on the application of customer as a proof of recognition, the procedure in point no.d above may not be compulsory.

6. CHANGE OF SIGNATURES:

The signatures for different types of accounts should be dealt differently as stated below:

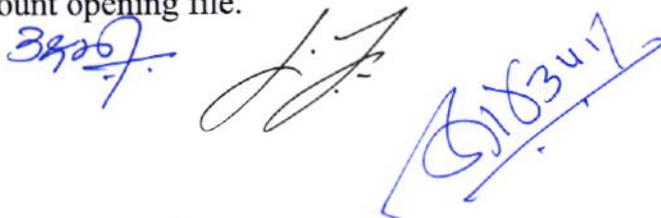


I. Individuals and proprietorship accounts:

- a. Ensure that the account holder personally visits the Bank and requests in writing (**specimen # 17**).
- b. Verify the signature appearing in application with the specimen available in the Bank and hand over the specimen signature card for fresh specimen signature (s).
- c. Get the new signature in specimen signature card.
- d. Get it approved by the operation/Branch Manager who will do so by putting his signatures in specimen signature card as "signature admitted".

II. Corporate bodies and other accounts:

- a. Obtain an application from (specimen #17) the client preferably in their letter pad. Also obtain the authorization letter and identity of the person authorized.
- b. Ensure that appropriate board resolution to change signature containing specimen of the changed signatures is attached with the application.
- c. Provide the specimen signature card if the person whose signature is to be changed is present in the Bank. After obtaining his signature in presence of the Customer Service Desk official, match the signature in specimen signature card with that in the resolution.
- d. If person whose signature is to be changed is not present in person in the Bank, the bank may depute a staff to obtain signature in specimen signature card in his presence. In case of any doubt about the genuineness of the application, the same should be confirmed with the client over phone.
- e. The authorized official should admit the signature putting a stamp in specimen card as "signature admitted" and also put his/her signature.
- f. Scan the signature. The officer/ Operation in-charge should approve the scanned signature verifying the signature in specimen signature card and sign in the specimen signature card in the field "image approved".
- g. Store the signature card in the visa desk along with the previous signature card and file the application, indemnity, authorization, resolution, etc in account opening file.



- h. If signature of the Mandatee is also to be changed, same procedure given above should be followed to change the signature.
- i. Send a letter as an acknowledgement of change of signature to the address of customer. If the letter so sent returns undelivered, mark caution in the account -as "signature changed, letter not delivered". Following steps should be taken in such cases:
 - i. Contact customer over phone to find out reason of non-delivery of letter.
 - ii. If customer cannot be contacted, the account should be blocked.
 - iii. Any cheque drawn on such account should be paid only after approval of manager operations / in-charge of operations department / Branch Manager.
 - iv. If any staff (Jr. Officer or above) knows the customer well and puts his/ her signature on the application form requesting to change signature, procedure given in point No. i above is not compulsory.

7. OPERATION OF ACCOUNT UPON DEATH OF A CUSTOMER:

The effects of death of a customer in different type of accounts are explained below:

I. Individual Accounts:

When a Bank receives the notice of death of a customer having individual account, the Bank should immediately stop the transactions i.e. both withdrawal from or deposit into that account. Any mandate given to operate account also ceases right away after the death of account holder. The balance in the account may be disposed to the nominee or to the legal heir (in absence of nominee) after fulfillment of the following procedures:

- a. Obtain death certificate of the deceased person and relationship certificate with the claimant issued by the District/Village Administration Office.
- b. *Publish 35 days notice:* Deceased accounts having no nominee shall go for 35 days public notice in case claim is lodged by the claimant. This notice (**specimen # 18**) should contain name of the deceased account holder, name of the claimant, relationship of claimant with deceased person etc. The notice should also include that if nobody claims his rights over the balance into that account within 35 days from the date of notice publication, same shall be disposed to the claimant upon sufficient evidence in support submitted to the bank.



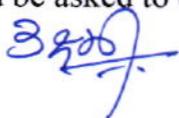
- c. Dispose the amount to the claimant keeping necessary records/ acknowledgement of such disposal if nobody appears with evidence within 35 days time.
- d. If any person claims within stipulated time, it will be solved legally with the court order.
- e. After disposal of the balance of deceased person's account, the account should be closed.
- f. In all circumstances above, disposal of amount from deceased persons account should be made only after the approval of Branch Manager in coordination with Branch Operation Department and Legal department.
- g. However, if the balance in the account is small i.e. Rs. 10,000/- and below, the Branch may release the amount to the nominee or the person producing evidence to be the legal heir against the recipient's indemnity without going for the 35 days notice, obtaining the approval of the management. However BAFIA, clause 81 must be vided to ascertain the valid heir before releasing such claim.

II. Joint Accounts:

Once receiving the notice of death of one of the person in a joint account, all the cheques drawn on that account signed by the deceased person should be dishonored. However, since the surviving partner shall have the exclusive and absolute right on the balance of the account, cheques signed by the surviving person(s) can be honored. Nevertheless, Surviving partner should be asked to open a fresh account as per his/her will & choice and amount shall be transferred to his/her name. In case all the accountees of a joint account die leaving no nominee/s behind, claims of respective heirs must be entertained as per the discretion of the competent authority of the bank for mediocre amount or 35 days notice may be published.

III. Partnership Accounts:

Immediately after the death of a partner, the partnership is dissolved unless otherwise mentioned in contrary in the partnership deed. Hence such accounts should be asked to close by the remaining partners.

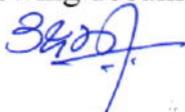


IV. Other Corporate Accounts:

After the death of any person, Director, Shareholders or account operator, there is no impact on the legal existence of the company. Therefore, the account continues to operate. However, after the notice of the death of a person, cheques signed by such person should be dishonored and the Bank should obtain fresh resolution to operate that account.

8. CLOSURE OF ACCOUNTS:

- a. Requests related to closure of accounts should be made on the Printed Application Form (**specimen # 19**) available in the Bank.
- b. On receipt of such request verify the signature.
- c. If the account is high value account to the Bank, Manager Operation/ Departmental Head/Branch manager should discuss with the customer to find out the exact reason behind closure of account. If the existing facilities / service are not enough to the customer, try to sort out for the solution by departmental manager / Branch manager. If the facility requested by client is worth considering by higher authority, propose the same to Executive Level for consideration / approval.
- d. Consent / clearance of the following areas should be obtained before closure of accounts:
 - i. Bills and Remittance
 - ii. Trade Finance.
 - iii. Financial & Planning Department (RF/PF section)
 - iv. Credit Department
- e. The account holder should visit the Bank in person for the closure of individual and sole proprietorship accounts. Similarly in case of joint accounts, all the persons from that joint account should be present in the Bank. However, manager operations / in-charge operations / Branch manager can approve closure of account even if account holder is not present in the Bank, if they are satisfied with the genuineness of the request. Nevertheless, in this situation the Bank should obtain letter of restitution cum appointing representative from the absent account holder(s) and identification of the person visiting the Bank.
- f. For the closure of accounts other than mentioned under point No. e above, following documents along with closure application should be obtained:



- i. Ensure that same Directors who were there at the time of account opening are present in the resolution deciding to close account. If Directors are different, obtain fresh list of Directors certified by Company Registrar's Office.
- ii. Obtain authorization letter authorizing the person visiting the Bank to complete the formalities related to account closure. The authorization letter should bear the specimen signature of the authorized person.
- iii. Identification of authorized person.
- iv. Board resolution or decision of other governing body whatever applicable.
- v. Verify the signature in authorization letter and application form to close the account. If any doubt arises related to genuineness of closure application or authorization letter contact the customer to confirm the same over phone.

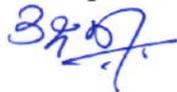
- g. Confirm the status of liability of the customer through customer liability report (CLR) option in the computer systems.

- h. Obtain all the unused cheques if no liability seen in the CLR and no objection to close account is obtained from all the respective departments. If any objection is received from any of the department, request the customer to contact that department.

- i. Check record of client's unused cheque through the computer system and confirm whether customer has returned all unused cheques. If customer fails to return any number of unused cheques, request the customer for indemnity letter to indemnify the Bank against any harm to the Bank out of misuse of un-surrendered cheques.

- j. Pay the due interest in case of Savings/Savings Plus account. Recover tax on interest as per the applicable rate and also the handling charges of the Bank. Derive the exact balance in the account after all these adjustments that is payable to the client. Request the customer to withdraw that figure from his / her account. Ensure that no balance should be left in the customer's account (must be zero balance).

- k. Close the account in our system through option menu "account closure" available in the system and record all the particulars of closed account in "Account Opened & Closed Register".





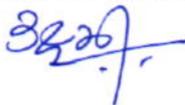


- l. Generate account statement of closed account on next working day and ensure that the statement shows zero balance.
- m. On closure of account a stamp "Account closed" should be affixed in the account closing request.
- n. Remove the account opening form from the file along with all the documents related to account closure and affix the "Account Closed" stamp on the face of the account opening form.
- o. Keep the closed file in the account closed ring folder date wise in a separate filing cabinet along with countermanded unused cheque leaves.
- p. In no circumstances the signature of any person other than account holder is accepted in accounts closure application to close account. Mandatee or any person authorized by account holder cannot request Bank to close account.

NOTE: As per Pumori Plus system, there is an option of Account closure where, upon feeding of all the required information, system automatically recovers the account closure charge, transfers the taxable amount to TDS account, pays the due interest and transfers the balance to IDT. The party is then paid the balance through IDT.

9. STATEMENT OF ACCOUNTS:

- a. Normally, statement of account of current account is generated on monthly basis and statement of saving account is generated on quarterly basis. Any statement of dormant account must be approved by Manager Operation / in-charge operation and or Branch Manager. Printing statement thus in regular interval helps monitoring DORMANT accounts as well.
- b. Instruction related to time frequency for the delivery of the statement of account to the customer should be obtained at the time of opening account.
- c. Customer's preference whether he/she wants statement should be posted to their address or collected at the counter by the customer itself should be ascertained at the time of opening account.
- d. Account opening form should contain field appropriate to get customer's instruction as above related to statement of account.



- e. In the condition where statement should be collected at the Bank's counter, it should be handed over to the account holder or their authorized agent only, to avoid any unauthorized access to customer's transaction.
- f. All statement to be posted should be posted to the official address of the account holder.
- g. All undelivered /un-posted statement of account should be filed properly and stored in a filing cabinet.
- h. While providing statement to the customer on demand in addition to above frequency, recover charges as per Bank's policy for duplicate statement or statement requiring more than above prescribed frequency.
- i. Keep proper record of delivery of on demand statement in the Statement Register (**specimen # 20**) so that the number of statement given can be traced and commission can be charged accordingly.

10. DORMANT ACCOUNT OPERATION:

If no transaction takes place in any account for a considerable time, the account becomes dormant so as to avoid any kind of forgery in the account. Definition of dormant account may differ from bank to bank. Nonetheless, in NCC Bank practice and usages determining Dormant status of Savings and Current accounts are as follows:

- a. Any Savings account inoperative for 1 year is to be regarded as Dormant Account.
- b. Any Current account inoperative for 1 year is to be deemed as Dormant Account.

A. Handling Dormant Accounts:

Dormant accounts become more risky while;

Inoperative for remarkably longer period of time:-All the dormant accounts standing inoperative for more than 2 years shall be followed up to the possible extent and Branch Manager shall keep track record of such accounts individually and severally for further reporting to Branch Operation Department (BOD) semi annually.

Operative after longer period of dormant status: - When dormant accounts are operated or transacted first time since its dormant status due diligence must be

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paid to ensure that account has been operated by the drawer/accountee him/herself. To ensure exactness of the drawer/accountee below mentioned steps are to be followed,

1. Obtain signature on the deposit slip or Cheque presented and verify the same.
2. Ask for identity same as provided to the bank at the time of opening account and match the same with original.
3. Identify the person with the photograph, if any, in the computer system and/or account opening form or as the case may be.
4. In case of the account where identification documents are missing and/or pending , citizenship certificate, passport, duly filled KYC form shall be obtained and verified, wherever necessary, to ensure the accountee .
5. Dormant account/s is/are automatically stacked and shall need stack release approval from higher authority viz. Operation In Charge. Such authority should ensure that stringent procedures are duly and thoroughly complied with by the entry level/front office staff and should look into matter cautiously. Before approving release of stack, operation In-charge shall report the transaction to Branch Manager. Operation In-charge/Branch Manager may ask for additional information/documents to their satisfaction based on the gravity lied thereupon.
6. After all these scrutiny and approval, the transaction/s (DEPOSITS AS WELL AS WITHDRAWALS) is/are allowed to get through. However in some extreme case/s the paying/depositing branch may have further confirmation with respective branch/es where the account/s actually belong/s.

B. Identification of Dormant Account/s:

Parameters are so construed in the banking software that dormant accounts are automatically categorized. When an entry level staff enters the account number /Cheque number of the subject account, information in the banking system is highlighted as "DORMANT". Likewise when account number is entered in the cheque printing module of Banking software, information pop up as "DORMANT".

- C. Prior to receiving Cheque requisition form, printing cheque books for a dormant account, above procedure of ascertainment of genuineness shall be followed in strict compliance. Alternatively, the drawer/accountee might be ushered to higher authority for further process.
- D. As a statutory obligation and reporting liability of the bank (Unified Directives 2070, Directive No.16/070 clause 3(4)), after completion of each fiscal year, Branch/es shall furnish the list of Dormant accounts of 10 years and above to Branch Operation Department (BOD) for further consolidation and reporting to

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NRB and publishing in the National News Paper/website of the bank within the following month of past fiscal year.

11. STANDING INSTRUCTIONS OF CUSTOMERS:

If the customer frequently requires similar nature of service from the Bank, instead of visiting the Bank every time, he / she might prefer to give standing instruction to the Bank. The Bank may receive numerous complaints against non-execution or improper execution of standing instructions. Therefore to avoid such situation and to timely and properly execute the instructions, following procedure should be followed by the Customer Service Department.

I. Procedures:

- a. Obtain the application for the standing instruction request.
- b. Verify the signature in the application
- c. Enter the details meticulously in the computer through standing instruction menu.
- d. Forward the application to the Branch incharge/operation incharge for approving the standing instruction in the computer as well as in the letter stating standing instruction recorded.
- e. Customer Service Department of each branch shall generate the said instructions falling due on that day on daily basis in the morning and hand over the same to the concerned department for implementation.
- f. The Customer Service Officer / In charge must check these records on daily basis to ensure proper execution of the same.
- g. Execute the instruction cautiously and sign on the system generated statement as a confirmation of the execution of the instruction and file it in a separate file naming Standing Instruction File.
- h. The customer Service Desk Officer shall also check these records on daily basis to ensure proper and timely execution of the same.
- i. File the Standing Instruction application on the file date wise.

12. STOP PAYMENT OF CHEQUE:

This section will describe procedure related to execution of stop payment instructions made by the Bank customers.

I. Points to Remember

- a. Only account holder/operator can request for stop payment of the cheque.
- b. Stop Payment instruction should be obtained in writing and should be signed by the account holder/operator.



- c. Verbal Stop Payment instruction may be accepted subject to receipt of written request immediately.
- d. When the Cheque number is entered into any module of the system, Stop Payment Information is popped up the on the screen.
- e. Stop payment in the MICR module cheques are done by the Branch Manager/Operation incharge of the Branch/es.

II. Procedure:

- a. Note the time and date when stop payment instruction is received by the Bank in the client's application.
- b. Note down details of stop payment request in the Stop Payment Instruction Register (**specimen # 21**).
- c. Check whether or not payment of requested cheque for stop payment is made. If cheque appears already paid, inform the same to the client verbally and in writing, immediately.
- d. Inform the cash department supervisor / in-charge / head teller / Bills & Remittance Section In-Charge immediately about details of cheque which is to be stopped for payment.
- e. Input stop payment instruction in the computer system and get it approved by the Manager operations/Branch Manager
- f. Inform the client about stop payment in writing stating that Bank will not be held responsible if cheque is paid due to any reason despite reasonable care and caution exercised by the Bank.
- g. Recover applicable service charge from the customer. The entry related to service charge recovery will be:

Dr :Customer account
 Cr :Commission others

- h. If an account holder loses the whole cheque book, it will remain risky for ever. Hence, in such case, the Bank can advise him/her to request for the cancellation of the said cheques in writing and obtain a fresh one.

13. GOOD FOR PAYMENT OF CHEQUES:

I. Points to Remember:

- a. Marking of "Good for Payment" on a cheque is an exclusive commitment of the Bank to pay the stated amount upon presentation of the said cheque.

- b. Therefore only account holder/ account operator can request the Bank for "Good for payment" marking in the cheque.
- c. The Bank on its own or at the request of any party (eg. Payee) other than the drawer cannot mark 'Good for Payment' in the cheque.
- d. A post dated cheque cannot be marked 'Good for Payment'.
- e. A "Good for Payment" Cheque must be Account Payee.

II. Procedure for "Good for Payment" Marking

- a. Obtain request from account holder (**specimen # 22**) in writing with the cheque and verify signature in the application form.
- b. Examine the cheque to ensure that it is exactly as per description in the application form of the customer.
- c. Verify the signature, date, amount in words and figure in the subject cheque.
- d. Check available balance in the account of the customer to ensure that there is sufficient balance to honor the cheque.
- e. If there is sufficient balance in the account, then make entry of the details of cheque in "Good for Payment" register (**specimen # 23**).
- f. Enter the details of Good for Payment instruction in the computer system through Account Hold: Option and get it approved by the Manager operations/Branch Manager earmark
- g. Affix "good for payment" stamp over leaf or over the face of the cheque.
- h. The "good for payment" cheque must be signed by authorized signatory along with their signature code no., name, designation and current date.
- i. The same signatories who sign in the good for payment cheque should give their initial in good for payment register as an acknowledgement that all the procedures mentioned above is fulfilled.
- j. Recover applicable service charge related to good for payment certification from the client.
- k. When the cheque is actually presented for payment, pay the cheque releasing the held amount in the account. However in Pumori Plus system the system automatically accepts the cheque and releases the amount.
- l. Record in Good for Payment Register when cheque is paid.
- m. Good for Payment cheque cannot be used as collateral for Loan purpose.
- n. Good for Payment cheques should be closely monitored by concerned branch/es and details of same should be reported to Chief Operating Officer through Branch Operation Department (BOD).
- o. Also refer to NRB circular no. Bai.Bi.Ni.Bi/Niti/Paripatra/12/069/70 for further information regarding Good for Payment Cheque.

III. Cancellation of Good for Payment (GFP) instruments.

- a. Good for Payment Status of a Cheque may be cancelled at the request of the Drawer/Accountee with a formal request letter annexed with original instrument. Charges applicable must be levied by the Bank from drawer/accountee's account.
- b. Beneficiary of such Cheque shall not be able to cancel the GFP status of the Cheque alone.
- c. Good for Payment status automatically ceases in case of a Cheque invalid by tenure.
- d. Good for Payment Cheques cannot be stopped by the Drawer/Accountee.
- e. Good for Payment Cheques if paid from the Branch/es other than the originating Branch should be compulsorily reported to the originating branch/es at the end of each day.

14. BLACK LISTING (BL) PROCEEDURE OF A DISHONORED CHEQUE:

Procedure:

Procedure of black listing for a Cheque requested by any individual, firm, company or organization having insufficient fund in the account & returned unpaid is entirely governed by Clause no. 10.2 under Directive No. 12 of Unified Directives, 2072 whereby following procedure to be pursued;

- a. Payee shall represent the Cheque to the Drawee bank giving prior notice of 2 days to the drawer excluding holidays.
- b. If said Cheque returns unpaid yet, the payee may inform in writing to the Drawee bank about the dishonor of the Cheque return slips annexed.
- c. On receipt of such written request the Drawee bank shall serve a 7 days notice, excluding holidays if any, to the drawer for the realization of proceeds failing which the Drawee Bank shall write a letter to CIC for black listing obtaining internal approval from Branch Manager.
- d. This approval along with relevant documents viz. *letter to customer by Drawee Bank, Return to owner (RTO) slip if letter returns undelivered, Request letter from the payee to blacklist, Cheque Return slips, Approved memo for blacklisting etc.* along with a letter requesting for Blacklisting to drawer with full length detail of the drawer i.e. permanent address, current address, three generation detail has to be forwarded to Credit Risk Department (CRD) for blacklisting process.
- e. Meanwhile the payee shall be asked to deposit Rs. 2000/- (Rs. Two Thousands Only) in the MDR (Miscellaneous Deposit Receipt) account for the levy that is charged by Credit Information Centre (CIC) for blacklisting process.

- f. Upon blacklisting CRD shall send an email with an attachment of BL sheet of CIC which should be printed out and kept in the account holders file for ready reference.
- g. Amount in MDR shall be transferred to CRD for further payment to CIC or should be accounted in any payable accounts until the payment is due and asked for by CIC.

15. ISSUANCE OF BALANCE CERTIFICATE:

- a. Obtain written request (**specimen # 24**) from customer for balance certificate.
- b. Verify the signature in the application form with specimen signature available in the Bank.
- c. Only balance available after close of the business of the day should be used for the balance certificate and in no circumstances balance available at any point of time during business of the day should be used for balance certificate.
- d. Prepare Balance Certificate (**specimen # 25**) in duplicate.
- e. Obtain signature of the two authorized signatories of the Bank in the certificate.
- f. Hand over the original balance certificate to the client or authorized person-obtaining acknowledgement of receipt on duplicate copy.
- g. File the duplicate balance certificate in ring file for record.
- h. Verify the signature in the application form with specimen signature available in the Bank.
- i. Only balance available after close of the business of the day should be used for the balance certificate and in no circumstances balance available at any point of time during business of the day should be used for balance certificate.
- j. Prepare Balance Certificate (**specimen # 25**) in duplicate.
- k. Obtain signature of the two authorized signatories of the Bank in the certificate.
- l. Hand over the original balance certificate to the client or authorized person-obtaining acknowledgement of receipt on duplicate copy.
- m. File the duplicate balance certificate in ring file for record.
- n. Recover applicable charges from the client debiting the account.
- o. If balance certificate issuance module is available in the system, that should be used for this purpose.

Balance Certificate for Special Purpose of a particular branch can be issued by another branch and the applicable charges should be accounted in the book of issuing branch. In such case information, prior to issuance, shall be given to the

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[Signature]

[Signature]

concerned Branch. Before processing such request must be approved by the Operation Incharge or Branch Manager.

Reference number of the Branch and signature number of respective branch must be placed in the Balance certificate.

16. FIXED DEPOSITS:

Fixed Deposits are deposits for contractual period. Such deposits are also known as 'Term Deposits'. In a fixed deposit account, a certain sum of money is deposited in the bank for a specified time period with a fixed rate of interest. The rate of interest depends upon the maturity period. You can opt either for periodical (monthly/quarterly/half yearly or annually) returns or simply opt to get the amount with accumulated interest at the end of the prescribed period.

Fixed deposits account can be made in both local currency and convertible foreign currencies. Interest rate for local currency fixed deposits accounts are fixed as per the published rate of the bank. For foreign currency accounts, the rates may vary as per international market and are usually fixed by the Treasury Department as and when the deal is entered. Higher rates can be offered than the published rate with approval from the Management and should be in line with Central Bank (Nepal Rastra Bank) directives.

I. ELIGIBLE DEPOSITORS

Fixed deposits account can be opened by Individuals either singly or jointly, Firms, Limited Companies, Associations and Clubs. Fixed deposits can be opened in the name of minors and operated by guardians as well.

II. PREREQUISITES

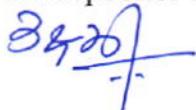
The depositor should be encouraged to open a savings or a current account before a fixed deposit is opened for crediting the accrued interest. In special cases only, the interest may be paid by way of Managers' Cheque (Pay Order). The deposit should remain with the bank for a minimum period of three months to be eligible for claim of interest, unless otherwise agreed by the bank. The minimum amount of Rs.10, 000/- shall be required for opening of a fixed deposit.

III. STEPS/PROCEDURE TO OPEN FIXED DEPOSIT ACCOUNT

- a. A fixed deposit account can be opened either singly or jointly.
- b. An application form (**specimen # 26**) is duly filled up and signed by the client and submitted to the Customer Service Department (CSD) for further

processing. For illiterate persons thumb impression should be taken and the same witnessed.

- c. Ensure that the application contains the name of the depositor, the amount to be deposited, period of deposit, applicable rate of interest (or as agreed) and the mode of interest payment.
- d. The client can make the deposit either by debit to his/her account or by depositing cash. Cheques of other banks can also be accepted subject to realization. Fixed deposits opened by cheques of other banks shall start from the date the funds are realized and credited to our accounts.
- e. On completion of the above process, the necessary system inputs are done. The entries are to be rechecked and reconfirmed. The transfer of fund to the fixed deposit account has to be ensured before the Fixed Deposit Receipt (FDR) is generated.
- f. The details are also recorded in Fixed Deposit Account Register (**specimen # 27**) serially and forwarded to the approving authority (i.e. Operations In-charge/Branch Manager) for approval. The approving authority should approve the form and recheck the entries in the system before the generation of the FDR.
- g. After approval, the FDR (**specimen # 28**) is issued and printed in original and counterfoil and forward for authorized signatures. The original and counterfoil must be signed by two authorized signatories of the bank with at least one signature from A Class.
- h. The authorized signatories should ensure the following details are correct in the FDR.:
 - Name of the depositor is correct.
 - The amount credited in fixed deposit account, amount in the application form and the amount shown in the FDR are all the same.
 - The applicable interest rate is correct.
 - The tenure of deposit is as per the request.
 - The name of issuing branch is marked in the FDR.
 - The stamp of the bank is properly attested.
 - The amount protecto-graphed in the FDR is correct.
- i. Once all the above process has been complied with, the original FDR should be handed over to the customer taking his/her acknowledgement in the counterfoil and the Fixed Deposit Account Register.
- j. FDRs which cannot be delivered to the depositor or the person authorized by the depositor should be filed and kept in the vault under dual control.



IV. PAYMENT OF FIXED DEPOSIT AMOUNT AND INTEREST

A. PAYMENT AT MATURITY

- a. Interests of Fixed Deposits are paid at fixed intervals (usually quarterly) or on maturity as per the policy and schemes of the Bank. All interests are periodically credited to the client's nominee account and the principal amount is transferred to Matured Fixed Deposit Account automatically by the system on maturity.

However, if the FDR is lien marked for Loan/advance obtained as per the bank's policy relevant thereto, such amount (principal) shall be nominated to "OVERDUE FIXED DEPOSIT ACCOUNT" so as to ensure liability of the FDR holder towards the bank.

- b. FDRs are non-transferable and non-negotiable. Therefore, payments of the same cannot be made to any other person other than the depositor/payee.
- c. Foremost, the depositor should surrender the original FDR at maturity.
- d. FDR should be duly discharged by the depositor.
- e. The FDR should be checked whether it has been issued by the branch where it has been presented for payment.
- f. FDRs issued by other branches may be accepted for collection if the depositor is a customer of the branch where the collection is being entrusted. FDR should be duly discharged by the depositor along with a letter of authority to collect repayment.
- g. It should be ensured that there is no unauthorized alteration in the FDR and no marking of lien on the receipt.
- h. Lien marked FDRs cannot be paid until the lien is withdrawn by the concerned department/branch/bank.

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- i. FDRs falling due on holidays is payable only on the next working day.
- j. The depositor of a matured FD should be tactfully canvassed for renewal. If the depositor insists for repayment, the FDR may be paid.
- k. The payment of matured FD should be done by transferring the balance in the depositor's nominee account by passing the following transaction:-

Dr. :Matured Fixed Deposit Account
Cr. :Depositor A/C

- l. All matured FDRs irrespective of renewal should be marked as paid and retained by the bank.

B. PAYMENT BEFORE MATURITY

Liquidating fixed deposits before the due date should be discouraged and the client explained about the loss of interest. The client should be advised to avail loan against the said fixed deposit. If the client still insists for premature payment, it should be liquidated taking approval from the competent authority. However, the permission for premature payment shall be reserved with the bank.

- a. Premature payments of fixed deposit shall be done at the existing interest rate applicable to normal savings accounts or running tenure FD interest rate whichever is lower. For example if the coupon rate on FD to be premature is 3% and interest rate on normal savings account is 4%, the applicable interest rate for prematurity shall be 3%. The normal savings accounts interest rate shall be applied for the entire tenure the deposit has run. The excess interest paid previously should be reversed and recovered.

Dr. : Depositors A/C
Cr. :IP Fixed Deposit

Tax liability is to be adjusted accordingly as well.

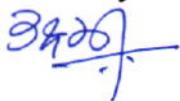
Example for Premature Payment:

(A FD for Rs. 10,000/- was opened for 1 year @ 11.5%p.a. If the client requests for premature payment during the course of the deposit, the existing published interest rate for normal savings accounts i.e. 6.0%p.a shall be applied till the date of pre-maturity. Excess interest of 5.5%p.a paid to the customer shall be reversed and recovered. Excess tax applied to the account shall be refunded back to the customer.)

- b. Other procedures to be followed are the same as the payment of fixed deposits on maturity.

V. RENEWAL OF FIXED DEPOSIT

- a. The CSD should closely monitor the maturity of fixed deposits and send letter of intimation (*specimen # 29*) to the depositor conveying the due date of the fixed deposit requesting for renewal of the same. A telephone call, fax, e-mail or SMS may also be used as a medium to convey the message.
- b. The depositor may contact the respective branch for renewal on or before the due date or on a later date when the FD has become overdue.
- c. FD can be renewed by obtaining a renewal request. The signature must be verified by the bank official in the renewal request and the previous FDR surrendered and discharged.
- d. The depositor may vary the amount and the period of the fixed deposit at the time of renewal.
- e. The bank may accept standing instruction for renewal at the time of opening of a fixed deposit account.
- f. The other procedures to be followed are the same as opening of a new fixed deposit account.
- g. As a rule no interest is paid after maturity, the date of which is clearly marked in the FDR although the funds remain with the bank. As an exception, interest for the overdue period may be paid if the overdue FD is renewed from the date of maturity. However, this should be done only if the depositor requests for the same. In such cases, approval from the CEO would require for such renewals if the back dated adjustment exceeds 3 days for individual FDs. Request of FD renewal from the date of maturity overdue for 3 days may be approved by the Branch on its own discretion. Interest rate applicable, for overdue period, shall be of card rate published for the current tenure the FDR to be run.
- h. FDRs of fixed deposits renewed by standing instructions should be printed and kept in the vault until the old receipt is surrendered and the new one received by the depositor.



VI. ISSUANCE OF DUPLICATE FDR

The depositor may request for a duplicate FDR if the original is lost. The procedure to issue a duplicate FDR is as follows:

- a. The depositor should come in person and make a request for issuance of duplicate FDR claiming the loss of the original.
- b. On verifying the genuineness of the request the process should be initiated.
- c. The request letter along with the Indemnity (**specimen # 30**) for Issuance of Duplicate FDR should be obtained from the depositor and the fixed deposit account checked for any lien or advance against the same.
- d. On approval from the Branch Manager a duplicate FDR should be issued against the request.
- e. The duplicate FDR should contain the exact same details as per original. A note should also be marked in the duplicate FDR stating '**Duplicate issued in lieu of original FDR No: Reported lost**' and the same marked in the original application form and Fixed Deposit Account Register.
- f. For printing, signing and delivery of duplicate FDR, the same procedure should be followed as of issuing a fresh FDR.

VII. NOMINATION

- a. Nomination can be filled-up and signed by the depositor to receive the fixed deposit amount in case of death.
- b. The advantages of providing nomination should be educated and requested to register nomination. But this is not mandatory.

VIII. PAYMENT IN CASE OF DEATH

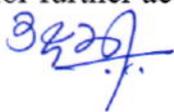
- a. In case of death of the depositor, the fixed deposit amount is transferred to the nominee after receiving the following documents:
 - Death Certificate
 - Identification Card of the Nominee
- b. In case of no nomination, the legal heir(s) shall be entitled for amount as per the law of the land.



- c. The fixed deposit amount of the deceased depositor may be provided to legal heir(s) after publishing the 35 days notice in a newspaper to claim the deposit. The following documents should be submitted in order to prove the claim.
- Death Certificate
 - Duly filled Claim Form
 - 'Nata Pramanpatra' issued by Municipality Office/VDC
 - Citizenship Certificate / Identification of Claimant
- d. In either case, the amount should be released only after obtaining approval from the Branch Manager.
- e. The fixed deposit account is automatically liquidated without penalty on receiving information of the death of the depositor and parked in Matured Fixed Deposit Account until final settlement. Interest shall not to be paid once the fixed deposit is liquidated.
- f. The nominee/claimant should be insisted to open an account to receive the deposit. If they do not agree the amount should be settled by a Managers' Cheque (Pay Order).

IX. MAINTENANCE OF STOCK OF FDR

- a. The entire bank stock of FDRs shall be stored in General Administration Department, Corporate Office under dual lock and control.
- b. The requirement of branches shall be fulfilled by the General Administration Department for further storage at the respective vaults.
- c. The branches should maintain sufficient stock of FDRs.
- d. Any movement in and out must be noted in the Stock Register (**specimen # 31**) and initial of the officer should be there to authenticate each movement.
- e. The In-charge of General Administration Department and the respective Branch Manager/Operations In-Charge of branches must verify actual stock physically with stock register on periodic basis.
- f. Any deviation in stock should be immediately reported to Corporate Office for further action.



17. BAL SURAKSHYA KHATA (BSK)

Bal Surukshya Khata is another unique deposit product launched by Nepal Credit and Commerce Bank Ltd. The objective of this product is to mobilize and popularize the habit of savings among children aged below 16 years and to tap potential customers for NCC Bank. The target groups for this deposit are:

- a. New born babies
- b. Pre-school children in Montessori
- c. School children.

The main feature and operation of this product is as follows:

- i. There is higher interest rate (as per the management decision from time to time) compared to other savings deposit due to its long-term nature.
- ii. In order to enjoy this facility the child should be below 16 years for which documentary evidence like birth certificate/ Janma Darta should be produced.
- iii. The account shall be opened in the name of the minor but can be operated by any of the parents and legal guardian. The identity card should be obtained.
- iv. When the child reaches sixteen years of age the account is converted into a normal savings other saving account after obtaining a fresh account opening application after which the interest rate will be as per respective saving account.
- v. In the event of the death of the child the account must be discontinued.

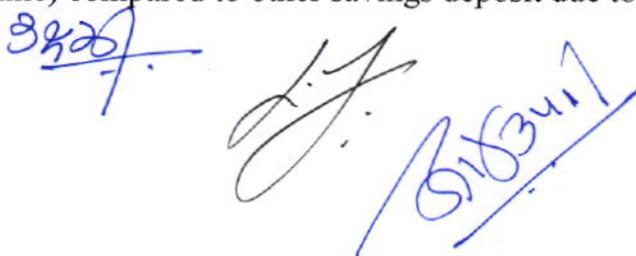
18. MAHILA SURAKSHYA KHATA (MSK)

Mahila Surukshya Khata is the unique deposit product launched by Nepal Credit and Commerce Bank Ltd. The objective of this product is to mobilize and popularize the habit of savings among women aged above 16 years and to tap potential customers for NCC Bank. The target groups for this deposit are:

- a. Self employed women sponsored by NGOs and INGOs.
- b. Wage earners e.g. teachers, factory and office workers
- c. Housewives
- d. Students in campus and colleges etc.

The main features of this product are as below:

- i. There is higher interest rate (as per the management decision from time to time) compared to other savings deposit due to its consistent nature.



Handwritten signatures and initials in blue ink, including a signature that appears to be 'S.K.' and another that appears to be 'S.K.' with a date '15/12/17' written below it.

- ii. In order to enjoy this facility the applicant should be above 16 years for which documentar evidence like citizenship certificate, passport etc. should be produced.
- iii. In the event of the death of the applicant the account must be discontinued.

19. JESTHA NAGARIK SURAKSHYA KHATA (JNSK)

Jestha Nagarik Surukshya Khata is again another unique deposit product launched by Nepal Credit and Commerce Bank Ltd. The target groups for this deposit are elderly citizens above 58 years of age. The objective of this product is to tap those potential customers for NCC Bank.

The main features of this product are as below:

- i. There is higher interest rate (as per the management decision from time to time) compared to other savings deposit due to its consistent nature.
- ii. In order to enjoy this facility the person should be above 58 years for which documentary evidence like citizenship certificate, passport etc. should be produced.
- iii. In the event of the death of the applicant the account must be discontinued.

20. SHAREDHANI BACHAT KHATA

Share Dhani Bachat Khata is the unique deposit product launched by Nepal Credit and Commerce Bank Ltd. The target groups for this deposit are Shareholders of NCC Bank.

The main features of this product are as below:

- i. In order to enjoy this facility the person should be Shareholder of NCC Bank or any other Bank & Financial Institutions for which documentary evidence like Share Certificate issued in the name of Shareholder along with citizenship certificate, passport, driving license etc. should be produced.
- ii. Account must be opened in the name of Shareholder. However, operating rights can be passed on to a second person upon the request of the Shareholder.
- iii. The Shareholder must inform the Bank for the conversion of such account to other saving account upon the sale of their shares.
- iv. In the event of the death of the applicant the account must be discontinued.



21. KARMACHARI BACHAT KHATA

Karmachari Bachat Khata is a unique deposit product launched by Nepal Credit & Commerce Bank Ltd. The objective of this product is to mobilize and popularize the habit of savings among employees working in the Government Organizations, Semi-government Organizations, NGOs, INGOs and Private Sectors and to tap Potential Employees.

The main features of this product are as below:

- i. In order to enjoy this facility the applicant should be an Employee for which documentary evidence like Identity Card along with citizenship certificate, passport etc. should be produced.
- ii. Individual or Joint account with the Spouse can be opened.
- iii. In the event of the death of the applicant the account must be discontinued.

22. SUBHA LABH BACHAT KHATA:

Subha Labh Bachat Khata is a unique deposit product launched by Nepal Credit & Commerce Bank Ltd. The objective of this product is to tap maximum customers to increase deposit base.

The main features of this product are as below:

- i. The account can be opened by all who are over 16 years of age.
- ii. In case of minor, the account can be maintained by a Guardian.
- iii. Individual or Joint account with the spouse can be opened.
- iv. In the event of the death of the applicant the account must be discontinued.

23. SUBHA LABH PLUS BACHAT KHATA:

Subha Labh Plus Bachat Khata is a unique deposit product launched by Nepal Credit & Commerce Bank Ltd. The objective of this product is to stop the spillage of the deposits through competitive interest rate.

The main features of this product are as below:

- i. The account can be opened by any individuals either singly or jointly and eligible Non-Profit making Organizations.
- ii. In case of minor, the account can be maintained by a Guardian.
- iii. In the event of the death of the applicant the account must be discontinued.



24. SPECIAL TIME DEPOSIT (STD)/CALL DEPOSIT ACCOUNT:

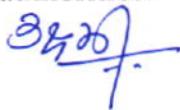
STD resembles Call Deposit Account so far as its features are concerned. In NCC Bank STD is treated in lieu of Call Deposit Account.

A bank account for investment funds that offers the advantages of both a savings and a checking account. Like a savings account, a call deposit account pays interest. The rate of interest a call deposit account pays depends on the amount of money in the account, a system commonly referred to as banded interest rates. Also, different currencies may earn different interest rates. Depositors may have to meet a minimum balance threshold before they earn any interest. Call Deposit accounts may be divided, in general, into following categories:

- a. **Overnight Call Deposit Account:** The account holder may withdraw amount following day morning without informing bank. Normally interest rates in such call deposit accounts are nominal.
- b. **One day Call Deposit Account:** The account holder should inform the bank one day prior to any such withdrawal.
- c. **Seven days Call Deposit Account:** The account holder should inform the bank seven days prior to any such withdrawal.

Features of a call deposit account:

- a. This product has combined benefit of Current account and higher interest rates that of saving account.
- b. It is suitable for deposit customers who are indecisive about the deposit term for the large amount of funds and make deposits and withdrawals frequently.
- c. When customers have surplus funds on public holidays or for a short term, it is advisable for them to choose call deposit of a Bank order to obtain higher returns.
- d. Call deposit is available in Nepalese currency only. However call deposits may be entertained in FCY upon special approval from competent authorities.



25. TRANSFER OF ACCOUNTS

Customer of one Branch should be considered as a customer of NCC Bank as a whole. Bank management has also equipped Branches with different technical support to give the said impression to the customers. However, customers may request to transfer their account from one Branch to another Branch due to various reasons. In such cases following procedures should be adopted:

I. Transferring Branch:

- a. Obtain customer's written request (**specimen # 32**) along with a fresh account opening form.
- b. Obtain clearance from all other departments as in account closure.
- c. Check the CLR (Customer Liability Report) of the customer to see the status of account affecting transfer of account.
- d. Prepare Inter Branch Credit Advice by transferring balance amount from the customer's account, along with interest accrued thereon less tax on interest, if applicable (as account closing) passing entries as follows:
Dr :Client's account
CR :Inter Branch account of receiving Branch
- e. Before closure of accounts request the client to surrender all unused cheque leaves and verify the same through computer. If client fails to return all the unused cheques, ask him to fill-up indemnity letter. Cancel all surrendered unused cheques.
- f. Prepare covering letter (**specimen # 33**), photocopy all the documents submitted by the party while initially opening the account and duly attest them.
- g. Obtain approval from Manager Operation/Branch Manager in the system, client's application form and the covering letter.
- h. Send the attested photocopies of the documents and the fresh application form to the receiving Branch along with the covering letter.
- i. Enter the details of account transferred in account opened and closed register giving remark as account transfer.
- j. If delivery of inter Branch credit advice and account opening documents to the receiving Branch on the same day is not possible through mail, send details of account transfer and inter Branch credit advice to the receiving Branch through authenticated fax and confirm over phone that there should be no loss of interest to the customer.
- k. Close the account from computer system.
- l. Extract the statement of the closed account on the next working day and ensure balance as zero and keep in the record along with other documents.
- m. No commission shall be charged in transfer of account

II. Receiving Branch:

- a. Open account on the same day of receipt of inter- Branch credit advice and other documents / details by mail or fax.
- b. Enter the details of account opened into account opened and closed register with remarks, account transferred from other Branch.
- c. Issue cheque book immediately to meet the requirement of the customer.
- d. Obtain signature of the client in the specimen signature card in the Bank premises.
- e. Following entries are passed related to transferred account at receiving Branch:
DR :Inter Branch transfer account (sending Branch)
CR :Client's account

26. SAFE DEPOSIT LOCKER:

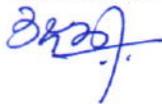
NCC Locker facility is one of the subsidiary services provided by the Bank for keeping the valuables. This provides safety to the belongings of the customers against theft / burglary. Bank provides specially designed lockers kept at specially built strong rooms for keeping the valuables accessible at business hour or time period fixed by the Bank. The relationship between the Banker and Customer is that of Licensor and Licensee not that of a banker and account holder.

I. Basic Features:

- a. This facility is offered to existing as well as prospective customers of NCC Bank to develop better business relationship.
- b. Lockers could be hired to Individuals either singly or jointly, Firms, Limited Companies, Associations and Clubs but **not to minors.**
- c. Risk Categorization of locker hirers is a must during its entire operational period as the Bank is not supposed to know or examine the contents inside the rented locker.

II. Allotments:

- a. Allotments of lockers are done on the basis of duly filled in applications.
- b. A waiting list is generated on the basis of availability of the lockers.
- c. Applications are acknowledged and given a waiting list number.
- d. Lockers are to be allotted by the branches on first-come-first-served basis



III. Charges and Fees:

- a. Lockers are rented out for a minimum period of one year. Rent is payable in advance.
- b. A deposit amount varying on the size of the locker is held in the account of the locker holder to cover 3 years rent and break open charges in case of an eventuality.
- c. Staff members shall be given 50% waiver on annual locker rent and the need to maintain the deposit amount shall not be required.
- d. The waiver of annual rent and the deposit amount can be done by the branch on specific approval from the management.

IV. Locker Operations:

- a. Locker operations are handled by the Customer Service Department (CSD) of the Branch.
- b. The locker operation shall be done through the joint operations of both the keys – Master Key and Hirer's Key.
- c. The bank shall record every instance of locker access by the hirer after due identity verification.
- d. The locker can be operated jointly. Joint holding is not permitted if the person is a minor or an illiterate.
- e. Upon completion of the rented period, if the key is not surrendered to the Bank, the same is automatically renewed.
- f. If a locker is non operational for a considerable period, the bank shall intimate the customer to operate the locker. If deemed necessary, the bank shall break open such lockers following the laid down procedures.

V. Steps/Procedures to Rent a Locker:

- a. The customers must maintain an account to rent a locker.
- b. Duly filled application form (**specimen # 34**) and signature specimen card (**specimen # 35**) are submitted to Customer Service Department (CSD) by the customers for allotment of a locker. KYC form must also be filled as well.
- c. Application forms are verified; the details are recorded in Locker Register (**specimen # 36**) and forwarded to the approving authority (i.e. Operations In-charge/Branch Manager) for approval in order to validate the request.
- d. After approval a locker number is allotted along with the key and the same recorded on the application form, specimen signature card, locker register and locker visit register.
- e. The key is then handed over to the locker holder and the acknowledgement receipt obtained.

The image shows three handwritten signatures or initials in blue ink. The first is a stylized signature on the left, the second is a set of initials in the middle, and the third is a signature with a date '01/03/2011' written below it on the right.

- f. The annual rental as per locker size allotted is debited from the customer account in advance, the necessary amount reserved in the account and a standing instruction is fed in the system to recover future annual rents.

Customer A/C: **Dr.**
Locker Rental Commission A/C: **Cr.**

- g. Any change in address, signature, operators etc. should be obtained from the licensee in written (*specimen# 37 & 38*) and updated accordingly in the application form, specimen signature card, locker register and the locker visit register.

VI. Nomination:

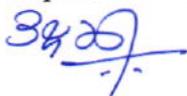
- a. Nomination can be filled-up and signed by the applicant (*specimen # 39*) to receive the contents of the locker in case of death.
- b. The advantages of providing nomination should be educated and requested to register nomination. But this is not mandatory.

VII. Authorization to Operate Locker by a Third Person:

- a. The Third Person appointed by the licensee can operate and close the locker as required. However, the locker holder shall be liable for all transactions, charges and the fee levied to the locker.
- b. Duly filled application form for the access of locker to the Third Person (*specimen # 40*) should be obtained along with the necessary identification and KYC form of the Third Person.
- c. Signatures of the locker holder and the Third Person should be obtained in the application form as required.
- d. The form should be properly verified and approved to validate the request.

VIII. Locker Visit Operations:

- a. When a person comes for a visit to a locker, all details must be properly recorded in the Locker Visit Register (*specimen # 41*) before granting access.
- b. The photograph and specimen signature on record must match as per the 'Locker Signature Specimen Card'.
- c. On completion of the above process, the visitor should be escorted to the locker room. The bank official should then open the locker applying the Master Key and give complete privacy to the client to apply his/her keys for the required visit.
- d. Do not allow visits for two or more lockers at a time so as to maintain the required level of privacy to the clients.



- e. After the visit, the signature of the client should be obtained in the Locker Visit Register and the exit time recorded.

IX. Loss of Locker Key:

- a. A request letter pertaining to loss of locker key and instruction thereto to break-open the locker should be obtained from the locker holder (*specimen # 42*).
- b. Under no circumstances the locker should be operated by a duplicate key. The locker should be broken and the key replaced.
- c. On receiving the request, it should be verified and approved for further processing.
- d. The Branch should initiate a memo for approval to break-open the locker with the necessary details. The approval must be taken from a Competent Authority at the Corporate Office.
- e. On approval, the locker should be broken in presence of the locker holder or his/her agent with specific authorization along with the Operation In-charge and Branch Manager.
- f. A list of the contents of the locker should be prepared and the contents should be handed over to the locker holder taking acknowledgement of receipt in the list of the contents.
- g. All expenses related to breaking of the locker and the replacement of new key shall be recovered from the locker holder.

X. Surrender of Locker:

- a. Locker can be surrendered by the Licensee or the authorized person at any time during the contract period by giving an application (*specimen # 43*).
- b. If the rent is due and has remained unpaid, the same should be recovered from the locker holder. For lockers surrendered in the middle of the contract period, the charges for the unutilized period shall not be refunded from the rent already paid in advance.
- c. The bank should ensure that the locker is completely vacated by the locker holder before the key is handed over.
- d. Upon completion of all formalities and on receiving the key, the locker margin held in the account of the locker holder should be released.

XI. Non-Payment of Locker Rent:

- a. The locker rent is usually paid in advance. On completion of the rented period, if the key is not surrendered, the locker is automatically renewed for a year and the advance rent recovered.

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- b. A register of Overdue Rent on Lockers (*specimen # 44*) is maintained to record locker rent that has not been paid and is overdue.
- c. The locker operation should be stopped once the rental charge is due and cannot be recovered. A note having such remark should be attached to the Locker Visit Register of that particular locker as a reminder.
- d. If the balance is not sufficient in the nominated account to recover the rental charges, reminders should be sent to the locker holder. The bank should use all means of communication and ensure that adequate effort has been put to remind the locker holder.
- e. If the bank fails to receive any response from the locker holder in spite of all such efforts, then a final reminder should be posted to him / her allowing a specific time period (15 days) to claim the contents of his locker along with the notification that the bank can start the forced recovery action upon failure of payment of outstanding dues with the bank.
- f. A memo should be initiated seeking approval from the Competent Authority to break open the locker forcefully due to non realization of the bank's dues.
- g. Upon approval, the locker should be broken in presence of the following official representatives:
 - Branch Manager
 - Operation In-Charge
 - Representative from Corporate Office (Internal Audit)
 - Representative of NRB
 - Representative of District Administrative Office
 - Representative from the Local Police.
- h. A list of contents of locker should be prepared and certified with the signature of all the official representatives present during breaking of the locker. The contents of locker must be kept safely inside the vault.
- i. The contents should then dispose off as per the agreement for the operations of the locker with appropriate management approval.

XII. Death of the Locker Holder:

- a. In case of death of the locker holder, the procedure for settlement shall be the same and governed by the settlement as it applies to the death of an account holder. In case of no nomination, the legal heir(s) shall be entitled for its contents as per the law of the land.
- b. The contents of the locker may be provided to legal heir(s) after publishing the 35 days notice in the newspaper to claim the locker contents. The following documents should be submitted in order to prove the claim.
 - Death Certificate
 - Duly filled Claim Form
 - 'Nata Pramanpatra' issued by Municipality Office/VDC

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- Citizenship Certificate / Identification of Claimant
- c. A list of contents of the locker should be prepared and the contents handed over to the Claimant taking necessary receipt of the same.
- d. If Claimant/ Nominee want to continue the locker, fresh application form and documentation should be obtained. The procedure to continue the locker is same as to rent a new locker.

XIII. Management of Locker Vault Room Keys, Master Key & Locker Keys:

- a. The keys of the Locker Vault Room should be in the joint custody of the Operation In-Charge/Branch Manager and the person assigned as Locker In-Charge.
- b. The Master key must be in custody of the Operation In-Charge/Branch Manager. This is a single key.
- c. The spare keys to the Locker Vault Room and the Master Key should be sealed and located in the vault of the nearest branch. It must be verified at least twice a year and rotated so that both sets are in regular use.
- d. The keys of the vacant lockers must be kept in a keyboard inside the locker vault room under joint custody and regular verification must be made to ensure the total number of keys on hand tally to the total vacant lockers.

27. E- Banking

E-Banking System allows the users to save their time to a great extent as well as gives them a completely hassle free, convenient banking operations sitting right at their desk Online. "Pumori Plus" Banking system developed e-Banking system on the same platform, with certain features, such as balance statements; make on-line transactions, order for cheque pads, order for Demand Drafts to open Import licenses etc.

Considering the value addition facilities to our valued customer the Bank is providing e-Banking system from Baishak 2065. The primary focus of the e-Banking is to maintain a sound customer relationship in order to ensure higher customer satisfaction and retention.

I. What is e-Banking?

Generally e-Banking implies a service that allows customers to use some form of computer to access account-specific information and possibly conduct transactions from a remote location such as at home or at the workplace.

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II. Advantage of e-Banking

After the implementation of e-Banking, customers will have ease from the rush hour traffic, long queues, and wastage of valuable time. The main advantages of eBanking are follows:

- Customers will enjoy express and high-quality banking services via Internet to conduct transaction.
- Customers will be able to access e-Banking services anytime and anywhere to conduct your banking transactions.
- E-Banking will extend the banking services to your home or office. Customers can make banking transactions via Internet without queuing up in bank for a long time every day. It will definitely save our manpower and time and increase operational efficiency.
- E-Banking will provide our customers with the complete and detailed records on all of their Internet transactions. Our customers can track the whole process of an Internet transaction by themselves and access important account information on a real-time basis.
- Relying on our branch network around the country, NCC Bank Ltd. will provide our customers with the timely and quality services.

III. Objectives of e-Banking

- a. Improve the quality and timeliness of response.
- b. Facilitate self-service and service customization.
- c. Improve customer communication and relationship.
- d. Directly network with customer.
- e. Reduce the workload of staff.

In addressing the above objectives, the bank is applying following strategies for implementation e-Banking,

i. Real-time Banking

- E-Banking service is anytime, anywhere, real-time and online banking.

ii. Security

- E-Banking service brings together a combination of industry-approved security technologies to protect data of the Bank and customer. It features password-controlled system entry, Secure Sockets Layer (SSL) protocol "VeriSign" issued Digital ID for the Bank's server to encryption data, and a router loaded with a firewall to regulate the inflow and outflow of server traffic.

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iii. Time Out Feature

- Once logged into the e-Banking, a session can last as long as 10 minutes. After this time has elapsed, the system will log out requiring sign on again. This feature is for safety and protection of the user. If the User leaves the computer for any reason while still logged into the e-Banking, this feature will allow only a short period of time to elapse for an unwanted person to access your account information.

iv. Easy To Set Up Your e-Banking Account

- If the user is an existing customer of NCC Bank, with any account, simply visit our nearest branch and fill the form for e-Banking services. This information is necessary to set up your account and assign you a username and temporary password. If user does not have any account at NCC Bank Ltd., the user must first establish an account relationship with us. For this, potential user must stop into any branch office for opening an account.

v. Easy to Signing In

- Once the user is in the Login screen the user will need to enter Customer Code and Password. Please remember that the Customer Code is always in capital letter and user must enter the temporary password at the first time login. Then it will be asked to change the password.
- If the user forgets the password, please contact the nearest branch where the user has account and request to reset the password. Customer Code is provided to user after the register in the e-banking system. At the first time, login in the e-banking system, the user will need to use the password given by the Bank. After successful login the user must be forced to change the password.

Please note: It is important to keep your password safe and secure. Do not give it to anyone at anytime. Your password may be any combination of alpha and numeric characters between six and ten digits in length. We recommend that you make your password difficult to guess.

IV. e-Banking Service Issuing System:

1. E-Banking Service application form will be available at the Customer Desk in all Branches.

Three handwritten signatures in blue ink are displayed below the text. The first signature on the left is a stylized cursive signature. The middle signature is a more complex cursive signature. The signature on the right is a cursive signature that includes the number '32206' written above it.

2. Necessary verification of the account holder will be made upon receipt of filled application form of the account holder.
3. Account and Signature verification from NCC Bank authorized officer should be made.
4. The branch will forward a list of applicant with details like Branch Name, Name of Account holder, Account Type, Account No., and email address duly signed by the authorized officer from the Branch.

V. Need Assessment

- For Bank

The requirements of the e-Banking system include

- Web Server
- MS SQL – Server (web common server, Database server)
- Internet explorer

- For Client

The Client of the bank needs the following to use the e-Banking Facility

- Internet service.

VI. Features

Each Customer using e-Banking is provided with a User Name and Password and the specified access level and options.

E-Banking system is categorized into following headings:

Inquiry:

Account Information	From these options customers are able to see and print out information regarding their accounts.
Account Statement	Each and every detail of the transactions in customer account can be seen and printed.
Interest Statement	Information on interest calculated and posted in an account.
Tax Statement	Information on Tax calculated and posted in an account.
LC Statement	Information on the LC transactions Document arrived and amendments







Guarantee Outstanding Report	Outstanding statement of Guarantee
TR Outstanding Report	TR Outstanding statement
Obligor Report	Obligor wise Report

Requests:

Request for Cheque Pad	Customer can post the request for Cheque pad.
Demand Draft/Telex Transfer / Cashier's Cheque	Customer can submit requests for Demand Draft, Telex Transfer, and Cashier's Cheques
L/C Opening Request	Similar to above customer can send L/C request to the bank.

Messages:

Message To Bank	Customer can send multiple messages to the bank any time for necessary information.
Message From Bank	Multiple messages can be stored for every customer.

Act Now:

Balance Transfer	This option allows customer to transfer Balance from one account into another account of same branch.
Good For Payment	Online request for Good For Payment for instant processing.
Withdrawal Notice	Online Request for Withdrawal Notice instant processing.
Stop Cheque	Online request of single cheque or multiple cheques with instant processing.
Third Party Transfer	This option allows customer to transfer Balance from one account into another account within any branch.
Utility Payment	This option allows customer to pay various bills like electricity, school bills, mobile bills, etc.

Utilities:

Change Password	Customers are allowed to change their password, Pumori Plus Entrance Security options via this options.
Change II Password	Customers are allowed to change their second password which is required for the fund transfer feature.
Create New User	This option is for corporate user, a corporate user can create his subordinate users on his own. This option facilitates multiple user access to the information from

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the single customer.

Edit Entrance Security	Allows customer to change entrance security options.
User History	This option is meant for Corporate users to view history of users under him.

VII. Security Information

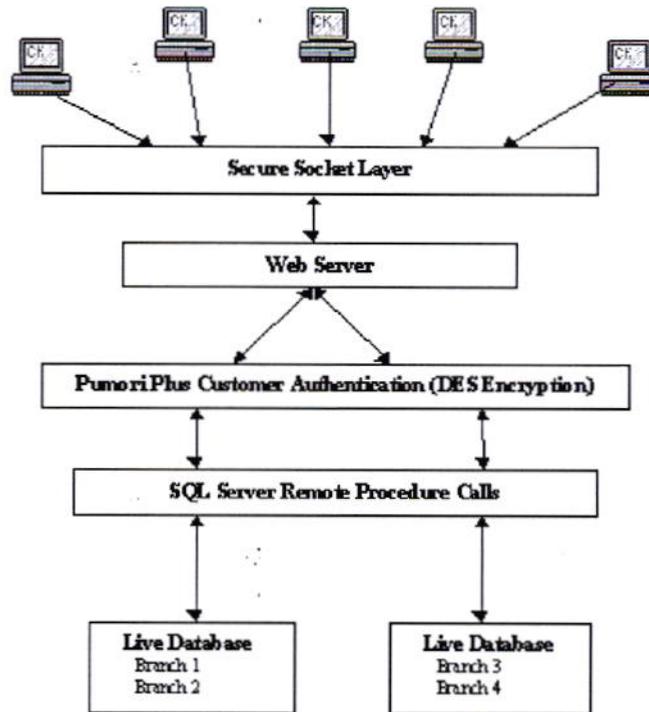
E-Banking views the security of its clients at a top priority which is built according to the DES encryption specifications for Password Authentication (128 bit data encryption through Secure Socket Layer) and complies with international Internet security standards. These measures ensure that a secure link is established between users and e-Banking every time when users perform an online transaction. Any information user send can only be interpreted by the e-Banking system - no third party can ever gain access to any of user personal information.

A confidential Personal Identification Number (UserId) provides comprehensive security when user online. This UserId is chosen by user when user login for the first time.

Keep in the mind for the security point of view

- Never allow the browser (e.g. Internet Explorer or Netscape) to save UserId and Password.
- Keep UserId and Password safe. Do not run any program files unless you know they are safe, and where they came from.
- Ensure you are at the e-Banking website by checking website security certificate.
- Have an anti-virus package installed and keep it updated.
- Control that has access to your computer. Do not allow anyone to install programs on your PC without first checking that it is safe to do so.





VIII. Responsibilities of e-Banking Service Centre

E-Banking Service at the Branch Level: At the Branch Level, Customer Desk, Operation Department will be responsible for distribution Application form of e-banking, acceptance, verification, recording of application for registration. Customer Service Department will do all necessary jobs related to e-Banking Service. For this purpose, a list of customers, their account no, email Address, and other related data will be register in the e-banking system and forwarded to list to Marketing Department, corporate office for information.

All the documents generated for issuance e-Banking Service will be filed with the respective Account Opening form of the customer at the Branch.

Once e-Banking Service is issued, appropriate remarks will be maintained by the Customer Desk as list of e-Banking user, date of issuance etc.

E-Banking Service Centre will be responsible for the operation of the service. Proper recording of the data, registration and support for the service will be made.

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IX. e-Banking Service Availability

E-Banking service will be available in all branches of the Bank.

X. Re-issue of e-Banking Service

The user may request to reissue the e-Banking Pin Code (Password) due to various reasons like forget the password etc. A new e-Banking Service may be issued upon receipt of written application from the customer. The signature, email address and other related information should be verified from authorized official of the respective branch.

XI. Cancellation of e-Banking

If any e-Banking user intends to cancel this service, the user can do so by presenting application. The application must be given in the specified format of the bank. Upon receipt of the application & duly certified by the authorized officer in the branch, the facility being used by the user shall be cancelled.

XII. Account Closing of Accountholder

If any account holder requests for closing of account, the customer service department will check the records whether e-Banking service has been provided or not, if provided, so, has to be discontinued or cancel as mentioned above.

XIII. Service Provider

E-Banking Banking Service has been installed and implemented by Mercantile Office System (MOS). MOS will be responsible for the installation, implementation and support for this service.

28. NCC Mobile Banking Services

Mobile Banking (also known as M-Banking, mbanking, SMS Banking) is a term used for performing account balance checks, account transactions, payments, fund transfer and other banking transactions through a mobile device such as a mobile phone. Mobile banking has recently most often been performed via SMS or the Mobile application software.



I. Basic Features:

NCC Mobile Banking service can be provided to both the current and savings accounts. The Mobile Banking service provided to all type of accounts are valid for a period of one year and shall have to be renewed on expiry.

NCC Mobile Banking facilitates the following services:-

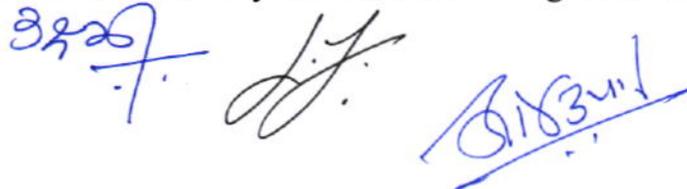
- a. Account Information which includes balance enquiry and mini statement.
- b. Requests which includes cheque book request, statement request, banking hour, exchange rate and PIN change.
- c. Transactions which include fund transfer, utility payments, recharge cards and merchant payment.
- d. Transactions SMS Alert (Debit and Credit transactions on customer' account).

The transfer of funds shall be done from one account to another account within any branch. This service is available round the clock. Funds can be transferred from individual savings & current accounts and joint accounts under consent from all joint holders. NCC Mobile Banking - Funds Transfer cannot be done between banks.

II. Steps/ Procedures to Provide NCC Mobile Banking Services:

The steps/procedures to provide NCC Mobile Banking Services are listed as below for maintaining uniformity in all branches.

- a. Duly filled application form (**specimen # 45**) for request for NCC Mobile Banking Services is submitted to Customer Service Department (CSD) by the customers of respective branches.
- b. Application form is verified and approved at the branch by the concerned authorities (i.e. Operation In-charge / Branch Manager) in order to validate the request.
- c. On receipt of the approved application, CSD shall create new customer on the Mobile Banking Software and proceed this to concerned authorities (i.e. Operation In-charge / Branch Manager) for approval.
- d. The PIN code/ Access Code is provided over to the respective account holder(s) mobile through SMS only after approval of request sent from CSD and the same is recorded in the report automatically generated by software as a proof of delivery. The approved customer report should be checked properly and signed by both CSD and concerned authorities (i.e. Operation In-charge / Branch Manager). This is an important process from the security point of view and any deviation in this regard shall not be accepted. Branch



Manager/Operation In-charge shall be responsible for activation/approval of the Mobile Banking service and not the persons generating the customer.

III. Modification of Mobile Banking Services:

The Branch shall be solely responsible for activation, deactivation, and regeneration of PIN code/Access code and renewal or cancellation of the services or any other services e.g. edit SMS alert etc on real time basis as required.

IV. Steps/ Procedures in case of lost of PIN code/Access code:

- a. A request letter pertaining to loss of PIN code/Access code and instruction thereto to deactivate/block the Mobile Banking Services should be obtained from the accountholder(s) (**specimen # 46**). However verbal instructions may also be considered on practical ground subject to obtaining written instruction, not being contrary to the prior instructions, at the earliest.
- b. Mobile Banking Services should immediately be deactivated/ blocked as soon as instruction is received.
- c. On receiving the written request, it should be verified and approved for further processing.
- d. The client should be notified that bank will not be liable for any cash loss due to whatsoever reason(s) despite reasonable care and caution exercised by the Bank.
- e. The procedure to provide a new customer code and PIN code/Access code in replacement for the old one is the same as the one for issuing a fresh one.

V. New Passwords

The request for new passwords (**PIN code/Access code**) is done when the customer forgets his/her passwords. The request for new passwords is lodged at the CSD (**specimen # 47**) and the same is authenticated. It should be filed properly for future records at the respective branches. The branch shall generate the new passwords under the same customer code and the new passwords will automatically send to customers' mobile number.

VI. Cancellation of Services:

The Services shall cease to be valid and the Bank shall be entitled to the immediate restriction of the user in the event of:

- i. Closure of Designated Account(s);
- ii. Death of a Customer;
- iii. The Customer (s) authority to operate the Designated Account is terminated;

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- iv. The Bank requests to stop the use Mobile Banking Facilities;
- v. Customer is blacklisted on a loan or other similar obligation;
- vi. Customer fails to maintain the minimum balance as stipulated from time to time.

VII. Monitoring of Mobile Banking Transactions:

The Branch Manager/Operation In-charge shall be responsible for monitoring and audit of all Mobile banking transactions on a daily basis. The transaction list should be printed, checked, rechecked and filed properly.

VIII. Renewal of Mobile Banking Service:

The customer's Mobile Banking Service can be renewed from CSD after receiving approval from the Branch Manager/Operation In-charge in case of expiry of Mobile Banking service through the Mobile Banking Software.

IX. Creation of staff users in Mobile Banking Software:

The Branch Manager shall submit requests for the CSD staff user name and Approval user name to Card Department and Card Department forward this requests to IT Department for user creation. After users' creation, the branch would be provided the requested user names through the Card department.

X. Transfer & Alert Limits and Fee Structures:

A. Mobile Banking Fund Transfer Limit and Alert Message Limit:

- Fund transfer maximum limit from any customer accounts: Rs. 10,000/- per transaction.
- Fund transfer maximum limit from any customer accounts: Rs. 50,000/- per day.
- Maximum number of Fund transfer count from any customer accounts: 5 per day.
- Minimum limit of transaction amount for SMS Alert to customers: NPR.500.00 each for Debit & Credit (transaction on customers' account) respectively.

(Note: The above limits are subject to change as per management decision.)



B. Fees and Commission:

- As per management decision from time to time.
- All Mobile Banking Services to Staff Accounts: Nil.
- Alert SMS Rate from Bank Side to customers: Telecom's standard SMS rate with Applicable Government Tax also (Branch shall bear the Alert SMS fee with Applicable Government Tax).
- Other SMS Rate: Telecom's standard SMS rate with Applicable Government Tax also.

XI. Operational Functions of Mobile Banking Service:

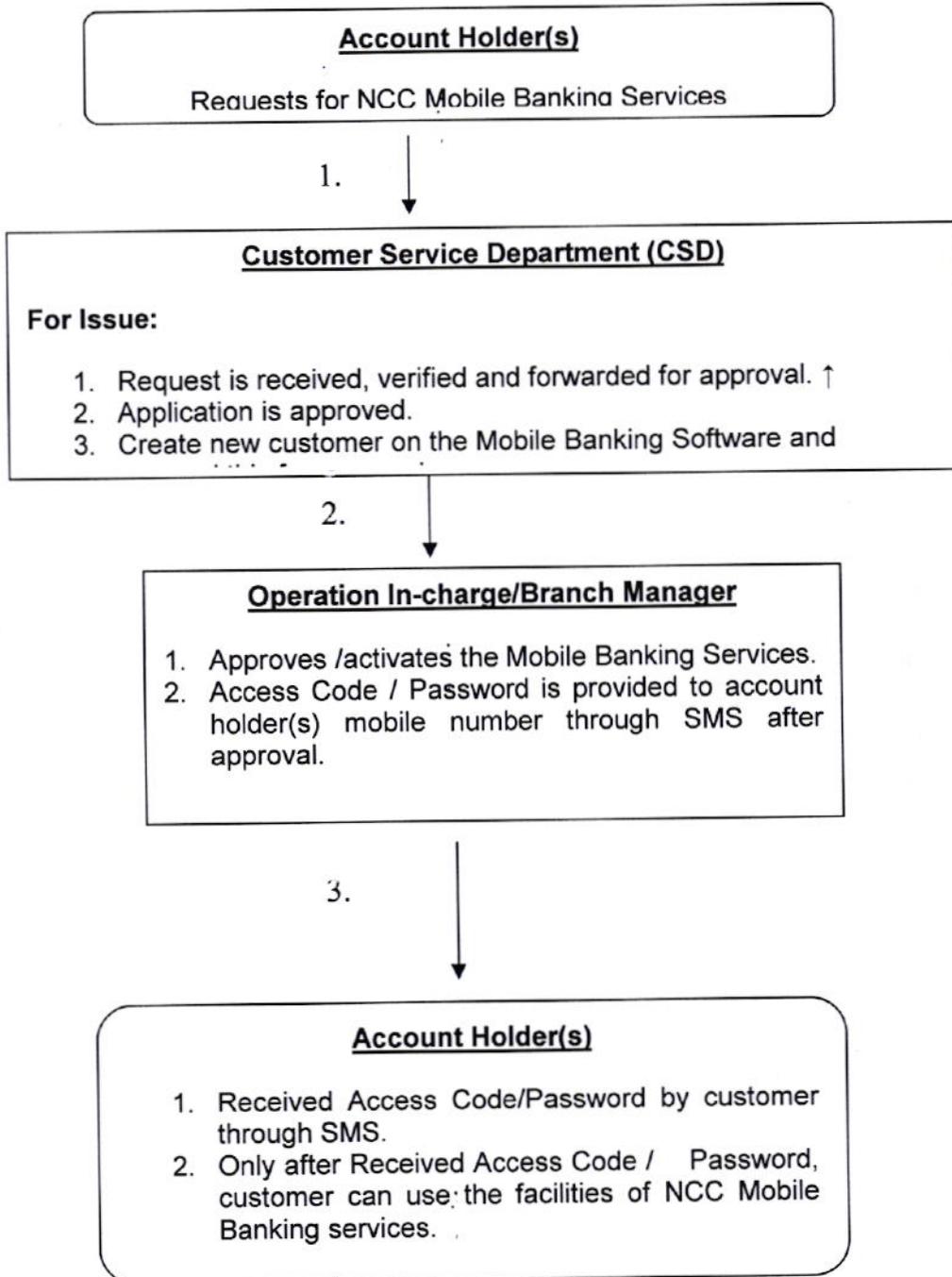
The Card Department shall handle the operational functions of NCC Mobile Banking service in relation to transactions of Mobile Banking. The dispute resolution as concerned with transactions of Mobile Banking shall also be handled by the Card Department. The dispute application (*specimen # 48*) form in relation to Mobile Banking transaction shall be submitted from CSD to the Card Department for dispute resolution. The Card Department shall perform the job of reconciliation / settlement of Mobile Banking- Transactions which include fund transfer, utility payments, recharge cards and merchant payment.

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XII. NCC Mobile Banking Process (Flow Chart)



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29. NCC VISA DEBIT CARD SERVICES

NCC VISA Debit Card:

ATM/Debit Card is plastic money which provides an alternative payment method to cash. Functionally, it can be called an electronic check, as the funds are eventually withdrawn from the respective bank account. ATM/Debit Card can be used for cash withdrawal/ balance enquiry from ATMs and also can be used at POS for purchase of goods & services.

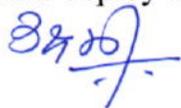
POS: These are outlets where business transaction occurs and the sales transactions can be directly debited to the customer's bank account.

VISA provides consumers, businesses, financial institutions, and governments with access to the world's largest retail electronic payments network through a range of VISA-branded products and services that are designed to deliver choice, convenience and security. VISA Card is a payment card, which enables cardholders with the option of making purchases of goods and services at different merchant locations as well as cash withdrawal & balance enquiry from any VISA accepting ATMs in worldwide countries.

NCC VISA Debit Card can be used in any of the ATMs and POS machines displaying VISA Logo for cash withdrawal, balance enquiry or purchase of goods & services from various merchants like departmental stores, hospitals, retail shops etc throughout Nepal and India only.

In addition, NCC VISA Debit Card enables wider access to VISA Card acceptable more than 400,000 ATMs and 2.5 million Point of Sales (POS) terminals in Nepal and India. With NCC VISA Debit Card one can access one's account 24-hours a day, 7 days a week and enjoy greater convenience to facilitate one's banking and financial needs.

NCC VISA Debit Card will be under the shared service network of Nepal Investment Bank Ltd. with effective from live date **Saturday, July 6, 2013**. After that live date, NCC Bank will gain a lot advantage from NIBL its own 71 number of ATMs and more than 400 numbers of ATMs of its member banks as well as there are altogether more than 1500 number of POS machines of NIBL and its member banks at merchant outlets in Nepal which means NCC Bank's customer can enjoy mentioned number of ATMs to use card for transaction with minimal cost charge and also they can use card for purchase of goods and services at POS machine deploy at mentioned number of merchant outlets.

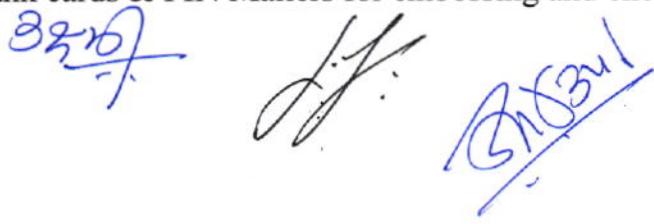


NCC VISA Debit Card can also be used at NPN (National Payment Network) Member Banks ATMs for cash withdrawal / balance enquiry transaction.

NCC VISA Debit Card can be issued to both the current and savings accounts. The cards issued to all type of accounts are valid for a period of three years and shall have to be renewed on expiry.

I. Procedures to Issue NCC VISA Debit Card: The procedures to issue NCC VISA Debit Card are listed as below for maintaining uniformity in all branches:

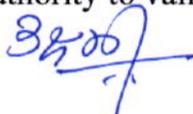
- a. Duly filled application form (**specimen # 49**) for request for a NCC VISA Debit Card is submitted to Customer Service Department (CSD) by the customers of respective branches.
- b. Application form is verified and approved at the branch by the concerned authorities (i.e. Operation In-charge / Branch Manager) in order to validate the request.
- c. On receipt of the approved application, CSD will make a list of cards to be issued for the day as per details on the application form. The application forms should be retained at the branches and filed in the respective mandates of the account holders. The list is then mailed to the Card Department at Corporate Office for further processing (**specimen # 50**). To ensure post facto authorization the mailed list should be followed by an authorized signed copy. The card request list to be mailed to the Card Department should be ensured as follows:
 - i. New Card Request List Number (NCRLN) should be synchronized with the serial number at the beginning of the fiscal year and the same followed throughout the year.
 - ii. The list of cards to be issued should always be sent in the prescribed format. The list shall be kept on hold if any deviation is observed.
 - iii. Account holder's name "to be embossed in the card" should not exceed 20 characters (including space between names). Avoid using Mr., Dr. Er etc. in the card.
 - iv. Account number of the customer should be written clearly with the respective branch code i.e.; 003 - 003000111111S (003- Branch Code, 003000111111S-Customer Account Number). Otherwise the list will be sent back to the concerned branch for necessary corrections.
 - v. Remarks" portion of the request sheet (**specimen # 50**) should be clearly filled (i.e. Fresh Issue or Renewal etc.)
- d. On receipt of the mails from the branches for issue of cards, the Card Department shall compile the lists and the same is sent to NIBL along with the blank cards & PIN Mailers for embossing and encoding. (**Specimen # 51**).



- e. Embossed and encoded cards along with the PIN mailer are received from NIBL, as per the list (**specimen # 51**), after completing the necessary process at their end generally within four to five days.
- f. Embossed & encoded cards and the PIN mailer are segregated at the Card Department and dispatched accordingly to the respective branches. It should be ensured that the card and PIN mailer are not damaged. Otherwise, it should be sent back to NIBL for replacement.
- g. Branches should ensure that the cards and the PIN mailers received at their end are as per the list sent from their ends. The acknowledgement of receipt should be faxed to the Card Department.
- h. The branches should also ensure whether the cards have been properly embossed and the PIN mailers have not been damaged in transit. If any discrepancies are noticed, the said card along with PIN mailer should be kept on hold for reprocessing.
- i. Card along with the PIN mailer are handed over to the respective account holder(s) and the same is recorded in the Debit Card Issue Register (**specimen # 52**) as a proof of delivery. The customer card receipt letter (**specimen # 53**) and the customer cover letter (**specimen # 54**) also have to be issued to respective account holder(s) from CSD during issuance of the card & the customer signed card receipt letter should be filed properly.
- j. Only after the card along with PIN mailer is handed over to the customer, branches should send a mail followed by an authorized copy to the Card Department for activation thereof (**specimen # 55**). This is an important process from the security point of view and any deviation in this regard shall not be accepted.

II. Joint/Supplementary Card holder:

- a. ATM/Debit cards may be issued in joint accounts and/or as a supplementary card. However in any case, the account holder shall be liable for all transactions, charges and fees levied to the account. In case of Joint accounts, card can be issued if and only if, the account is operated by any one single signatory. However, card cannot be issued where more than one signatory is required.
- b. Fresh supplementary card issuance request (**specimen # 49**) should be entertained by obtaining written request from the account holder(s) along with properly filled KYC form of supplementary card user(s).
- c. Signatures of accountholder(s) and the supplementary card user(s) should be obtained in the application form as required.
- d. The form should be properly verified and approved by the concerned authority to validate the request.





III. Card Activation:

Based on the nature of request by the branches, the Card Department executes the requests of activation, block/unblocking, refreshing PIN code etc. on real time basis. The Card Activation Program is located at the Card Department for facilitating the same. The request mail to the Card Department for activation of cards shall be sent by the Branch Manager/Operation In-charge and not the person delivering the cards or PIN mailers to the customers. The mail should be followed by an authorized copy as per the format (**specimen # 55**).

Note: - Due to the migration phase in which NCC VISA Debit Card is issued in replacement of NCC SCT Debit Card, NCC VISA Debit Card can only be activated from first attempt of cash withdrawal at ATM by concerned cardholder otherwise until then it cannot be activated. This activation process applies to existing active NCC SCT Debit Card users only. However for new customers (except NCC SCT Debit Card User) the whole card activation process is as per existing process mentioned above (**specimen # 55**).

IV. Steps/ Procedures in case of Loss of NCC ATM/Debit Card:

A request letter pertaining to loss of debit card(s) and instruction thereto to block/stop lost cards should be obtained from the accountholder(s) (**specimen # 56**). However verbal instructions may also be considered on practical ground subject to obtaining written instruction, not having contrary to the prior instructions, at the earliest.

- a. Cards in question should immediately be stopped / blocked as soon as instruction is received.
- b. On receiving the written request, it should be verified and approved for further processing and recorded in the Debit Card Lost Register (**specimen # 57**).
- c. The client should be notified that bank will not be liable for any cash loss due to whatsoever reason(s) despite reasonable care and caution exercised by the Bank.
- d. The procedure to issue a new card in replacement for a lost one is the same as the one for issuing a fresh one.

V. Request for Re-PIN Code, Card Capture and Non-Dispense of Cash:

The customers may come with various complaints in regard to the use of cards. The most common are request for a new PIN Code, Capture of Cards at ATM terminals and Non-Dispense of Cash. In all the cases, a written complaint is

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lodged at the CSD and on basis of the written complains a mail is sent to the Card Department for addressing the grievances. The Card Department will need to address the complaint at the earliest. The tentative time needed for the complaint to be addressed need to be communicated by the Card Department to the respective branch.

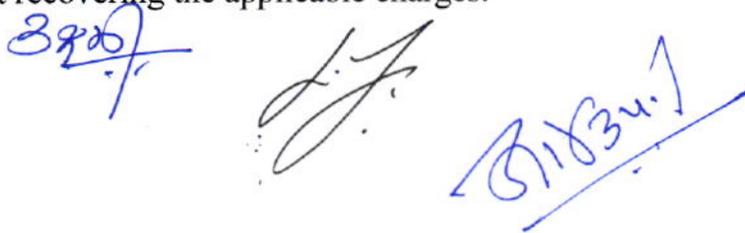
- A. **Re-PIN Code:** The request for a New PIN Code is done when the customer forgets or misplaces the PIN Code. The request for a New PIN is lodged at the CSD (*specimen # 58*) and the same is authenticated and mailed to the Card Department retaining the written request at the branches. It should be filed properly for future records at the branches. On basis of the mail received (*specimen # 59*) the Card Department shall forward the request to NIBL. On receiving the New PIN Code from NIBL, the Card Department shall dispatch the same to the respective branches for final handover to the customer. The PIN mailer with the New PIN Code should be ensured that it is not damaged and received by the requesting customer.

- B. **Card Capture:** Sometimes cards are captured by ATM while using them at various terminals. The request for getting back the Captured Card is lodged at the CSD (*specimen # 60*) which should be duly notified to Card Department. The return of captured cards is coordinated by NIBL and brought to the bank on notification. On arrival, it is dispatched to the respective branch and received accordingly. Our own cards captured at our own terminals may be returned to the customers by the branches themselves ensuring that it is handed over to the right person after recording the details in the Capture Card Register (*specimen # 61*) and received accordingly.

- C. **Non-Dispense of Cash:** Non Dispense of Cash is the instance where a transaction is performed and the account of the respective account holder is debited without dispensing cash. A written complaint is lodged (*specimen # 62*) and the same is forwarded to the Card Department for authenticating and the necessary rectification. The necessary reversals are done by the Card Department in coordination with NIBL on verifying the same. The case may be for partial dispense of cash as well. However, such cases are rare.

VI. Damaged Cards:

If a card is damaged within its validity, the only remedy is to issue a new card in replacement recovering the applicable charges.



VII. Renewal of Card:

The procedure to renew an ATM/Debit Card is the same as the issuance of a new card. It is advisable that the old expired card be surrendered to the Bank.

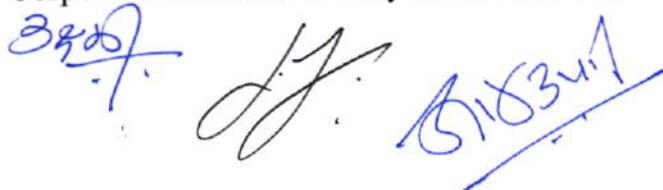
VIII. ATM Cash Management:

ATM cash accounts are in the respective branches where the ATM is located or managed by the branch. Such ATM cash accounts are to be updated by physical cash refill to ATM in the following manner:

- a. For cash refill, first bring the ATM in maintenance mode.
- b. Check and confirm the system balance in the ATM Cash Account.
- c. Confirm with the Card Department for any adjustments or reversals before refill.
- d. Copy the electronic journal on to the compact disc (CD) for sending it to the Card Department. Regardless of refill, the e-journal has to be sent to the Card Department at least once a week or at any time as per the requirement of Card Department.
- e. Take out the cash refill cassettes and physically count the bills.
- f. Book the excess/short cash in ATM Excess/Short Account and send the details to Card Department by email (*specimen # 63*).
- g. Refill the ATM machine noting the refill details in the Cash Refill Log (*specimen # 64*).
- h. After refill process at the ATM, use Supervisor Card as provided by the Card Department to input refill data cash denomination at the ATM so as to give acknowledge to NIBL switch System.
- i. After completed whole process of ATM cash refill, check the ATM either is in online position or not & if not then inform to the card department.
- j. All ATMs are to be immediately refilled once the cash position goes below Rs. 3, 00,000/-. Once this refill level is reached, the machine will face dispensing difficulty and dispute transactions are more likely to occur.
- k. The key and the password/ numbers to the combination lock to the cash vault of the ATMs are to be kept under dual control and the spare keys and the password/numbers to the combination lock sealed in an envelope and lodged in the security room of the respective branches. Any changes to the password or numbers would have to be updated and sealed again repeating the process.

IX. Settlement of ATM/POS Transactions:

All the settlement and reconciliation of ATM/POS transactions are done at Card Department, Corporate Office on a daily basis. The settlement of transaction are



done on the next day of transactions as per web report of NIBL and the final debits and credits are done on our accounts maintained with the settlement banks.

The settlement is done on basis of the total Receivable and Payable as per the use of cards on the NIBL Network/VISA Network.

Receivables – This is the total amount of the day's transactions hit at OUR ATM/POS Terminals by the Card users of OTHER banks and financial Institutions. These are referred to as others bank's Transactions.

- **Other Bank's Card at our ATM/POS terminals**

Payables – This is the total amount of the day's transactions hit at OTHER banks or financial institutions' ATM Terminals by OUR Card users.

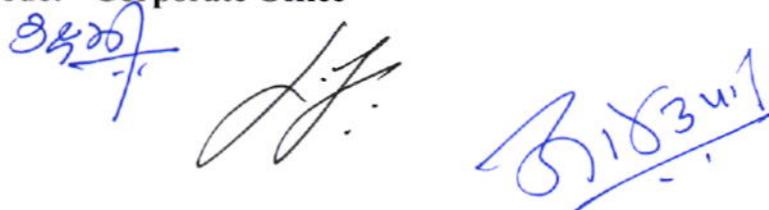
- **Our Bank's Card at Other Bank's ATM/POS terminal.**

Note: Only when other bank's cards are used at our ATM terminals and vice versa, the settlement of transactions is required. Otherwise the transactions are automatically balanced on real time basis, if transactions are done by our customers at our own ATM terminals. However, reconciliation of the use of our cards at our own terminals has to be done as per the web report of NIBL.

X. List of Receivable and Payable Accounts opened at Pumori system used for NCC VISA Debit Card Transaction.

<u>S.N</u>	<u>Branch Code</u>	<u>Particulars</u>	<u>Currency</u>	<u>Account Number</u>
		<u>Receivable Account Name</u>		
<u>1</u>	000	NIBL/MEM ATM Receivable	NPR	9281302010100
<u>2</u>	000	NIBL/MEM POS Receivable	NPR	9281302020100
<u>3</u>	000	VISA ATM Receivable	INR	9281302031100
<u>4</u>	000	VISA ATM Receivable	USD	9281302032100
		<u>Payable Account Name</u>		
<u>5</u>	000	NIBL/MEM ATM Payable	NPR	9161307100100
<u>6</u>	000	NIBL/MEM POS Payable	NPR	9161307110100
<u>7</u>	000	VISA ATM Payable	NPR	9161307140100
<u>8</u>	000	VISA POS Payable	NPR	9161307150100

Branch Code: - Corporate Office



PART II

CASH SECTION

1. INTRODUCTION:

Cash Section is the most important part of the operations as it works as the front office service provider in the Bank dealing with the basic function i.e. receipt and payment of cash and cash items (cheques).

Cash section is headed by the Head Teller and is supported by the required number of Tellers. The Tellers deal with the customers as front office function and the Head Teller deals with the Tellers only as the back office function. The Head Teller works as the immediate supervisor of the Tellers and reports to the appropriate official in the Operations Department.

Since this section handles currency notes and is very sensitive from the security point of view, no outsiders are allowed to enter this section. Even the staff members of other Departments/Branches have to obtain prior approval from the Manager Operations/Branch Manager to enter the cash section.

2. BASIC FUNCTIONS OF CASH DEPARTMENT:

The summarized functions of the Cash Section are as follows:

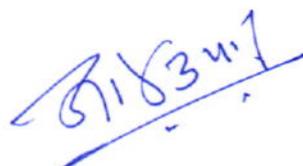
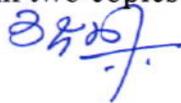
- a. Deposit of cash over the counter.
- b. Payment of cash over the counter
- c. Purchase and sale of foreign currency cash.
- d. Cash give and take among Tellers.
- e. Cash transfer -Inter Branch and Inter Bank.
- f. Cash vault operation.
- g. Cash position management.

Each of the above jobs is elaborated below with special focus in the procedural aspects.

I. Cash Deposit into Customer's Account:

A. NRs Cash Deposit:

Get cash from the customer along with Cash Deposit Voucher /Slip (**specimen # 65**) filled in two copies - original and counterfoil from the customer.



- a. Ensure that the deposit slips are filled in properly with the following features:
 - i. The date is correct.
 - ii. The branch name is mentioned.
 - iii. The account holder's name and account number is written.
 - iv. The signature of the depositor is present.
 - v. The source of fund is ought to be declared if the deposit amount is 10 lakh or above.
 - vi. The denominations are correctly filled.
 - vii. The amount in words and figures tally.
 - viii. The amount is written with no apparent scope of fraudulent alterations.
 - ix. Both the copies of the deposit slips contain the same information.
- b. Count the deposited cash noting the amount denomination-wise on the face of the original deposit slip and verify with the amount quoted.
- c. While counting the notes, ensure that none of the piece is mutilated, fake or unacceptable in any way to the Bank.
- d. Mark both copies of the deposit slip with "Cash Received" stamp and initial deposited amount thereon along with your signature or as per the authority level.
- e. Pass the entry in the computer system from One Entry Transaction with the transaction code A0 (in Pumori Software) with proper A/C number and amount as:

DR :Tellers Cash NRs
CR :Client's Account
- f. Ensure that the name of the account holder and account number mentioned in the deposit slip tallies with the name appearing in the systems while posting.
- g. Hand over the 2nd copy of the deposit slip to the customer.
- h. If the amount is within the Teller's authority limits, it will get through and if not, it goes to the stack. In case the entry is stacked, get it approved from the higher authority.

B. Indian Rupees Cash Deposit:

- a. Check the genuineness and condition of the notes with utmost care.
- b. Apply cash buying rate for conversion into NRs.
- c. In computer system posting, debit Teller's Cash INR instead of NRs.
- d. The rest of the procedures are the same as NRs cash deposit.

[Handwritten signature]

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C. Other Foreign Currencies Cash Deposit:

- a. Deposit of FCY more than USD 2000/- or equivalent (or as per NRB circular) at a time must be supported by valid source.
- b. The foreigners can deposit convertible FCY cash into their accounts.
- c. For Nepalese, get the photocopy of passport/ID evidencing foreign trip or valid source of income as the case maybe along with the application requesting for encashment of Foreign Currency Notes (**specimen # 66**).
- d. In case of deposit into FCY account, take commission as per the Bank's policy.
- e. Apply cash buying rate for conversion into NRs.
- f. In computer system posting, debit Teller's Cash FCY instead of NRs.
- g. Issue FEER, Foreign Exchange Encashment Receipt (**specimen # 67**) to the client in case of deposit into NRs accounts.

The rest of the procedures are the same as NRs cash deposit.

I.1. Cash Deposit under ABBS System (Inter Branch transaction)

- a. Follow all the procedures as mentioned above.
- b. While posting the transaction in the computer, give the account code and Branch code of the respective Branch and enter the transaction
- c. The approving process is the same as stated above.

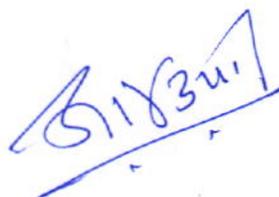
II. Cheque Payment

A. Main Terminologies

Before the procedures related to cheque encashment, it is essential to understand meanings of following terminologies:

Cheque : A cheque is a negotiable instrument in writing containing an unconditional order signed by the maker directing a certain bank to pay certain sum of money on demand, to a certain person or to the order of a certain person or to the bearer of the instrument.

Drawer : Drawer is the account holder who orders the Bank to pay money from his account.



Drawee : Drawee is the Bank on which a cheque is drawn by the drawer or a Bank which is ordered to pay money from the depositor's account.

Payee : Payee is the person to whom the payment of the cheque is to be made by the drawee bank i.e. the person who receives the payment is called the Payee. Payee and the Drawer can be the same.

Bearer Cheque : Cheques in which the word "Bearer" appears after the payee's name are called Bearer Cheque. A bearer cheque is like cash or currency notes because it can be encashed by anybody who is in possession of the cheque. If the "Bearer" is cancelled simply by over lining on it, such cheques are to be treated as "Order" cheques.

Order Cheque : A cheque in which the word "Order" appears after the name of the payee, or the word "Bearer" is cancelled as above, is called an Order Cheque. An order cheque can be paid to the payee or to any person according to the payee's order i.e. endorsement at the back of the cheque. While paying an order cheque the Bank should ensure that the presenter of the cheque is a bonafide holder. If an Order cheque is endorsed blank by the Drawer (not Payee) overleaf, it shall be treated as a "Bearer" one.

Crossed Cheque : To eliminate the risks of payment to wrong persons, the drawer may instruct the paying Bank through certain words marked on the face of the cheque itself. This marking is called crossings and such cheques are called crossed cheques. It implies a common instruction that the cheques crossed may only be deposited directly into an account with a bank and cannot be encashed over the counter (OTC). Both the bearer cheque and order cheque can be crossed. There are two types of Crossed Cheques;

1. **General Crossing**: Cheques crossed by the drawer or the payee with two transverse parallel lines with or without words inside i.e. & Co., A/C Payee.
2. **Special Crossing**: Cheques crossed by a Bank with or without transverse parallel line but with the name of the Bank i.e. NCC Bank etc.



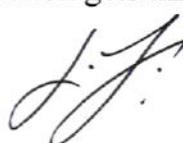
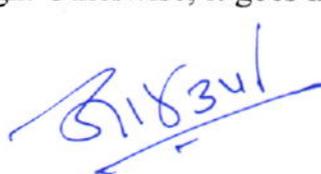
The image shows three handwritten signatures in blue ink, illustrating different types of crossings on cheques. The first signature is a simple scribble. The second signature is a stylized 'J.F.'. The third signature is 'R. J. B. S. U. I.' written in a cursive style.

B. Procedures for Cheque Encashment

- a. Get the cheque from the customer with the cheque presenter's endorsement.
- b. Check whether the cheque is 'bearer cheque' or 'order cheque'. If it is order-cheque, it needs verification of the identity of the payee for cash payment. Similarly, if it is "crossed", "& Co." or "A/c Payee" cheque, it cannot be encashed over the counter.
- c. Ensure that:
 - i. The cheque is not crossed.
 - ii. The cheque is not pre-dated (stale) or post dated (having future date) at all. Usually all cheques are valid for six months unless mentioned otherwise. In some cases validity of cheque is mentioned or printed on face of it. (for example validity of NRB cheque is printed on face of cheque as "**Cheque is valid for encashment within thirty days from issue**")
 - iii. The amount in words does not differ with the amount in figures.
 - iv. The cheque is not tampered/over/double written, is not mutilated/torn, written with more than one ink or bears any correction. However, such cheque may be accepted if the over/double writing, double inking or correction is authenticated by the drawer's full signature.
- b. Post the transaction in the computer system through 'One Entry Transaction module with Access code B0 (in Pumori Software).
- c. Ensure that the name appearing in the computer system against the given account number tallies with the drawer name printed in the cheque.
- d. The signature of the drawer automatically comes in the computer system during this posting. Verify the drawer's signature/stamp in the cheque with the signature/stamp appearing in the computer.
- e. See the signature related instruction carefully in the computer system, with the special attention on whether single signature can operate or joint signature required and whether the stamp is required or not (applicable in case of any firm/company's account).
- f. If any doubt on verification of signature, refer to the available original signature card. Even then, if there is any doubt refer the case to the higher authority
- g. If satisfied with the signature, verify the signature by putting the stamp 'Signature verified' and sign on it.
- h. Complete the posting work in the computer with correct amount and correct cheque number. The entry will be:

DR :Client's account
CR :Teller's Cash

- k. If the amount is within the teller's transaction authority limit and everything is in order, then the transaction gets through. Otherwise, it goes into the stack

system. In this case, the computer system gives the stack number and the reason for getting into the stack. The common reasons for getting the transaction into stack are as follows:

- i. Out of debit amount limit
- ii. Insufficient available balance.
- iii. Account frozen/blocked.
- iv. Incorrect cheque number.
- v. Dormant account.
- vi. Stop payment held etc

If the stack is for the reason - i. the higher authority will either approve it (if it is within his/her authority level) or forward it to further higher authorities for approval. But if the reason is any other than stated in reason - i, it should be brought into the notice of the operations In-Charge, who will identify the reason and take the decision accordingly.

For any case of overdrawing, Credit In-charge or Branch In-charge should be referred. For dormant account self presence and acknowledgement is required. For stop-payment case, the cheque should not be honored. If possible, the drawer should be notified for appropriate action.

- m. Note down the stack number on the face of the cheque and forward the cheque for approval to the higher authority along with the stamp "Pay Cash" on the face of cheque.
- n. The stack approving authority should also ensure that the cheque being encashed is in order with respect to all the points as mentioned above and put signature on face of cheque to mark approval.
- p. Upon approval of the stack, note down the amount to be paid on the back of the cheque denomination-wise and sum it.
- q. Get signature of the cheque presenter once again on the back of the cheque for:
 - i. Identification of the cheque presenter
 - ii. Acknowledgement of receipt of the cash.
- r. Hand over the cash to the cheque presenter.
- s. Affix "Cash Paid" stamp and sign there on with amount.
- t. The concern authority shall contact the drawer of cheque on telephone and confirm the issuance of cheque, if the amount of the cheque to be paid is Rs 10 lakh or above.
- u. Cheque amounting Rs 2 lakh or more should be paid by obtaining payee's valid ID copy.
- v. The partial payment of the cheque cannot be made.
- w. Payment of cheque amounting Rs. 5 million and/or exceeding Rs. 5 million must be made through account payee cheque compulsorily.

C. Procedures for Foreign Currency Cheque Encashment

- a. When NCC bank's FCY account's cheque is presented over the counter, the parties FCY account is debited and equivalent NRs amount is paid by applying cash buying rate on real time basis.
- b. If the diplomatic person/UN presents the FCY cheque, FCY payment can also be made over the counter as per NRB regulation.
- c. The rest of the procedures are the same as NRs cheque encashment.

II.1. Cheque Encashment under ABBS System

- a. Follow all the procedures as mentioned above.
- b. While posting the transaction, enter the account code and Branch code of the respective Branch and enter the transaction in computer system.
- c. The approving process is the same as stated above.

The following additional Inter-branch Transfer Authority has been allowed in System.

1. Transactions may be initiated at any branch for transactions pertaining to two other branches.

Example: Kathmandu Main Branch may initiate a transaction for transfer of cheque of Pokhara Branch for credit to an account maintained at Chabahil Branch.

2. Transactions may be initiated at a particular branch for debit and credit to accounts maintained at another branch.

Example: Kathmandu Main Branch may initiate a transaction for transfer of cheque of Pokhara Branch for credit to an account maintained at Pokhara Branch itself. Similarly, Call/STD accounts and Current accounts of other branches may be debited and credited by the branches where the cheques are presented for payment.

3. Such transfer transactions shall be allowed on customer accounts only to all working levels as per the authority laid down in 'Pumori Access and Authority Manual'.
4. Such transactions are to be monitored on daily basis by the respective Branch Managers and any abnormal transactions must be reported immediately.

II.2. Return of Unpaid Cheques

1. While returning cheque to the client for any reason a "Cheque Return Notification" (**specimen # 68**) is prepared with authorized signature there on giving reasons of returning the cheque.
2. A copy of cheque return notification and cheque is received and necessary charge shall be levied from the drawer's account. The copy shall be filled with transaction voucher.
3. A register (**specimen # 69**) should be maintained with following details.
 - a. Serial number
 - b. Account no & Name
 - c. Cheque no
 - d. Cheque present date
 - e. Amount of cheque
 - f. Reason of return
 - g. Charge levied
 - h. Initial

III. Foreign Currency Cash Purchase

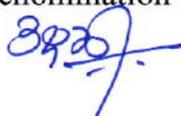
A. Indian Rupees:

Indian Rupee cash can freely be purchased by the Bank for any amount in consultation with Treasury Department and upon declaration of valid source in the prevailing cash buying rate. However, the Bank is prohibited to accept and purchase Indian Rupee note of 500 and 1000 denomination. The following procedure is adopted for Indian Rupees purchase.

- a. Get the currency notes from the customer.
- b. Check genuineness and condition of the notes carefully.
- c. Prepare the following voucher and post into the system.

Dr :Teller's Cash INR. (Apply cash buying rate)
Cr :Teller's Cash NRs

- d. Get the stack approved, if necessary.
- e. Hand over the NRs Cash to the customer after noting down the amount paid denomination wise and getting the customer's signature thereon.



- f. However, if the party wants to deposit in his/her account, then credit the party's account instead of crediting Teller's Cash.

B. Other Foreign Currencies:

FCY cash can be purchased from Nepalese as well as foreigners. Both of them should present their passport for FCY cash selling. If the seller is a Nepalese national, his/her passport/ identity should evidence the foreign trip or source of Fcy receipt that makes him/her eligible to sell Fcy cash to the Bank. The following procedures are adopted for foreign currency purchase:

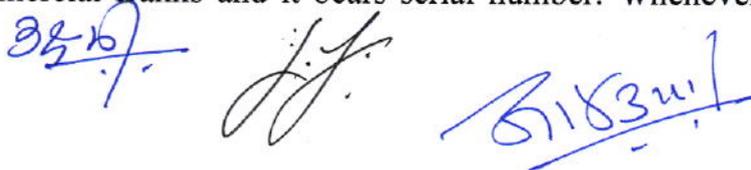
- a. Get FCY cash and passport from the seller. Ensure the FCY cash is acceptable as per NRB regulations and the rate is quoted in the Bank's published rates.
- b. Contact Treasury Department for transactions equivalent to **USD 1000 or above.**
- c. Check genuineness and condition of the FCY cash.
- d. Get photocopy of the presenter's passport showing his/her identification and arrival.
- e. Pass the entry as follows with exchange rate at the prevailing cash buying rate.

Dr :Teller's Cash FCY
Cr :Teller's Cash NRs
Cr :Commission, (if any)

- f. Get the stack approved if necessary.
- g. Issue FEER to the clients compulsorily.
- h. Hand over the equivalent cash in NRs to the customer after noting the amount denomination-wise and obtaining customers signature on the back of the voucher.
- i. FCY cash purchase over the counter exceeding USD 1000.00 or equivalent can be accepted only after physical verification of cash by the Head Teller or above.
- j. FCY equivalent to USD 1000 can be purchased from Nepalese as per NRB regulation against valid ID.

C. Maintenance Of Stock Of Foreign Exchange Encashment Receipt (FEER):

Foreign Exchange Encashment Receipt (FEER) is a security stationery .Once FCY cash is en-cashed in the Bank, FEER is issued evidencing surrender of FCY by the individual in exchange of LCY. FEER is provided by Nepal Rastra Bank (NRB) to the Commercial Banks and it bears serial number. Whenever FEER is received



from NRB, it should be kept under the custody of the Head Teller. Any movement (in or out) of FEER from stock must be entered in the FEER Stock Register putting initials of Head Teller as a proof of authorized use of the same.

IV. Foreign Currency Cash Sale

A. Indian Rupees:

Indian Rupees cash can be sold freely across the counter to a certain limit prescribed by NRB. The “**INR Purchase Application Form**” should be obtained from the client (**specimen # 70**). For INR sales, the equivalent NRs at the prevailing selling rate of NRB should be taken and following voucher is passed:

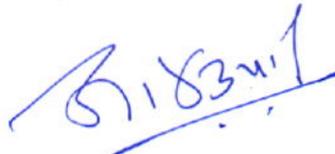
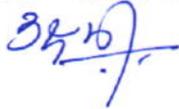
DR :Teller's Cash NRs
CR :Teller's Cash INR

B. Other Foreign Currencies:

Foreign currency sale, which can be conducted either in cash is regulated by Nepal Rastra Bank. This job is handled by Remittance Department. However, as Bills & Remittance Section does not hold cash, the amount of FCY cash to be sold to a customer should be paid from Cash Section. For FCY Cash Sale, the Tellers need to follow the procedures as follows:

- a. Get the Pay-Cash Voucher (**specimen # 71**) from the client duly approved by Remittance Department.
- b. Cross check with Remittance Department, if necessary
- c. Identify the name of person in the Pay-Cash Voucher by the signature appended at the back of the same.
- d. Confirm the person with other identities if necessary.
- e. Note down the amount of FCY being paid to the client along with the denominations on the back of the Pay-Cash Voucher approved by Remittance Department.
- f. Verify client's signature with his/her previous signature on the back of the same voucher.
- g. Hand over the stated amount of FCY cash to the client. The client's signature on the back of the Pay-Cash Voucher also serves as the acknowledgement of receipt of the cash by the client.
- h. Pass the following voucher and post into the system:

DR :Inter-Department A/C (IDT)
CR :FCY Cash (apply the cash selling rate)

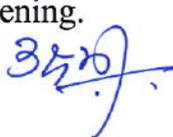


- i. If it goes for stack, get the stack approved from the concerned authority.

V. Wrap-up Jobs Of The Tellers / Head Teller

After conducting the customer's transactions during the transaction hour, the Teller needs to conduct some wrap-up jobs to balance the cash and close their counters. Such wrap-up jobs are summed up as follows:

- a. Tellers and Head Teller take out the Transaction List and verify their transactions with reference to the paid instruments and the deposit slips. Any error detected must be adjusted the same day.
- b. The cash left over are arranged currency-wise and denomination-wise and made into the packets of 100 pieces each. Such packets should be striped and signed by the Teller along with the date.
- c. The Teller notes down the total physical cash left over currency-wise and denomination-wise and compute the total of the same.
- d. The physical cash balance left over should tally with cash flow report in computer system. If it tallies, it indicates balancing of the cash of that Teller.
- e. Once the cash is balanced, the Tellers hand over the cash of bundles and packets to the Head Teller. The Teller transfers the cash from **Teller Cash** to **Cash at Vault** by "Give- Take" module in computer system. The remaining loose cash of the Teller is written in "Teller Cash Book" and is transferred to Head Teller in "**Teller Cash at Vault**" by Give-Take module in computer system. Thus the teller cash flow of each teller becomes nil at the end of day.
- f. The teller is not allowed to transfer **Teller Cash** directly in **Cash at Vault** or **Teller Cash at Vault** by performing give-take between him i.e. between same users. He/She must perform give-take with Head Teller /Operation Incharge/ BM.
- g. The loose cash is separately kept in small cash vault of each individual Teller and is kept in strong room in the evening.
- h. The Head Teller arranges the cash of 100 pieces packets into bundles of 10 packets.
- i. For FCY teller cash, all the cash should be transferred to Cash at Vault and no cash should remain in Teller Cash and Teller Cash at Vault.
- j. If anyway, it is not balanced, the Teller should book the difference amount either as 'short' or 'excess', with the approval of the higher officials. The management has its own policy to deal with such 'cash short' or 'cash excess'. The cash 'short' or 'excess' should be reported to BOD.
- k. The Head Teller prepares the Daily Cash Balance Vault Register (**specimen # 72**) currency wise and sends the cash in vault in strong room in the evening.



1. The paid instruments, receipt instruments and vouchers, if any should be bundled and sent to the concern department as decided by the management along with the Transaction List duly checked and signed by the Teller.

VI. Evening/ Holiday/ Saturday Counter

Similarly the Evening/ Holiday/ Saturday counter teller cash also needs to be balanced. Once the cash is balanced, the Tellers hand over the cash to the Incharge. The Teller transfers the cash from **Teller Cash** to **Teller Cash at Vault** by "Give- Take" module in computer system. A separate vault and **Teller cash at Vault register** is maintained for this purpose. The teller cash flow of each teller must be nil at the end of the day.

VII. Cash "Give & Take" Transaction:

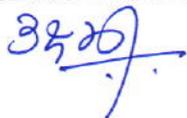
Officer in-charge/The Head Teller distributes the required amount of cash to the Tellers and retains some with him/her as appropriate. With the cash provided by the Head Teller, the Tellers conduct their transactions. The Tellers are given certain cash holding limits during the transaction hour. If any Teller is short of cash he/she can get the required cash from the Head Teller. Similarly, whenever any Teller is excess of cash over his/her limit, he/she should hand over the excess cash to the Head Teller immediately. Thus, the Head Teller monitors and helps for maintaining optimum level of cash with the Tellers. Any such cash transaction between the Head Teller and the Tellers is called 'Cash Give and Take' transaction. Sometimes, two tellers may also Give and Take, with the permission of the Head Teller. The 'Cash Give and Take' transaction is recorded in the computer system through the Give and Take module as follows:

Dr	:Tellers	Cash	(on	account	of	the	taker)
Cr	:Tellers	Cash	(on	account	of	the	giver)

This transaction has a special feature where transaction is posted into the System on account of two different users, the giver and the taker.

VIII. Cash Transfer Management.

When the branch is in need of cash transfer due to short or excess of cash or for ATM refill, branches are required to book the cash in transit in **Fund Xfr - Cash In Transit a/c** which is maintained at Corporate Office so that it becomes easy for monitoring the fund transfer between branches and other banks/NRB. Further, it becomes easier to monitor whether the overall cash in transit of the Bank comes under the limit as described in our Bankers' Blanket Indemnity Policy.



The Branch which debits the Fund Xfr - Cash in Transit a/c for sending the cash to other Branches/ Agency a/cs and/ or for receiving the cash from other Banks/NRB shall compulsorily inform the Treasury Department before executing the transaction.

All the currencies are booked in same account. In case of foreign currency transfer, the amount is booked equivalent to NPR.

This account should be nil at the close of the business hour. If it is not going to be nil at the end of day, the same should be reported to Treasury Department with a copy to BOD.

The Treasury Department shall monitor the Fund Xfr - Cash in Transit a/c maintained at Corporate Office and Reconciliation Unit, Finance and Planning Department shall reconcile the account.

A. Cash Transfer Between NCC Branches:

When a Branch has cash short, it should, as far as possible, get the shortfall met from another Branch. For this purpose, the following procedure is followed:

- a. The cash short Branch sends, by fax, a requisition letter to the surplus Branch.
- b. The letter should state the amount required duly signed by the authorized signatory and should attest the signature of the officials authorized to take the delivery of the cash.
- c. The logistic support should be arranged by the requesting Branch.
- d. To the possible extent, the Bank's own vehicle should be used for cash movement purpose.
- e. The sending Branch should prepare the required cash, taking out from the vault if necessary, fulfilling the set procedures.
- f. The cash is handed over to the nominated official after verifying signature.
- g. Take the signature of staff as acknowledgement of receipt of cash showing denominations of the received cash. The sending Branch prepares the voucher and posts into the system as follows:

Dr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office
Cr :Tellers Cash a/c

- h. The receiving Branch officials carry the cash to their Branch supported by the armed guard and an additional staff if required.
- i. The Head Teller of the receiving Branch verifies the cash with the stated denominations and passes the following voucher:



Dr :Tellers Cash a/c
Cr :General Account LCY/FCY

- j. The receiving Branch sends Inter Branch Credit Advice to the sending Branch for the amount of cash received.
- k. The sending Branch, on receiving the IBCA from the receiving Branch, responds the IBCA as follows:

Dr :General Account LCY/FCY
Cr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office

- l. Insure adequate insurance has been made for the cash in transit transaction.

B. Cash Transfer To Other Banks/NRB/Note Chest:

When a Branch is having surplus cash in view of the daily requirement or insurance limit and no other NCC Branch requires cash, then the surplus cash should be sent to the accessible other Banks/NRB/Note Chest for deposit. In such case, the following procedure should be followed.

- a. Identify the amount to be sent for deposit and prepare the cash (sorted and tagged as required) in bundles.
- b. Prepare the deposit slip of the concerned Banks/NRB/Note Chest where the deposit is intended.
- c. The deposit slip should show the denominations of the cash being deposited.
- d. Prepare a letter to the concerned Banks/NRB/Note Chest, if necessary.
- e. Send the cash to the concerned Banks/NRB/Note Chest for deposit with an authorized official in the Bank's own vehicle along with an armed guard and an additional staff if required.
- f. Pass the following entry:

Dr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office
Cr :Teller's Cash a/c

- g. It is the duty of that authorized official that he/she should not leave the cash at any point of time before getting the acknowledgement of the deposit from the receiving Bank.
- h. Once the authorized official returns along with the deposit slip duly validated by the receiving Bank, the following entry is passed:

Dr :The Agency Account maintained by Branch
Cr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office

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[Signature] *[Signature]*

- i. In case of Branch, having deposited the cash into the agency account maintained in the name of the other Branch or the Corporate Office, the following entry is passed in lieu of the entry as mentioned in the item.

Dr :General Account LCY/FCY
Cr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office

- j. Then, prepare the Inter Branch Debit Advice for the amount deposited and forward to the concerned Branch/Corporate Office for the necessary entry at their end.
- k. Insure adequate insurance has been made for cash in transit transaction.
- l. Reconciliation of the agency accounts are the responsibility of branch itself and monthly reconciliation statement of the agency accounts should be reported to Treasury Department and BOD.

C. Cash Transfer From other Banks/NRB/Note Chest

When any Branch is short or likely to be sort of cash for the daily work, cash needs to be brought from outside. Preferably, cash is brought from other Branches and if not available, then cash is brought from other Banks/NRB/Note Chest as and when applicable. While transferring cash from other Banks/NRB/Note Chest to the Branch, the following procedures should be followed:

- a. Identify the required amount and prepare the Banks/NRB/Note Chest cheque in the name of staff through IDT.
- b. Pass the following entry in the computer:

DR :Fund Xfr-Cash In Transit a/c maintained at Corporate Office
CR :IDT (for other Banks/NRB/Note Chest)

- c. Prepare an authorization/identification letter in favor of the staff. Send the staff members to bring cash in the office vehicle along with an armed security guard.
- d. The staff should get the cash from other Banks/NRB/Note Chest with proper counting against the cheque.
- e. Upon arrival of the cash at the Bank premises, count the cash and verify once again and pass the following entry:

DR :IDT (for other Banks/NRB/Note Chest)
CR :Fund Xfr-Cash In Transit a/c maintained at Corporate Office
And
Dr :Teller's Cash a/c
Cr : The Agency Account maintained by Branch

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- f. In case of Branch, having brought cash from the agency account maintained in the name of the other Branch or the Corporate Office, the following entry is passed in lieu of the entry as mentioned above.

Dr : Teller's Cash a/c
Cr : General Account LCY/FCY

- g. Then, prepare the Inter Branch Credit Advice for the amount withdrawn and forward to the concerned Branch/Corporate Office for the necessary entry at their end.
- h. Keep the required amount of cash in the counter and move the surplus amount, if any, to the vault observing the cash-in to the vault procedure.
- i. Insure adequate insurance has been made for cash in transit transaction

D. Cash Transfer to/from Centralized Cash Chest (CCC):

CCC Manages cash for entire area of Kathmandu Valley and other branches dependent on Kathmandu Main Branch for daily Cash Management following way:

- i. Receives request of Cash need of Branches and manages the same following day or same day as per the urgency.
- ii. Receives excess cash of Branches.
- iii. Cash sorting
- iv. Deposit excess cash to NRB taking account of Vault insurance limit and CRR (Cash Reserve Ratio) requirement.

a. Cash deposit

- Branch/es shall inform to Centralized Cash Chest (CCC) at Kathmandu Main Branch one day prior to such transfer so that CCC can manage their internal cash position at vault.
- Branch/es shall bring in the sorted Cash to Kathmandu Main Branch for deposit.
- Kathmandu Main Branch CCC shall receive the cash by counting bundles and individual packets. Look into sorted notes if properly sorted or not. If not sorted or poorly sorted, resorting is done at CCC.
- Kathmandu Main Branch CCC shall arrange to deposit excess cash to NRB taking following things in considerations;

- i. Cash position in the vault

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- ii. CRR requirement
- iii. Cash demand from Branch/es.

b. Cash Withdrawal

- Cash requirement of Branch/es shall be assessed by respective Branch/es in the evening prior to withdrawal date and send an email to CCC for the arrangement.
- On receipt of email from the branch/es CCC shall oversee the cash position. If CCC can manage Cash on its own, then it will arrange accordingly the same day evening. In case there is not sufficient cash in CCC, it will request Treasury Department for the NRB Cheque mentioning the amount. CCC shall collect this cheque from Treasury Department in the following day morning and rush to NRB for cash withdrawal.
- Bring cash from NRB and hand over the Branch/es as per their requirement. Branch/es should send original request letter for cash demand amount being same in the previous day email. Any alternation or deviation in cash requirement that of earlier estimation of the branch may or may not be entertained by CCC based on self discretion and availability of cash with CCC.
- CCC shall follow the Clean Note Policy circulated by Nepal Rastra Bank (NRB) i.e. all the notes brought in to the CCC must be sorted as per the policy and while facilitating cash to Branch/es Notes with red Strips (restricted for reuse) and yellow strips (un-sorted) shall not be given to the branch/es as far as practicable . Red striped bundles shall be sent to NRB for final disposal whereas yellow strips shall be retained for sorting.

c. Accounting-Cash Transfer:

i) When Branch/es deposit excess cash to CCC

a) At Branch

Teller Cash LCY/FCY	Cr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office.	Dr.
(Being excess Cash Transferred to CCC)	

b) AT CCC

Teller Cash LCY/FCY	Dr.
General A/C LCY/FCY	Cr.

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CCC shall issue Inter-branch credit advice (IBCA) to the Branch and sends the same with the branch staffs.

c) At Branch – on receipt of IBCA

General A/C LCY/FCY Dr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office Cr.
(IBCA #.....cash deposited at CCC)

ii) When Branches request Cash from CCC

a) At CCC

Teller Cash LCY/FCY Cr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office Dr.
(Cash trf to Branch.....)

b) At Branch on receipt of Cash issues IBCA

Teller Cash LCY/FCY Dr.
General Account LCY/FCY Cr.
(Cash from CCC)

Branch faxes the IBCA and sends original via courier to CCC

c) At CCC

General Account LCY/FCY Dr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office Cr.
(IBCA # cash to Branch.....)

iii) When CCC deposits /withdraws to/from NRB

a) When CCC withdraws, issues an IBCA to Treasury Dept.

General Account LCY/FCY Cr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office Dr.
(Cash from NRB)

b) When Receives Cash from NRB

Teller Cash LCY/FCY Dr.
Fund Xfr_ Cash In Transit a/c maintained at Corporate Office Cr.
(Cash from NRB)

E. Cash Sent for refilling cash in ATM

When cash is sent to ATM for refilling in ATM following entries should be passed.

Dr :Fund Xfr-Cash In Transit a/c maintained at Corporate Office
Cr :Tellers Cash a/c

After the cash is being refilled in ATM of Branch, following entries should be passed.

Dr :ATM Teller Cash a/c
Cr :Fund Xfr_ Cash In Transit a/c maintained at Corporate Office.

Branch should send the staff members to refill cash in ATM in office vehicle along with an armed security guard and adequate insurance coverage.

IX. Clean Note Policy

The bank has also adapted clean note policy as per NRB regulation. Each and every single note must be properly sorted. Following procedures has been formulated to stream line the policy.

- Every single piece of note must be properly sorted.
- Clean notes are separated from dirty/muddled notes.
- The sorted note is arranged in packet of 100 pieces and bundle of 10 packets.
- Every packet of notes is striped with bank tag with a single stitch on it.
- The name and signature of the note sorter is endorsed on the bank tag along with branch stamp and date.
- The clean note packet is striped with white bank tag, muddy note packet is striped with red bank tag and unsorted note packet is striped with yellow bank tag.
- The teller should make payment of only clean notes to the customers as far as practicable and the muddy notes should be sent to NRB for deposit.

X. Cash Vault Operations:

The modalities set out by the management for the use of the vault falls under vault operation. It includes the items approved to be stored in the vault, the officials authorized to visit the vault, the vault key arrangement, the vault visiting mechanism, cash-in and cash-out procedures and the recording system of the required details. The frequency of vault visits should be minimized to the possible

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extent and the custodians should ensure that the vault is properly locked after each and every visit.

A. Cash Vault:

Vault is the strong room where cash and cash items and other valuable documents are stored. Some definite security arrangements are made in the cash vault to protect the most liquid asset from any outside or inside threats.

B. Vault Key Arrangement:

The panel of the key holders in each Branch should be approved by the management at the corporate level and should be communicated to the concerned Branches individually. The cash inside the vault should be under joint custody of such authorized officials. Any changes in the approved vault key arrangement should compulsorily be notified to the approving authority with valid reason/s to do so. In case of any deviation regarding approved vault key arrangement, respective keys holding authority shall be held responsible for likely disciplinary action. The vault keys should be re-shuffled with its spare keys once in every six month period under intimation to Branch Operation Department (BOD).

C. Vault Key Register:

A Vault Key Register (**specimen # 73**) is maintained at the Branch level which shows the detail of key holding, i.e., name and position of the key holder, date of his/her receiving the key, the key number received and signature of the key holder as an acknowledgement of receiving the key. When the key holder is on long leave or absent due to any reason, it should be immediately communicated to the Corporate Office to obtain approval for the alternative key holder and the key should be transferred to the official approved by the Head Office (*i.e. Chief Operating Officer*). The Key Register should also be updated accordingly. Thus, at any point of time, this register shows the updated status of the key holding in the Branch.

D. Vault Log Book:

The Vault Log Book (**specimen # 73.A**) is the comprehensive record of the vault visits conducted by all the officials. It shows the date, time-in, time-out and purpose of visit and signature of the visiting officials for their each and every visit.



E. Cash out from the Vault:

At the beginning of the day, an estimated amount of cash is taken out of the vault jointly by the cash custodians. The total amount taken out of the vault is recorded in the Vault Balance Register (**specimen # 72**). The Vault Balance Register is maintained inside the vault. However a separate Cash in & out Register (**specimen # 72.A**) is maintained by the head teller where all cash-in and cash-Out transactions are recorded currency-wise and denomination-wise. At the end of the day the total amount in denomination wise is transferred to Vault Balance Register which thus shows, at any point of time, the cash balance in the vault along with the currency-wise and denomination-wise breakdown. The cash is then taken over by the Head Teller for the transaction purpose. The cash vault is properly closed after taking out the cash as above." cash-out transaction is posted into the system as:

Dr :Teller's Cash
Cr :Cash in Vault

Cash out from the vault may also be conducted in the similar manner any time during the transaction hours as and when the cash is required for the transaction purpose.

F. Cash-in to the Vault:

At the end of the day, when all the Tellers balance their cash and hand over the balance cash to the Head Teller through Cash Give and Take transaction, the Head Teller arranges the cash properly and makes it ready for cash-in to the vault. Then, the Head Teller follows the following procedure:

- a. Make necessary posting in the Vault Balance Register (**specimen # 72**) and sign.
- b. Make a voucher as follows and post into the system.

Dr :Cash in Vault
Cr :Tellers Cash

- c. Ensure that the cash balance derived in the Vault Balance Register tallies with the cash balance shown in the computer systems.
- d. Take the cash to the vault under the supervision of other cash custodians and obtain their signature in the Vault Balance Register.
- e. Close the vault duly locked with all the custodian's keys as- per the set system. It is not necessary that cash-in to the Vault Cash to be done at the end of the day only. If there is surplus cash with the Head Teller at any time even, during the day, this operation may be conducted fulfilling the set procedures.

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XI. Cash Position Management:

Cash position at any point of time is the sum of three states of cash (Cash in vault, Teller's cash and Cash in transit). In our transaction mechanism, the balance shown by the Computer System at any point of time should tally with the physical balance of each state of the cash position as mentioned above provided all the transaction are posted and approved in the computer system. Cash position sheet can be generated from the computer system at any point of time that provides cash balance of each currency under each state. This sheet is used for the cash balancing purpose. As cash position is also a cost, the Branches should try to minimize the cash position (cash holding) as far as possible, but not at the cost of liquidity of the Branch. If NRB is in easy access, any surplus cash position can be off loaded to NRB.

A. Cash in Vault:

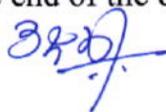
Cash in vault represents the total cash balance (both foreign and local currency) held inside the cash vault. During the NO transaction hours, the total cash balance of the Branch remains locked up inside the vault and hence, is represented by the balance shown under 'Cash in Vault' in the System. The cash in Vault should be physically verified by the Operations In-Charge.

B. Teller's Cash:

Teller's cash represent the amount of cash held by the Head Teller and the Tellers in the cash section at any point of time. At the end of the day, the Head Teller should ensure that no physical cash remains in the counter or with the Tellers and the computer balance under the Teller's Cash head is also nil. However some branches maintain balance of loose cash with the teller even at the end of the day. Separate register is maintained for such balances and is checked by the head teller physically. This balance is kept in the cash box located in the vault separately for each teller and the key remains with the teller/s.

C. Cash in Transit:

When the cash is being moved from one office to another, it has to pass through a state called 'Cash in Transit'. The state of cash from its detachment from its original premises up to its destination is called 'Cash in Transit'. This is an interim state of cash position during its movement. The accounting of Cash in Transit is also conducted accordingly. Normally, this account should also have nil balance at the end of the day.



D. Cash Position Insurance:

For security purpose, the cash position should have adequate insurance coverage. The amount of insurance may vary from Branch to Branch. The Branches need to know their respective insurance limits and maintain the cash accordingly. In case, the Branch has some excess cash position than the insurance coverage limit, additional temporary coverage should be obtained by faxing the request of that to the nominated insurance company with copy to the General Administration Department, Corporate Office. Besides the insurance of cash in vault, it should also be ensured that there is adequate insurance coverage for Teller Counter and Cash in transit as per the limit prescribed by the management.

E. Guidelines for Safety Measures

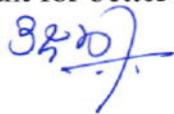
The following Guidelines for Safety Measures to be taken by Cash Department of all Branches, in order to mitigate unforeseen Operational Risks.

a. Accessibility to Cash Department : (Applicable for all existing Branches)

- i. Staff Members other than Cash Department shall not be allowed to enter in Cash Section unless otherwise permitted by the concerned authority i.e. Operation In-charge Head Teller or as the case may be.
- ii. In case of Fund Transfer to NRB/other Branches/other Banks and/or vice-versa only the Messenger(s) deployed at Cash shall be allowed to take the Cash Box from the Vault to the exit door of Cash Department and vice-versa but no Security Guards should be allowed to enter the Vault or Cash area except for the safe keeping of the guns and bullets at the end of the day or as per the practice of the Branch (es).
- iii. Customers wandering unnecessarily in the lobby must be attended forthwith with cautiousness.
- iv. All the belongings of staff such as Helmet, other bags, etc. must be kept in the locker (wherever available)/Guard post while entering into Cash Department.

b. Cash transfer to NRB /other Banks/ other Branches and vice-versa

In order to execute the Fund Transfer process the following points to be taken into account for better safety:







- i. The Branch Manager/Operation In-charge of Originating Branch should compulsorily send an email to Branch Manager/Operation In-charge/Head Teller or as the case may be with a cc to the followings:
 - a. Treasury Department
 - b. Branch Operations Department
 - c. Security Supervisor
- ii. Information regarding physical cash movement should not be shared/discussed to anyone other than the staff taking cash to/from NRB/ other Branches/other Banks.
- iii. Staff assigned for the purpose of Fund Transfer should be of at least Trainee Junior Assistant level/ Record Keeper.
- iv. Staff Identity card along with the Cash request letter of Branch/(es) must be verified/confirmed.
- v. Branch should refrain from multipurpose use of vehicle while using for Fund transfer purpose i.e. same vehicle should be prohibited in using for cash collection, clearing purpose or favoring an en-route lift to Bank officials etc. and the concerned driver should only be called upon when the cash is ready for transfer.
- vi. Security arrangement for Fund Transfer must be in compliance with the insurance agreement for the purpose of Fund Transfer i.e. Armed Guard, mode of conveyance etc.

XII. MISCELLANEOUS

- a. Before depositing the cash to NRB, the Bank, it is required to sort out clean cash notes from the soiled notes and pack separately with white stripe for clean cash and red stripe for the soiled cash (as mentioned above in Clean Note Policy para). This job is carried out under supervision of the Head Teller from time to time in such a way that the sorted notes are sent to NRB on regular basis and there is none or minimum balance of unsorted notes in the vault.
- b. Besides encashment of the customer's cheque, the Bank also has to encash Drafts or Pay Orders drawn on(Payable at) that particular Branch. The procedure for this is also more or less the same. However, the debit account in case of the Pay Order will be Pay Order Issue a/c of Issuing/drawer branch. As such instruments are mostly issued as "& Co." or "A/C Payee", transactions of encashment of such instruments over the counter is not regular.
- c. Besides deposit of cash at customer's request the Cash Section may also receive request for deposit from another department in the form of properly



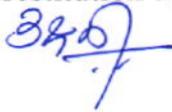




authorized Miscellaneous Deposit Receipt, MDR (**specimen # 74**). In such case, the Tellers can simply check authenticity of the MDR and accept the deposit and pass the following entry.

DR :Tellers Cash
CR :IDT (respective department)

- d. Cash Counting Machine may be used by the Tellers for their own convenience. However it is their duty to re-verify the cash even after counting the cash with the help of the machine so that there is least chance of excess or short of cash.
- e. Cash transfer between the two Branches may be done based on the packet counting, instead of piece counting. The receiving Branch can refer any error found in any packet to the sending Branch before breaking the seal, and it will be the responsibility of the sending Branch to change such packet with the correct one. While transferring physical cash to/from Branch/es, the receiving Branch may not get the appropriate time in some exceptional instances to verify the same forthwith counting each packet then and there. In such circumstances, with the consent of the originating Branch, receiving branch may receive the cash by simple bundle counts to match the transfer amount prima facie and book the necessary entries. Later on receiving Branch counts the notes at its leisure to confirm the packets. In such case, if any error in the cash count is recorded originating branch ought to undertake the restitution thereof without any dispute.



PART – III

BILLS AND REMITTANCE SECTION

1. INTER BANK CLEARING

Clearing is basically a back office function of the Bank. In a financial transaction one can settle his dues in two ways:

- He can either pay cash OR
- Issue Bank cheque

When a person receives cash for settlement, the transaction is over but if he receives a cheque, again he has two ways by which he can collect the cash:

- If the cheque belongs to a different Bank other than where he holds his account, he can either go to the cash counter of the said Bank to which the cheque is drawn on OR
- He can deposit the cheque in his Bank where he maintains his account

Once the cheque is deposited in the Bank, then the Bank plays the role of a collecting agent. The Bank collects the proceeds of the cheque on behalf of its customer. Normally, customers deposit their cheques into the Bills/ Remittance Counter and/ or Customer Service Counter.

Clearing system helps to clear cheque drawn on local Banks. Nepal Clearing House Limited (NCHL) is carrying out the function of Clearing House and Nepal Rastra Bank as ultimate settlement bank and regulator. NCHL has initially implemented and operated NCHL-ECC System in Nepal offering banks and financial institutions with an electronic medium of cheque clearing and establish a national payments gateway to facilitate electronic payments & financial transactions across banks and financial institutions within the country. Electronic Cheque Clearing (ECC) System helps to transfer cheque images electronically through a secure medium thus completely replacing the traditional physical routine of moving paper-cheques among the banks and clearing house, which has resulted in significant reduction of tedious and time consuming manual process of cheque clearing, both for banks and for the customers.

Individual banks and financial institutions are enrolled within NCHL as participating members and are responsible for their clearing operations through the NCHL-ECC System.

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Types of Clearing:

Two type of clearing takes place,

1. Local (home) currency clearing
2. Foreign Currency clearing

I. Clearing Process

A. Outward Clearing Process

- a. Regular Cheques
- b. Expressed Cheques

B. Inward Clearing Process

- a. Regular Cheques
- b. Expressed Cheques

A. Outward Clearing Process

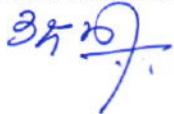
Outward clearing is the clearing of instruments deposited by our customers. These instruments are drawn on other banks/financial institutes in the same locality or outstation. The Bank forwarding outward instruments is called presenting bank and hence **NCC Bank** for outward transaction shall be referred to as **presenting bank**. Likewise the **other bank/financial institutions** where the outward instruments are drawn on are known as **Drawee Banks and/or paying bank**.

A.1 Regular Cheques

The Presenting Bank shall follow the steps as below in Outward Clearing of the Cheques deposited by the customers:

- a. **Physical examination of the Cheque**-ensure that the cheque is genuine and it satisfies:
 - i. Ultra violet (UV)
 - ii. Watermark
 - iii. Microprint
 - iv. Thermo-chrome
 - v. Cheque has not been tampered.
 - vi. Cheque in order i.e. date is correct and valid, signed by the drawer, match word and figure, drawn favoring a certain payee.
 - vii. Cheque is NOT stamped more than two times.
 - viii. Cheque is NOT stamped as a Cleared/Accepted (This stamp means the cheques is already paid by Paying Bank)

- ix. Cheque is endorsed properly.
- b. **Cheque presenting stamp**-Presenting bank shall stamp the Cheque with presentment date at the back (right hand side) of the physical cheque before scanning. In case of re- presentment, the previous stamp must be "CANCELLED" first. The Presentment Stamp shall contain the following information:
 - i. Bank Name
 - ii. Branch name
 - iii. Cheque Presentment date
 - iv. Specified stamp i.e 1cm in height and 4cm in width.
- c. **Scanning of Cheques**- Presenting Bank shall scan and capture electronic image of the Cheques along with MICR line data.
- d. **Data Entry**-following information shall be completed and entered by the user wherever necessary,
 - i. Cheque Amount
 - ii. Cheque date
 - iii. Beneficiary's Account Number
 - iv. Any correction to MICR line data in case it is not successfully captured in the scanning process.
 - v. In case of having a Non Standard Cheque a flag must be checked.
 - vi. Presenting Bank shall be liable for tampered MICR line that differs from actual MICR line on the Original cheque.
- e. **Quality Assurance**- It is an internal auditing procedure of NCHL software whereby it is assured the Cheque has,
 - i. A valid date.
 - ii. Drawers Signature/s on Cheque.
 - iii. Correct Amount in words and Figures.
 - iv. Payee's name mentioned.
 - v. Alteration/s authenticated by the drawer.
 - vi. Proper Endorsement by payee.
 - vii. The same captured data as in the MICR line data.
 - viii. Clear and readable image quality.
 - ix. The same data entry compared to MICR line.



- f. **Transmission of Cheques-** NCC Bank (the Presenting bank) submits O/W Cheques to Clearing House i.e. NCHL as soon as possible according to sessions timing.
- g. **Reply Reception and Processing-** ECC has INQUIRY feature to Presenting bank (NCC Bank) to identify the cheques accepted/returned by the Paying Banks. The Presenting bank may send the rejected Cheques for REPAIRING to send them again to ECC after the reason of return is rectified.
- h. **Crediting Customer Account-** Credit the customer account/s after receiving the Advice from NCHL for regular session not later than 16.00 p.m. of the same business day. However delay of advice, if any, due to some technical reasons is well informed by NCHL in advance.
- i. **Return processing-** Following activities are performed while dealing with return cheques;
 - i. **Advice Printing-**Presenting Bank shall print a Returned Cheque advice from NCHL's ECC software for each cheque that has been replied with rejection by Paying Bank and stamped as Returned. And such instruments are returned to the respective customer/s attached with the printed "Cheque Return Advice" form ECC showing 'THE RETURN REASONS'.
 - ii. **Cheque Returned Stamping-** Upon Rejection Presenting Bank shall stamp the Cheque with "REJECTED/RETURNED" at the back side of physical cheque (Top Left hand side). In case of re- presentment, the previous stamp must be "CANCELLED" first and another stamp of presentment shall be placed at the back side of the cheque.

A.2. *Express Cheques*

Cheques deposited by our customers for urgent clearing within first hour of banking is categorized as express cheques by NCHL. Such cheques are processed in the following manner:

- a. Presenting bank shall follow the steps as in "Outward Clearing for Regular Cheques" for the express Cheques as per the session timing for express cheques.
- b. In case of credit to the customer, such accounts are to be credited not more than 20 minutes from the time after receiving advice of the settlement from NRB.

- c. **Post Dated Cheques-** ECC accepts Post Dated Cheques (PDC) however Presenting Bank shall maintain the same till the due date and then place for presentment as above.
- d. **Stale Cheques-** Stale cheques are RETURNED automatically from the Clearing House before being received by the Paying Banker.
- e. **Maintaining Physical Cheques-** following procedures shall be applied for Physical cheque custody'
 - i. As a presenting Bank NCC Bank shall retain the physical cheques already cleared in the Paying bank for at least TWO business days before sending to the store.
 - ii. In case any request from relevant statutory authorities such as NRB, Court, Investigating Authorities, the presenting bank shall make physical cheques available within SIX business days or as per the internal policy of the bank.
 - iii. As a presenting bank NCC Bank shall preserve the Cheques cleared for at least SEVEN years from the date of payment except for the cheques under disputes or as per the provision laid down in the NCC Bank's "*Arthik Prasasan Biniyawali, 2065*" whichever applicable.

B. Inward Clearing Process

Inward clearing is the clearing of Instruments presented by **Banks and Financial Institutions (BFIs)** other than **NCC Bank** through the clearing house for the debit of our customers' account. Actually this is the claim of other **BFIs** (presenting banks) to **NCC Bank** therefore **NCC bank** is also known as **paying bank and/or drawee bank** for inward clearing instruments.

B.1. Regular Cheques- As a Paying bank NCC Bank shall perform following steps in the inward clearing for cheques sent for ECC

- a. **Early Items:-** Cheques presented by presenting banks after 14.00 pm are accepted by ECC software and are forwarded to store in a special queue called "Early Items" at paying bank's end. As soon as Today's session ends, all the cheques lined up in Early Items automatically move to Technical clearing.
- b. **Technical Clearing:-**The technical clearing shall be performed by a qualified and trained staff member of Paying Bank who will ensure the followings:
 - i. Cheque is drawn on the Paying Bank.
 - ii. Signature tallies with the Paying customer.
 - iii. Figures and words are matching.
 - iv. Alteration in the cheques is duly authorized.
 - v. Cheque is not a post dated or stale.

- vi. MICR line on the cheque image against data captured is same.
- vii. The cheque is not a stopped cheque.
- viii. The Cheque doesn't require special handling.

c. **Financial Clearing**:-Ensure followings in Financial clearing Items:

- i. Paying customer's account is not blocked/ closed.
- ii. Subject account maintains sufficient available balance.

d. **Clearing Approval**:-After completion of TECHNICAL CLEARING and FINANCIAL CLEARING get the Cheque through from respective account/s in Pumari Plus and there shall be following action in the process;

- i. Approve the payment of the Cheque to Presenting Bank
- ii. Reject the Cheque with a valid return reason(s).

B.2. Expressed Cheques :- Follow the steps as in "Inward Clearing for Regular Cheques" for the inward clearing of the Expressed Cheques within the session timing.

B.3. Stop Pay Cheques:-Update the list of STOP cheque in ECC software. ECC will verify inward clearing cheque for any match in the Technical as well as Financial Clearing stages. In case found, return such cheque with a reason "STOP PAY MATCHED".

B.4. Positive Pay Cheques:- Positive Pay cheques are *Good For Payment Cheques, Manager's Cheque, Drafts, Dividend Cheque, IPO refund Cheques*. Such positive pay cheque list may be updated in the ECC. In case of a match, user is notified at Technical as well as Financial clearing stages

C. NCHL timing for ECC system

Currently two types of cheques are in use for clearing purpose one being **MICR (Magnetic Ink Character Recognition)** cheques and another normally printed **extant cheques in usage**. Cheques clearing process of former kinds of cheques are known as "**Regular Clearing Session**" and later ones are called as "**Non Standard Session**". If the cheques are to be cleared in urgent basis, it should be processed in a different session termed as "**Express Clearing Session**". According to the type of cheques deposited by the customers the Cheque Clearing process runs ahead in the following manner;



C.1. Outward Clearing:

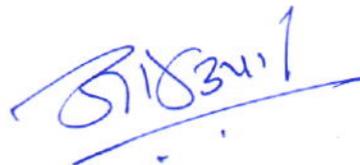
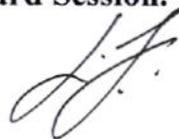
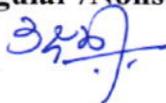
- a. **Regular Clearing Session which starts at 14.00 pm.** That means this is the latest time for receiving cheques from customers for the daily clearing session.
- b. **Non Standard Session which starts at 12.00 pm.** That means latest by this time presenting bank shall receive cheques from the customers.
- c. If the Cheques are received for urgent clearing, it shall be processed in the 1st **Express Session which starts at 10.00 am.** Presentment for this session is scheduled till 11.00 am. There may be subsequent sessions envisaged by NCHL for express cheque clearing upto 3rd clearing sessions. However currently only one session that starts at 10.00 am has been in usage by NCHL for express Cheque clearing.
- d. End reply for the Regular as well as Non Standard Clearing Session shall be done by 15.00 pm to 16.00 pm. ECC submits the Net Clearing Position for today's Regular /Non-Standard Clearing Session to the Settlement System. End of day's reports are printed and reconciliation is done accordingly.
- e. Customer Cut-Off time for receiving outward cheques should be 13.45 pm. If cheques are presented for same day clearing 13.45 onwards till 2.00 pm shall be subjected to extra charge as per NCHL rules. Outward Cheques received for Today's Regular/Non-Standard Sessions from 10.00 am to 12.00/14.00 pm are processed manually. This has been briefed in later paragraphs separately.
- f. NRB can modify daily clearing session timings as deemed appropriate and as per recommendation of NCHL.
- g. Paying/Replying Bank may ask for Session Extension for maximum 30 minutes for any sessions and is subject to a standard levy to NCHL.

What is Outward Manual Clearing?

When outward cheques are deposited by our customers within 11.45 am and 13.45 pm for today's regular /Non standard Clearing Sessions respectively such cheques can not be entered into Purnori system with value date. Therefore such Cheques are entered into ECC system directly and processed for outward clearing. This is known as manual outward clearing for the day's clearing.

C.2. Inward Clearing:

There are two sessions of Inward Cheque Clearing: - **1. Express Session 2. Regular /Nonstandard Session.**



- a. Express session starts at 10.00 to 11.00 am. That means Inward Cheques appear in the Paying Banks end within this time for Inward Cheque clearing process.
- b. By 11.30 am paying bank shall reply to the presenting banks completing all its inward processing of inward cheques. This concludes the settlement of Express Cheque clearing inward session for the day.
- c. Reply for inward Regular/Non Standard Cheques should be made by the Paying Bank within 15.00 pm. This concludes the settlement of regular/Non-Standard Cheque Clearing inward session for the day.

II. WORKING PROCEDURE OF ECC at NCC Clearing Department(s)

A. Branch's Clearing Unit (BCU): Each Branch Of NCC Bank shall work as a separate input unit of outward Cheques which is called Branch's Clearing Unit (BCU). It is an integral part of daily branch banking where following desks are responsible for entire branch level clearing system:

a. Front Desk/Receiving counter/Teller (Branch wise)

- i. Outward Cheques are deposited by the Customer to their accounts over the counter (OTC).
- ii. Such Cheques enclosed with a voucher filled up properly shall be taken over by a Teller or Head teller by examining the orderliness of the cheque and voucher.
- iii. If found correct, 2nd copy of voucher is handed over to the customer placing bank's stamp, date, time and signature.
- iv. If the cheques are deposited in the first hour and has been requested for Express Clearing, the receiver shall immediately pass on the cheque to clearing department for further processing as per the session timing.
- v. If the cheques are for Regular/Non Standard Sessions, the receiver will collect it and pass on to clearing department gradually within 13.00 pm. & 11.00 am for today's regular session and Non standard session respectively. This is known as Manual outward cheque presentation.
- vi. Cheques received after 2.00 pm and 12.00 pm shall be collected by the receiver for following day respective sessions.

b. Back Office /Clearing Department (Branch wise)

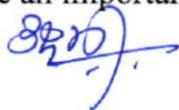
- i. Once the Cheques are received from the Teller/Head tellers, the clearing department examines the correctness of the cheque and voucher.
- ii. Separates the voucher from the cheque and keeps the vouchers in array according to the requested session. For example clearing department shall maintain a separate tray for Regular session vouchers, Non Standard Session

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- and Expressed session vouchers or as the practice may be. Then the back office user will place Bank Endorsement Stamp (**specimen # 75**) and Presentment Date Stamp (**specimen # 75.A**) on the back of the cheque along with his/her signature and date respectively.
- iii. Make the entry in the ECC pressing outward tab in the ECC and scan the cheque accordingly so that image and required details are recorded in the ECC system to transmit to the Paying bank/drawee bank. In MICR cheque almost all the details except amount, date are already captured by the system while scanning whereas non standard cheques are to be entered manually. Meanwhile accounting entry of the cheque shall be performed in the Pumori Plus software through "G1" option for value date entry.
 - iv. Attach the cheque with its respective voucher again for filing to the day's voucher bundle.
 - v. Cheque is then uploaded to **Quality Assurance** where the approving Authority will examine the orderliness of the cheque and clicks for approval if finds complying.
 - vi. At the end of day report (normally after 14.00 pm) received from NCHL, print out the list of Accepted and Rejected Cheques.
 - vii. Generate the individual cheque return slip for individual returned Cheque.
 - viii. Register the returns in the bank's cheque return register.
 - ix. Call the customer same day and hand over the cheque to him/her annexed with a return slip along with valid reason as applied by paying bank obtaining the customer's/agent's acknowledgement in the Cheque return register.
 - x. While handing over the returned cheque it must be stamped with "All Endorsements are Cancelled"
 - xi. In case the Customer requests for re-presentment, branch should maintain the custody of the cheque by placing "Returned" and "Cancelled" stamps overleaf and process for re-presentment by putting fresh "Presentment Date Cheque".
 - xii. Cheques are automatically discarded by ECC system if returns in three consecutive presentments.
 - xiii. All the items of "Rejected" status are manually uncleared in the pumari plus banking software system to nullify value date effect on such returned cheques while performing automatic realization of "Accepted" cheques.
 - xiv. Finally carry out the necessary entry when settlement is received from Centralized Clearing Unit (CCU). Entries are vided below in the Entry column.
 - xv. This department is liable for maintaining correct session timings as explained above in "C". Slip in timing as against the prescribed ones might cost on branch heavily. Therefore, following strict "Clearing Session Timing" should be an important responsibility.



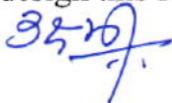
B. Cheque Inventory Management in the Branches:

As the Cheque book handling is entirely done by the Customer Service Department (CSD) of each branch/es, CSD shall ensure the proper inventory of printed cheque books in the following manner:

- i. CSD will receive requisition slip from the customer/s and check the correctness of requisition slip i.e. signature tally, date, stamp if any, requested number of leaves etc.
- ii. CSD will make a list of such requisition received till 3.00 pm , get the signature of Branch Manager and Operation in-charge and email the same to CCU front desk with a cc to Operation Incharge and Branch Manager of the branch requesting for cheque print. Requisition received 3.00 pm onwards shall be held for following day process. Requisitions as per the list are recorded in a register maintained by the CSD and should be stored. Format of "list of Cheque book requisition" is enclosed herealong. (*specimen# 76*)
- iii. When the Cheque books are received from CCU, CSD shall verify the Cheque Books physically with the "List of Cheque Book Requisition" and any discrepancy therein must be reported to CCU through Operation Incharge of the Branch. Else, send an acknowledgement email to CCU.
- iv. Branch Manager/Operation incharge shall approve the cheques individually in the system examining the detail of the cheques in "List of Cheque Book Requisition". Without approval cheques are not usable. Each branch shall be facilitated with Pumari System moduled to MICR cheque related options.
- v. Handover the cheque book/s to respective customer/s getting his/her signature in the Original Cheque Requisition slip and Cheque Book Issue register as well.
- vi. CSD of the branch shall be entirely responsible for safe keeping of such cheque books received and proper distribution thereof to the respective customers.

III. Pay Order /Manager's Cheque/Demand Draft

Since the overall routing system of payment instruments are designed to process through MICR module, financial payment system of the bank too shall be designed to suit the module. Branches shall be provided with blank cheque leaves as per their requirement encrypted with MICR coding (Cheque serial number and Bank code). Such cheques are different in color that of a customer cheque and are for the miscellaneous use of the branches as per their need such as Pay Order, Manager's Cheque, and Demand Draft NPR. As per the request/need the branch/es shall print out the cheque/s in a separately configured format (System department shall design this format) where it includes:



- a. Payee's name
- b. Amount
- c. Drawn on/payable at
- d. Headings i.e. Manager's Cheque/Demand Draft/Pay Order on the face of the cheque in the visible portion.

All the other procedure procuring such cheques and inventory management shall be same as MICR cheque management mentioned above except the requisition slip of the customers.

IV. Centralized Clearing Unit (CCU) at Corporate Office:

This is the central Cheque Processing unit where all the outward and inward Cheques being transacted through NCC Bank are processed and settled eventually. This department has its Desks as follows to carry out the process effectively.

A. Front Office

a. Management of Cheque Book Printing/Dispatch

- i. MICR cheque printing is centrally done by this department. It maintains the inventory of MICR cheques.
- ii. Based on the request received from the branch/es one of the staff members SAVES the cheque in the Pumari System and another staff starts PRINTING from his/her own Pumari user Ids. Saving and printing MICR cheques shall not be done by the same staff.
- iii. If the Cheques are cancelled while printing such cheques are to be filed in a separate folder marking "Cancelled" on the face of it and ought to be recorded in the cheque book issue register (**specimen# 77**) notified as "Cancelled" authorized by bank officials.
- iv. MICR cheques so printed and binded are recorded in a cheque book issue register (**specimen # 77**) serially.
- v. Once the cheque books are ready they are dispatched to concerned branch/es through first class courier without approving the cheque leaves in Pumori System.
- vi. "List of cheque book requisition" shall also be dispatched to the requesting branch/es along with printed Cheque Books filling up the cheque serial numbers of respective printed cheque leaves.
- vii. CCU shall develop the system to maintain copy of such "List of Cheque book requisition" branch-wise for future reference.



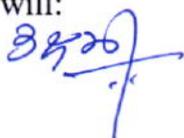
b. Management of Cheque inventory

- i. Fresh Cheque Leaves are received from General Administration Department (GAD) as per the requirement. Normally, as per the trend of the demand of the cheque books by the branch/es, such orders are to be placed to GAD when the inventory remains at 25% of total consumption of the Cheque books. For example if CCU receives 100 Cheque leaves from GAD, it should make further order when inventory comes down to 25 leaves.
- ii. On receipt of mail request from the Branch/es, Staff responsible for Cheque printing shall estimate the number of cheque required and obtain it from the staff handling Cheque inventory.
- iii. Staff handling cheque book inventory shall hand over the required Cheque leaves to Cheque printing staff recording the same in the inventory register (*specimen # 78*).
- iv. Then the Cheques are printed in MICR module as per the list attached in the email. This list an important document hence shall be kept filing separately and safely branchwise.
- v. Fresh requisition slip is so placed in between the Cheque leaves that the request could be placed after the 60% use of total cheque leaves. For example in a cheque book of 12 leaves requisition slip must be placed after the 7th leaf (60% of 12) so that customer has ample cheque leaves in hand until fresh demanded cheque book/s is/are available.
- vi. Every Cheque should contain "Cheque Leaf Recorder" just below the front cover of each cheque book.
- vii. CCU shall have Cheque Book issue register (*specimen # 77*) whereby such cheques are recorded serially & individually and sent to respective branches.
- viii. Stop payment request is handled by Branch and such cheque/s is/are stopped by Branch itself. For this purpose access to central MICR Cheque Inventory system is allowed to Branch manager/s of all the Branches.

B. Back Office

This is the unit where final settlement process of overall clearing transaction takes place and entire inward clearing functions are carried out in the following manner:

Inward section of ECC shows the inward pending cheques queued for realization. Such Cheques are lined up in the **Early Cheques** column. These are the cheques presented by presenting bank after 14.00 pm. (for **MICR Cheques**) and 12.00 pm (for **Non Standard Cheques**). With the end of day's sessions, all the Early Cheques automatically moves to **Technical Clearing** field where the entry level staff will:



- a. Check the correctness of the Cheque i.e. if cheque is in order, date, figure & word matching, drawer's sign, payees name, payees endorsement, alteration duly authenticated etc.
- b. Check whether cheque needs special handling i.e. the paying bank may ask for original cheque in case of non conformity of such cheques.

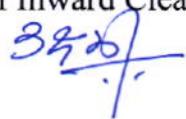
A cheque is said to be Non Confirming when

- i. Cheque does meet NRB Cheque standards, specifications.
- ii. Missing payee name, date, amount in word/figure, account number, signatures, ultraviolet fields, microprints, watermark etc.
- iii. Cheque date is invalid(Stale or post dated)
- iv. Amounts in words and figures untallied.
- v. Amended MICR line information
- vi. Mutilated cheques
- vii. Cheques with apparent alteration.
- viii. Alteration not authenticated by the Drawer.

- c. If the cheque is stopped.
Cheque passed through Technical Clearing field shall be moved to Manual CFI Clearing field, however return cheques are directly moved to Financial Clearing.

- i. **Manual CFI Clearing** stores accepted Cheques only.
All accepted cheques stored in manual CFI clearing is selected and exported to Financial Clearing by pressing "Export" tab by entry level user.

- ii. **Financial Clearing** field is to ascertain following informations;
 - The Cheque is not blocked /closed.
 - Account has sufficient available balance.
 - Select all the accepted cheques individually and severally and press approve by entry user. Then it moves to "**Clearing Approval**" of Inward tab. Approving authority checks the genuineness of the cheques and approves individually and severally.
 - Rejected Cheques can be seen in the **Master Query** –report generated by ECC for their status.
 - All the branch/es shall perform outward clearing in their respective branch/es. However CCU will be working as the centralized clearing processing unit of the Bank.
 - It follows the procedure for inward clearing processing as mentioned above unless any special treatment is required to a Cheque.
 - CCU Debit individual customer account branch wise for realization of Inward Clearing cheque claims.



- In the end of each session it squares up the balances for settlement on receipt of settlement reports from NCHL and advises the branches for their individual wrap ups. Back Office should tally the **Receivable** and **Cheque Sent for Collection Account's** outstanding balance at our banking software system to that of NCHL report before final settlement. Any deviation must be corrected/ adjusted before proceeding for final settlement.
- Each day CCU reports the transaction of each successful sessions and settlement thereof to Branch Operation Department for **authorization**.
- Charges the Branches for levy imposed by NCHL on account of individual customers for reason based returns. Reason based returns are mostly chargeable except "**Refer to Drawer(RTD)**", "**Bank Endorsement Irregular**" "**Account Closed**", "**Payment Stopped by Court Order**", "**Drawer Deceased**", "**Drawer Signature Differs**", "**No advice of Draft**", "**Image Not Clear**", "**Insufficient Fund**", "**Payees Endorsement Irregular**". *Please refer annexed list of reasons based returns and charges thereof to be levied by NCHL on each such transaction.*
- NCHL charges monthly fee of ECC for number of transactions routed through NCHL inclusive of fringe charges such as reason based return charges, late presentment charges, express cheque clearing accumulations etc. Such monthly bills are forwarded to CEO for approval through BOD and directed to Finance & Planning for payment on receipt of approval charging individual branch/es as per the appropriation.
- Appropriations of branchwise charges are done based on their stake on the total ECC transactions during the period of claim by NCHL. Such appropriation is obtained from the reports generated from NCHL software.
- Perform reconciliation on daily basis i.e. verification of intactness of Receivable, Cheque Sent for collection accounts, Customer Accounts manually credited, IDT(Interdepartmental Tickets) accounts with daily reports of NCHL and individual deposit vouchers, to the extent of reasonable applicability.

V. **Alternative provision for MICR Cheque Printing and Distribution:**

With the increase in number of branch/es of NCC Bank centralize control system of MICR cheques might have some limitations in long run. Therefore, considering the then pressure of MICR printing at CCU, MICR cheque printing/distribution responsibility may be, in future, decentralized to the Branch/es working as regional centre point to a few or many branch/es of NCC Bank in terms of

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accessibility and communication. Besides, other possible modality/measures may also be developed to simplify the process of MICR cheque distribution to the branches as the time passes by.

VI. Accounting Entries for ECC:

A. Branch level entry

a. Credit of customer account (for **Outward Cheques**)
Branch Credits the customer account on value date basis individually as below:

i. *For Local Currency*
Receivable A/C Lcy **Dr.XXXXX**
Customer A/Cs Lcy(individually) **Cr.XXXXX**

ii. *For Foreign Currency*
Receivable A/C Fcy **Dr.XXXXX**
Customer A/Cs Fcy(individually) **Cr.XXXXX**

b. **Credit of customer account (for Outward manual clearing Cheques)**
On realization of the proceeds, settlement is done by crediting individual customer accounts. Entry as follows:

Receivable Account Lcy (total of manual Cheques) **Dr. XXXXX**
Customer Account (Individually) **Cr. XXXXX**
(O/w clearing manually presented)

B. CCU Level Entry

a. **Debit of Customer Account (For Inward Cheques)**
CCU debit inward claims from other banks on an individual basis (branchwise) based on the cheque produced by them;

i. *For Local Currency*
Customer A/Cs Lcy **Dr.XXXXX**
Cheque Sent for Collection Lcy **Cr.XXXXX**

ii. *For Foreign Currency*
Customer A/Cs Fcy **Dr.XXXXX**
Cheque Sent for Collection Fcy **Cr.XXXXX**

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C. Settlement Entries

Once the settlement report is received from NCHL, verify the same with outstanding balance of Pumori Plus account, if found tallied, following entries are passed:

a. *For Local Currency*

When Receivable exceeds Cheque sent for collection

IDT A/C Lcy-Treasury	Dr. XXXXX (By net off figure)
Receivable A/C Lcy (Branchwise)	Cr. XXXXX
Cheque Sent for Collection Lcy	Dr. XXXXX

When Cheque Sent for Collection exceeds Receivable

IDT A/C Lcy-Treasury	Cr. XXXXX (By net off figure)
Receivable A/C Lcy (Branch wise)	Cr. XXXXX
Cheque Sent for Collection Lcy	Dr. XXXXX

b. *For Foreign Currency*

When Receivable exceeds Cheque sent for collection

IDT A/C Lcy-Treasury	Dr. XXXXX (By net off figure)
Receivable A/C Lcy (Branch wise)	Cr. XXXXX
Cheque Sent for Collection Lcy	Dr. XXXXX

(Figures in equivalent NPR)

When Cheque Sent for Collection exceeds Receivable

IDT A/C Lcy-Treasury	Cr. XXXXX (By net off figure)
Receivable A/C Lcy (Branch wise)	Cr. XXXXX
Cheque Sent for Collection Lcy	Dr. XXXXX

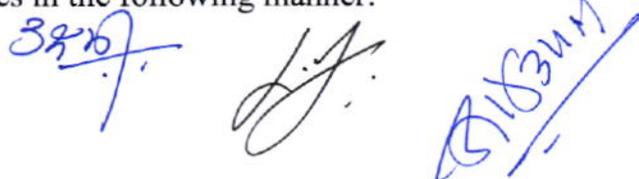
(Figures in equivalent NPR)

C.1. **Points to remember:**

After the settlement entries are passed, intimation thereof through an originating e-mail shall be forwarded to Treasury Department quoting "Your IDT account has been Debited/Credited towards the settlement of ECC transaction dated....."

VII. Treatment of Return Cheques

A. **Outward Cheques Return:** - Outward Cheque returns are totally dealt with by Branches in the following manner:



- a. Clearing Department of each branch must visit NCHL reporting system tabbing Outward Reports whereby approving authority will have an access to the list of Return Outward Cheques list among others.
- b. Print out the list of Return Cheques and go to parallel Pumori Plus system transaction module – unclear clearing transaction.
- c. Branch Authority should unclear such cheques by individual selection. This selection shall automatically adjusts the Receivable Accounts of the Branch in Pumori Plus software i.e. this unclear transaction will reverse the entry automatically as below;

Individual Customer Account/s	Dr. XXXX
Receivable Account	Cr. XXXX

This is a system generated entry.

-Thus the Return of outward cheque clearing is auto adjusted to Receivable account of Pumori Plus.

B. Inward Cheques return:-Inward cheque returns are done at CCU centrally for all the branches.

- a. Subject cheque when passed through Technical Clearing is tallied for balance in Pumori Plus system, if the Cheque is to be returned due to RTD(Return to Drawer) or any Technical reasons whatsoever, it doesn't move to Manual CFI, it is automatically moved to Financial Clearing where it is not approved by the approving authority and remains rejected.
- b. Since CCU performs one to one entry for Cheque sent for Collection for Inward Cheques for already accepted Cheques, Cheque sent for collection is balanced accordingly in the Pumori as well as NCHL report.

VII.1.Points to remember:

- a. Outward returns Cheques list (to be extracted from reporting system of NCHL software) must be individually and diligently unleared from Pumori Plus "Unclearing Transaction" tab failing which Outward total of NCHL report will not be matched with total Cheque Receivables in Pumori Plus.
- b. In no circumstances Inward returns should not be selected in "Financial Clearing" of NCHL ECC software, if selected erroneously it will be treated as accepted item and Inward total of NCHL report will not be tallied with Cheque Sent for Collection total in Pumori Plus.
- c. In ECC bulk selection for approval/rejection is strictly prohibited to avoid errors. Hence individual diligent selection of each item is very much desirable to prevent any financial mishaps.

VIII. WHAT IS A MICR CHEQUE?

MICR is an abbreviation to Magnetic Ink Character Recognition. MICR cheques are when swiped through a scanner; the information magnetized within the printed ink is captured to the NCHL ECC software system automatically. Thus it is a characteristic of printing ink which is embodied to a special printer with special font designed called **E-13B TROY FONT**. There are standard specifications for MICR ink and printing module as laid down by Nepal Rastra Bank (NRB) in its circular no. 11-2069/70 dated 2069/09/01. These specifications except MICR characteristics are already taken care of by the assigned vendor of MICR cheque. Therefore Bank need not worry about specification compliances. However some prominent features of MICR cheque are as below:

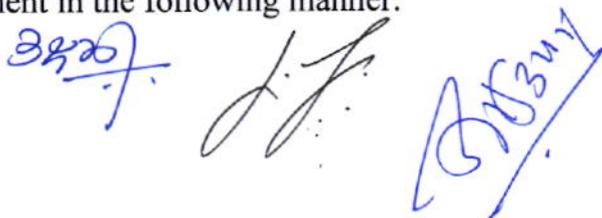
- a. The Cheque carries a standard watermark with the word "NEPAL".
- b. Aqua-fugitive (water soluble) security pattern micro print i.e. a drop of water in the cheque fades away its color.
- c. Pantograph security feature with hidden word "VOID" that are designed to appear on photocopies only.
- d. Ultra Violet (UV) text "NCHL-ECC" on the fields viz. the Payee's Name, Amounts in Words and amount figures fields.
- e. Name of the Cheque Printing press vertically along the left edge above the MICR clear band.

VIII.1. Points to remember while handling MICR Cheques: Since the MICR cheques are sensitive by its nature proper handling thereof must be ensured as below:

- a. MICR Clear band is the bottom white space of the cheque where MICR font is encrypted while printing. No writing or interference in this area (front and back) is permitted.
- b. Signature must be placed within the space allocated or not towards MICR clear band.
- c. MICR cheque should be accepted if numerals (0-9) and special four symbols are encrypted on the MICR clear band. If ABC or XYZ is encrypted instead of these signs and numerals cheques are not genuine. *(Please vide the enclosed sample)*

IX. PROCEDURE OF REQUESTING FOR ECC ROLL OUT/ADDITION/RENEWAL/DELETION OF USER IDs

Branches pending ECC Roll out may forward their request to BOD for ECC enrollment in the following manner:



- a. Send a memo to Chief Executive Officer (CEO) through Branch Operation Department (BOD) requesting for ECC roll out approval.
- b. Upon approval respective branch shall
 - i. Procure Scanner/s as per the requirement seeking approval from CEO through General Administration Department with a CC to BOD.
 - ii. Write an email to Human Resource Department requesting to arrange for ECC Training in any nearby branch/es or Kathmandu Main Branch to an assigned Staff member of the Branch with a cc to BOD.
 - iii. Send an email to BOD for USER ID Digital Certificate from NCHL to carry out daily ECC transactions at the branch. While requesting for user ID Branch manager shall send names and their Purnori user IDs to BOD assigned with powers such as Approving Authority and entry level.
 - iv. BOD shall request NCHL for Digital Certificate (DC) of respective users.
 - v. Upon receipt of DC from NCHL (NCHL confirms it through a simple return mail) BOD shall ask System Department to install the same to respective branch under proper intimation to them.
 - vi. Having all these preparations in place, Branch can operate ECC successfully.
- c. Addition of User Ids: Additional ECC User IDs when required shall be requested as above ii (c).
- d. Renewal of User Ids: Renewal of ECC user Ids are done at the request of the Branch manager with a detail as above in ii "c".
- e. Deletion of User Ids: Branch Manager's request for deletion of user IDs shall be forwarded to BOD.

X. Treatment to Existing module of Cheques:

There might be remaining of Old module cheques (other than MICR Cheques) with the customers of NCC Bank or with the respective beneficiary pending realization. If such cheques are presented through Inward Clearing and/or over the counter (OTC), Branches shall entertain such cheque/s under advice to the customer/s to collect MICR cheques in lieu from respective branch/es forfeiting remaining old module cheques forthwith so far as possible.

NOTE: Though the bank is conducting Clearing of Cheques etc. through Nepal Clearing House Limited; Clearing of Cheques/ Drafts amounting Rs. 100.00 Million (Rs. Ten Crore) or above shall be done through Nepal Rastra Bank manually until further notice. However this is a temporary arrangement.



2. CLEAN COLLECTION

The cheques drawn on outstation Banks also needs to be collected in following procedures:

I. Inter Bank Clean Collection:

If cheque drawn on outstation Bank (non-member of Nepal Clearing House Limited) is presented, cheque is sent to Drawee Bank directly or through some correspondent Banks for realization.

Procedures:

- a. At the time of accepting cheque from customer, verify:
 - i. Title of cheque to ensure that deposit is legitimate,
 - ii. Drawee Bank and its Branch
 - iii. Details in deposit slip
- b. Make following endorsement in the face of the instrument:

"Payees account will be credited upon realization. Please pay to the order of yourselves"

(Authorized Signature)

For, Nepal Credit & Commerce Bank Ltd.

- c. Enter details in OBC Register (**specimen # 79**) and give reference number to each instrument at the face of the instrument.
- d. Following entries are passed:

DR :Cheque Receivable A/c
CR :Cheque sent for collection account (Contra entry)
Description :OBC No. Ref. No. NCCB/OBC/BRANCH
CODE/YEAR/SERIAL lodged

- e. Prepare Cash Letter (**specimen # 80.A**)

Cash letter is covering letter forwarded by our Bank to another along with cheque/ bills for collection with necessary instructions to forward proceeds thereof. This is prepared in two copies.

- f. Cheque attached along with the cash letter is sent to Drawee Bank.
- g. Deposit slips of clients are filed in a ring file (OBC file) along with copy of cash letter and photocopy of instruments.
- h. The payee Bank then forwards their cheque (may be NRB cheque, their Manager's cheque etc) favoring us payable at the local clearing after deduction of their charges if any.
- i. Following entries are passed at time of realization:

CR :Cheque Receivable A/c
 DR :Cheque Sent for Collection account
 Description :OBC Ref No. NCCB/OBC/BRANCH
 CODE/YEAR/SERIAL reversed.

- j. Then the cheque is sent again for collection to the clearing house by crediting the party's account. After realization of the cheque following entry is passed:

DR :Party's account
 CR :Clean Collection Commission + Postage

Once cheque is realized, realization date is marked in OBC register.

- k. If the cheque is returned unpaid, following entries are passed:

DR :Cheque/Bill Sent for collection account
 CR :Cheque/Bill Receivable account
 Description :OBC Ref No. NCCB/OBC/BRANCH
 CODE/YEAR/SERIAL returned

The charges (as per Bank rule) are recovered by debiting party's account and crediting commission account.

- l. **Monthly reconciliation of OBC:** Remittance Department must do monthly reconciliation of outstanding OBC items to find out whether total amount of OBC shown in OBC register and system tally. The reconciliation can be done in the register tallying the outstanding on Cheque/ Bill sent for collection and Cheque/ Bill Receivable account itself.

3/2/10

[Signature]

15/10/3m

II. Inward Bills for Collection:

- a. As cheque is received, following procedures are performed:
- Enter the details into IBC register (**specimen # 80.B**)
 - Verify:
 - State of cheque (Torn, soiled, mutilated etc.)
 - Date of cheque (Post dated, stale etc.)
 - Amount in word and figure of cheque
 - Proper endorsement of payee
 - Sufficient balance in account
 - Signature of drawers with stamps, if any.
- b. If the cheque has been forwarded by another Bank then issue NRB/ Agency cheque or NCC Bank's Pay Order/ Manager's Cheque payable in that city favoring that Bank after passing following entry and recovering the Bank commission. If Pay Order/ Manager's Cheque payable at one of the branches of NCC Bank is issued; then Inter-branch Credit Advise should be sent to the Paying Branch instantly.

DR :Party's account
CR :Commission
CR :NCC Gen. A/C/NRB/IDT/Agency (whichever is Applicable)
Description :Cheque No. NCCB/BRANCH CODE/IBC _____ paid,
(Party's name)

3. BILLS/ CHEQUE PURCHASE:

I. Importance of Cheque/ Draft/ Bills Purchase:

Purchase of cheques/ draft is another function of Remittance Department. However at this time Bank not only acts as clearing agent but also as financing function. Cheque purchase also involves risk because there is always fear of bouncing of the cheque. Therefore while purchasing cheques, following points should be noted:

- a. The party is regular, creditworthy and sound with satisfactory transaction record. Though it is always safe to purchase Good for Payment cheque, the signature needs to be verified with signature booklet of the respective Bank. If the booklet is not available, Branches may get it verified through Treasury Department/ Correspondent Banking Department.

- b. Apart from the beneficiary we should also ensure that the drawing party is genuine. Accessing of the drawer also helps to hedge the risk.

II. Procedure:

- a. Obtain application for purchase of cheque/ draft/ bills from the applicant (**specimen # 81**) which also serves as indemnity.
- b. Verify signature in application form.
- c. Verify the title, date and endorsement of the cheque
- d. Forward the cheque along with application form for approval for Bills Purchase to the competent authority.
- e. After obtaining the approval enter the details in the Bills Purchase Register (**specimen # 81.A**).
- f. Stamp the Cheque with BP number
- g. Then pass the following entries:

DR :Cheque Purchase A/C
CR :Commission (As per Bank's rule)
CR :Party's account
Description :Ref /NCCB/CP/BRANCH CODE/YEAR/ SERIAL
cheque purchased

- h. Send cheque for collection and realization is as per same procedure outlined under 'Outward Bills Collection' (which ever is applicable) with the following entry:

DR :IDT / Agency (whichever is applicable)
CR :Check/BILLS Purchase A/C

If any charge is deducted on the proceeds by corresponding Bank then, the same need to be recovered from client's account as "Other Banks charges with the reference".

If cheque is not realized within stipulated time, charge overdue interest as follows:

DR :Client's A/C
CR :Overdrawn Interest Bills Purchase

In case of cheque returned unpaid, highest interest rate should be applied effective from day one.

- i. The cheque/ draft purchase of Walk-In customers is strictly prohibited; it is encouraged to purchase cheque/ draft of the borrowers of the bank upon their request, if they need the cash in urgent business purpose.

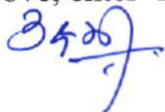
4. **FUND TRANSFER THROUGH INTER-BRANCH CREDIT ADVISE (IBCA):**

When a Walk-In Customer/NCC Bank customer requests to transfer money from one branch to another branch of NCC Bank for the purpose of acquiring the money by a Non-Customer at the other end of NCC bank; the same shall be transferred through an Inter-branch Credit Advise (IBCA) completing the following procedure:

- The applicant shall fill up the Remittance/ Fund Transfer request Form (**specimen #82**) with the details of Sender like Name, Contact Number, Amount, Source of Fund, Purpose, authorized signature etc. with Receiver's details like Name, Contact Number, Identification (Citizenship Number/ Valid Driving License Number/ Passport Number/Valid Employee ID etc.), Name of the receiving branch.
- In this mode of fund transfer both the applicant and beneficiary do not need to have account with our Bank to avail this service.

I. **Procedure:**

- a. Verify the details in the request form.
- b. Prepare miscellaneous deposit receipt for the amount to be transferred plus charges, get it approved and hand over it to the customer for cash deposit over the cash counter. If the payment is through cheque/ account, then verify the signature with specimen signature available with Bank. Enter detail in Inter-branch Credit Advise Register (**specimen # 83**) and Inter-Branch Credit Advise (**specimen # 83.A**). Prepare the Credit Advise which consists of following details:
 - Date
 - Branch name
 - Amount in figure and in word
 - Beneficiary's name and Identification Number with Contact Number
 - Applicant's name and address with Contact Number
 - Settlement mode
 - At least Two Authorized Signature(s) of Bank Officials
- c. After, preparation of Inter-Branch Credit Advise with the details as stated above, enter following entries:



Mode of payment - Cash:

i. Cash Department

DR :Teller Cash (NRS)
CR :IDT (NRS)

ii. Remittance Department

DR :IDT (NRS)
CR :Commission (as per Bank's rule)
CR :NCC Gen. A/C
IBCA No., Name of Branch, Beneficiary's name

Mode of payment - Cheque: (Transferring Person having account with our Bank)

i. Remittance Department

DR :Party's account
CR :Commission (as per Bank's rule)
CR :NCC Gen. A/C (Bills and Remittance)
IBCA No., Name of Branch, Beneficiary's name

- d. Forward the entries along with IBCA (with details of Receiver) to the Operation In-Charge/ Branch Manager for verification.
- e. Fax/scan the IBCA to the corresponding Branch immediately and mail the original copy through authentic courier.
- f. Upon receipt of such transfers; the responding branch shall:
 - i. Verify the details mentioned in the Inter-Branch Credit Advise and Obtain a Copy of Identification of the Receiver; verify the copy with the original one. In general telephonic communication for verification is desirable between the branch/es so far as practicable.
 - ii. Verify the authorized signatures of the Branch Officials
 - iii. Enter detail into IBCA Received Register (**specimen # 72**)
 - iv. Make the following entries and handover the cash transferred through IDT Debit Voucher to the beneficiary/ Receiver through Cash Counter
 - v. Entries at remittance department

DR :NCC Gen. A/C (Bills and Remittance account)
CR :IDT (NRS)
Description, IBCA No & Branch







vi. Entries at Cash Department

DR : IDT (NRS)
CR : Teller Cash NRS

5. **FUND TRANSFER:**

This is one of the common services that Banks provide to its customers. This service is getting more and more important among Banks due to increasing volume of trade, tourism and due to safety reasons. Thus, efficiency and speed of fund transfer is one of the important parameter in judging Bank's customer service standard. An efficient fund transfer service is a great image builder for Bank, as it is major customer interface point. Fund transfers through Banks are safe, fast, inexpensive and very simple.

There are various instruments used for funds transfer service. Normal consideration for choice of one particular instrument is based on factors such as speed, cost, safety, purpose, etc.

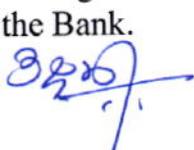
The following are instruments generally used in our Bank for fund transfer:

- I. **Demand Draft (DD)- FCY:** Bank draft is a bill of exchange drawn by a Banker on one of its agent Branch and correspondent requesting drawee Branch/ Bank to pay to a named payee or to his order on demand. Demand Draft is cost effective as compared to TT/ SWIFT transfer.

Issuance of a demand draft in currencies other than Nepalese Rupee is regulated by Nepal Rastra Bank. For, issuance of Demand Draft in Foreign currencies, the parties are required to submit certain documents to ensure its use for purpose intended and in some special instances where NRB approval is required same should be obtained accordingly.

A. **General Procedures for Issuance of Demand Draft:**

- a. Obtain filled and signed Payment Instruction Form (**specimen # 82, NCCB: 17**) from the customer.
- b. If issuance of draft is against cash deposit, prepare Inter-department deposit slip, obtain approval of Departmental officer in slip and ask client to deposit cash to Cash Department.
- c. Instead of cash deposit, if client requests to debit his/ her account for issuance of DD, ensure that there is sufficient balance in client's account and the signature in Application form is duly verified with specimen signature in the Bank.

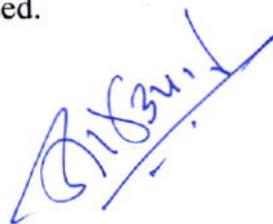
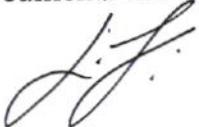
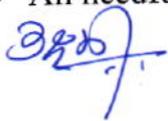


- d. Draft can either be made in the name of a person (favoring applicant him/herself only) or in the name of the firm/ company etc.
- e. Make entry of details of issuance of demand draft in Draft Issuance Register (**specimen # 84**) of particular demand draft.
- f. Pass following entries:

DR :Customer's account or (IDT)
CR :Commission account
CR :Customs Margin Account – **wherever applicable.**
CR :NCC Gen. A/C / IDT / Agency A/C (whichever is applicable)

For issuance of margin cheque make following entries:

- DR :Customer's margin account - **Only needed in case of import of goods**
CR :NRB margin account
- g. Prepare inter-Branch credit advice to transfer fund to Treasury Department, Corporate Office showing FCY amount, exchange rate (sell to treasury), Draft Number, LCY amount, etc.
 - h. Obtain signature of two authorized signatories in inter Branch credit advice. The signature should be as per signing authority prescribed by management.
 - i. Generate Demand Draft (**specimen # 85**) containing date, name of payee, amount in words and figure and the name of the drawee. Also protecto-graph (cheque writer) the amount so that there shall be no possibility to alter the amount. If the draft contains some paisa also, the protecto-graph should be marked with Rs. 1 addition. Preferably use electronic type writer or computer print whatever possible to prepare demand draft for clarity, uniformity and good looking and to avoid any forgery. If the DD is to be hand written it is better to write in PRINTED (Capital) letters for clarity.
 - j. Write details of draft in counter foil also wherever applicable.
 - k. Obtain signature of two authorized signatories on the face of demand draft. The signatories should be either both A Category or from A category and B category, bearing signature number.
 - l. Before signing, the officer must ensure that
 - The contents of the draft are exactly as mentioned in application form.
 - The amount of draft and handling charges are recovered by debiting client / through cash deposit/debiting the party's account.
 - Issuance of draft is in line with NRB regulation.
 - All needful documents are enclosed.

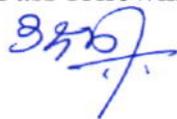


- m. As a token of fulfillment of condition mentioned in procedure above the signing officials should initial in counter foil of draft (wherever applicable) and also in Draft Issuance Register and the Application form.
- n. Deliver the draft to customer obtaining acknowledgement of receipt of the same in photocopy of draft and file the draft application form and or documents.
- o. The ink used to write the contents of the draft should be black or blue, in case of hand written drafts. In case of any alteration while writing the contents; bank officials should authorize such alterations. However avoid such alterations to the possible extent.
- p. Draft issued in FCY including Indian Rupees should be marked as 'A/C Payee' compulsorily.
- q. **Amendments in the contents of already issued drafts:** Once the draft is issued, the contents thereof shall not be changed. However, if there is any mistake noticed in the contents of the draft due to clerical negligence, the issuing branch shall edit the draft with proper authentication or a fresh draft may be issued as per the sensitivity. If the changes are requested by the customer/s in the draft; branch may entertain any such bonafide request on its own discretion. Until and unless the case is genuine, such requests should no longer be entertained by the branch/es and should cancel the Demand Draft'.

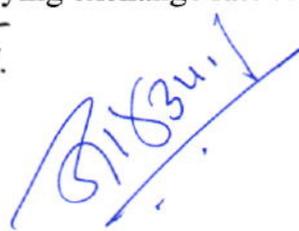
B. Cancellation of Demand Draft:

In some cases, demand draft needs to be cancelled if not utilized for the purpose intended. The procedure for the same is described below:

- a. Obtain request from customer in writing stating his/ her clear instruction to cancel the said draft.
- b. Obtain demand draft (original instrument) to be cancelled and ensure:
 - The Draft is issued by your Branch
 - There is no alteration in the draft
 - There is no crossing stamp or endorsement of any other institutions in the draft. If there is any endorsement and crossing stamp ensure that concerned authority has canceled the same
 - Signature appearing in draft is verified with specimen signature of the Bank officials
- c. Verify the signature of the applicant with the signature on original Application form.
- d. Put "CANCELLED" stamp on the face of the draft and over documents presented at the time of draft issuance. And also mark cancelled in Draft Issuance Register.
- e. Pass following entry applying buying exchange rate to convert FCY to LCY







- DR :NCC Gen. A/C / IDT / Agency Account (**whichever is applicable**)
 CR :Charges Draft Cancellation (to open wherever required)
 CR :Customer's account / IDT (for- cash release)
- f. If client has no account with Bank, then refund cash to client through Pay Cash Voucher duly authorized/ approved by concerned officer of the department.
 - g. Issue Inter Branch debit advice (IBDA) to advise Treasury Department, Corporate Office with complete details, like: draft number, FCY amount, exchange rate (buy from treasury), LCY amount, draft issued date, payee's name etc. Get approval of two authorized Bank officials in inter Branch advice and send by mail along with the instruction to reverse previous transaction made at the time of issuance of the DD.
 - h. If the drafts is/are issued at the request of Public Limited Company, Government or any Semi-Government entity; an authorized letter requesting the cancellation of such draft has to be obtained.

C. Stop Payment/ Loss of Demand Draft:

Obtain request from client in writing stating the reason for stop payment and:

- a. Verify signature in stop payment request with specimen signature in Bank in case of account holder.
- b. Verify signature in stop payment request with signature in original draft application form, in case of non-account holder.
- c. Please note that only purchaser of draft (ordering party to prepare draft) can instruct Bank for stop payment.
- d. Confirm with Treasury Department, Corporate Office to check NOSTRO account to find out whether the draft has already been paid or not.
- e. If NOSTRO account shows no debit, then put remarks in related Draft Issuance Register as "Stop Payment".
- f. Recover swift charge applicable while sending message to drawee Bank for stop payment passing following entry:

For account holder:

DR :Customer's account
 CR :Draft Issuance/ Telex / SWIFT charges
 CR :Stop Payment Charges

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For non-account holder:

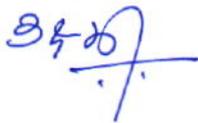
DR :IDT
CR :Draft Issuance/ Telex / SWIFT charges
CR :Stop Payment Charges

- g. Prepare a SWIFT message to dispatch to correspondent Bank without delay, requesting them for "Stop Payment" giving full details like - draft number, issued date, currency, amount, payee's name, reason for stop payment, etc.
- h. Get approval of two authorized signatory to the SWIFT / Telex message and hand over message to Telex / SWIFT unit for actual transmission of message.
- i. Wait for the confirmation of drawee Bank that draft is still unpaid and they have executed "Stop Payment" remark in their system.
- j. Update Stop Payment Register (**specimen # 86**) making entry of details of draft to be stopped for payment. The stop payment register indicates when draft will be stale (i.e. completion of 6 months from the date of draft) and draft amount becomes payable to client.
- k. After draft becomes stale, re-confirm the status of payment of draft in NOSTRO account with Treasury Department. If the draft is still unpaid, refund amount to the customer.
- l. For refunding of the amount with inter-branch entry (in case of Branch) follow same procedure given in procedure for draft cancellation.

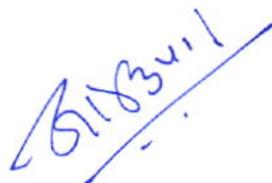
II. Telegraphic Transfer (TT)/ SWIFT Transfer:

This is the most widely used mode of fund transfer in international trade and other purposes as well. In case of TT, originating Branch sends TT/ SWIFT message to its correspondent to make payment to the beneficiary either by crediting beneficiary's account with them or with any other Bank. TT/ SWIFT is expensive mode of fund transfer as compared to Demand Draft/ Pay Order. It involves remittance charge plus cost of TT/ SWIFT message but is much faster than Demand Draft.

SWIFT stands for Society for Worldwide Inter-Bank Financial Telecommunication. A group of Banks came together to create common facilities for fund transfer and to share commercial information which is very efficient both service as well as cost wise. SWIFT is the easiest way available for transfer of funds anywhere in the world because anyone can get the money within 24 hours worldwide. Its authentication mechanism is in-built in system itself which gets operative after BKE (Bilateral Key Exchange) arrangement. Messages among







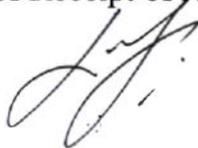
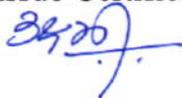
subscribers are transmitted with standardized code. Certain Bank officials only are given access to authorize messages through SWIFT.

A. Procedures:

- All the procedures and NRB regulation for TT/SWIFT transfer in FCY is same as issuance of demand draft. Obtain the beneficiary's Bank detail, account number, correspondent Bank detail needed while preparing TT/SWIFT message, ask customer to fill up Supplementary Form for TT/SWIFT request (**specimen # 87**) used for the same.
- Recover TT/SWIFT charges from client in addition to normal draft issuance commission through normal transaction.
- TT/SWIFT message includes transaction reference number, ordering customer (sender name and address), currency, amount, value date, sender's Bank name, receiver's Bank name, beneficiary's Bank name and address, beneficiary's details (account number, name and address), purpose of TT/ SWIFT transfer (detail of payment) etc.
- The Fin 100 is the Message Type used for sending customer remittances through SWIFT.
- Prepare the SWIFT message in the prescribed format based on application of client.
- Obtain signature of two authorized signatories in message and hand over to SWIFT department for actual transmission.
- A copy of transmitted TT/ SWIFT message should be attached along with application for TT/ SWIFT transfer and file the same encoding register number as per the register record.
- Preparation of the inter Branch advice and passing entries related to this transaction is similar to demand draft mentioned earlier.
- Input details related to TT / SWIFT transfer in TT / SWIFT Transfer Outward Register (**specimen # 87.A**) and obtain signature of authorized person signing on TT / SWIFT message in that register as a token of having checked and completed all procedure above. Before filing the copy of transmitted TT/ SWIFT message, the staff handling such messages has to indicate '**Message Found Correct**' stamp at the face of the message confirming the contents as per the request of the applicant.

B. Certificate of Receipt of Advance Payment for Export

Sometimes the parties maintaining transaction with us receive advance payments for supply of respective products from their buyers. The fund is received through us and credited into the respective parties' account. In such case the parties request us to issue Certificate of Receipt of Advance Payment for Export (specimen # 88),



which they need for custom purpose. Upon receive of such request the Bank issues the said certificate containing details of the remitting and receiving parties, amount of foreign exchange, etc.

III. Provision for issuing FCY drafts, TT/ SWIFT transfer for different purposes

For the issuance of Demand Draft and transfer of funds through TT/ SWIFT in Foreign currencies, the parties/Customers are required to submit certain documents to justify the purpose of fund transfer. For further detail please refer to relevant NRB circular as well. However excerpts are given below for your ready reference:

A. Payment of Import (except Letter of Credit) through Draft/ TT

NCC Bank shall make payment of Goods and / or Services imported from third countries (other than India) at the request of the customer/applicant to be paid in Convertible Foreign Currency through Draft, TT/ SWIFT completing following formalities:

- a. The importer MUST have been registered in respective legal authority of Nepal Government.
- b. If the firm has to be renewed periodically, then such renewals along with renewals of Income Tax Certificate have to be enclosed.
- c. Performa Invoice indicating the amount of Import to be enclosed.
- d. The payment MUST have been credited/ transferred to the account of the Supplier through Draft, TT/SWIFT.
- e. Convertible Foreign Exchange up to or equivalent to **USD 35,000** is provided at a time under this facility.
- f. Under this facility, the amount should not exceed USD 35,000 or equivalent within interval of Seven Working Days if the Applicant and Beneficiary are same. Unless the first shipment is received by the applicant no additional facilities can be availed for the same beneficiary.
- g. Import of Goods under this facility must accompany Airway Bill. This facility shall not be entertained in case of Hand Carry.
- h. Airway Bill is not required in case of goods such as Clothing, Make-up Clips, Shoes, Slippers, Edible Items etc. costing maximum USD 500 or equivalent under this facility. However, the copy of counter deposit receipt issued from Tribhuvan International Airport Custom Office is required.
- i. In case of import of goods from third countries routed through Kolkata Port, India a License to that effect issued from Department of Commerce of Nepal Government is essential.
- j. Goods under OGL (Open General License) can be imported through this facility.

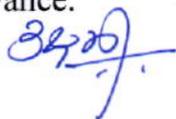
- k. The date of issuance of Draft, TT/SWIFT provided under this facility MUST be prior to the date of Counter Deposit Receipt.
- l. Obtain Bi. Bi. Ni. Form No. 3 (Ka) filled up properly by importers annexed with aforesaid documents. And also fill up Bi. Bi. Ni. Form No. 4 (Ka) at the time of issuance of DD/TT and send the same to respective custom office.
- m. All the Bill/ Invoice etc. pertaining to the transaction shall be certified by the concerned Bank/ Financial Institution and shall be enclosed to Bi.Bi.Ni. Form while sending the same to respective customs office.
- n. The banks and financial institutions have to report Nepal Rastra Bank if in case return Bi Bi. Ni. Form No. 4 (Ka) and Airway Bill from respective custom office evidencing import of goods are not submitted within stipulated time frame.
- o. 10% amount of total Exchange Facility has to be retained by the concerned Financial Institutions compulsorily while issuing Draft, TT/SWIFT as Security Deposit.
- p. Obtain declaration letter of non importation from Importers willing to import under this facility.
- q. If the seller countermands the contract and remits back the amount, the respective bank can refund the 10% margin held as above.

IV. Foreign Currency Exchange Facility for Miscellaneous Purpose

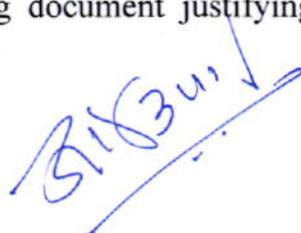
For miscellaneous purpose NCC Bank provides the FCY to the following category of customers;

A. For Person and Association, Institutions

- A person, association, institution etc. applying for the Exchange Facility must be Nepali.
- The Beneficiary of such exchange facility must be the institution, association located at foreign country. Any person residing abroad shall not be the beneficiary for the facility.
- The licensed institution must obtain the invoice or other documentary evidence showing the amount of exchange.
- Copy of citizenship and valid (renewed) registration document must be obtained if the applicant is a person or association, institution respectively.
- The Exchange Facility up to or equivalent of USD 10,000 shall be granted through Draft/TT under this facility.
- If it is taxable payments (Like Royalty, Commission, Technical Services Charge, Advertisement etc.) as per prevailing act; such Exchange Facility has to be executed only after obtaining document justifying deposit of Tax in Advance.







- Such Exchange Facility is not applicable to Capital Account Transactions (Foreign Share/ Debentures, Deposit etc.)
- Such facility is not applicable to import of goods so issuance of Bi.Bi.Ni. Form No. 4 (Ka) is no longer relevant.
- Payment to India is not permitted under this Exchange Facility.

B. For Banks and Financial Institutions

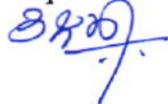
If the applicant is banks and financial institutions, they shall be availed with the FCY facility for the following purposes:

- a. Payment for import of Books, Magazines, Newspapers etc. for own use by the Banks & Financial Institutions
- b. Payment of Membership fee of International Associations/ Institutions where the Banks and Financial Institutions are affiliated to.
- c. Payment of participating fees on Training, Seminar, Meetings etc. by the staffs of Banks and Financial Institutions
- d. Payment of Communication Services (Reuters, Bridge-News, Swift Only)
- e. The beneficiary must be the institutions located in Foreign Country for the payment of such Foreign Currency.
- f. Payment of Business Credibility Information.
- g. The Banks and Financial Institutions must obtain the related invoice and enclose Advance Tax Paid Receipt, if taxable, before making payment.

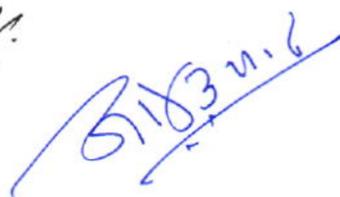
C. Providing Necessary Foreign Currency Exchange Facility to Different Organizations

NCC Bank may directly provide required Foreign Exchange Facility to the Organizations listed below for different purposes (Like: Import of Merchandise and Equipments, Membership Fee, Service Fee, Maintenance Fee, Advertisement, Payment of Lease Purchase or Lease or Lease of Aero-plane, Engine Rental Charge, Flight Expenses, Maintenance and Overhaul expenses of Engine & Parts of Aero-plane, Stall Rent, Transmission Service Fee, Transponder Fee, V-SAT Fee, Courier Service Fee, Printing Fee, Demurrage Charge, Legal Service Fee, Daily & Travel Allowances, Counseling Service Fee, Technical Service Fee etc.) fulfilling following conditions:

- a. **Name of the Organizations are as follows:**
 - i. Ministries, Departments and Offices of The Government of Nepal
 - ii. Nepal Army
 - iii. Nepal Police







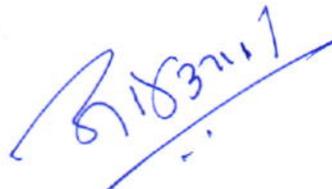
- iv. Armed Police Force
- v. Nepal Airlines Corporation
- vi. Nepal Oil Corporation
- vii. Nepal Electricity Authority
- viii. Radio Nepal
- ix. Nepal Television
- x. National News Agency (Rastriya Samachar Samati)
- xi. Civil Aviation Authority of Nepal
- xii. Nepal Telecommunication Authority
- xiii. Tribhuvan University
- xiv. National Sports Council
- xv. Trade & Export Promotion Centre
- xvi. Nepal Tourism Board

b. Conditions:

- i. The agreement paper or Invoice or other Documentary Evidence supporting the demanded Exchange Facility Amount has to be enclosed.
- ii. The payment mode of such Exchange Facility must be through Account Payee Draft or TT/Swift Transfer or L/C.
- iii. Import of materials exceeding **USD 35,000** has to be executed through Letter of Credit fulfilling the prevailing practices.
- iv. The payment mode for the Daily Allowances or Anticipated Expenses or Travelling Expenses for official travel other than India of concerned staff of the organization shall be as per the request/ requirement of the organization.
- v. As per the prevailing practices, if it is taxable payments (Like Royalty, Commission, Technical Services Charge, Advertisement etc.); such Exchange Facility has to be executed only after compulsorily obtaining document justifying deposit of Advance Tax.
- vi. Pragyapanatra, Airway Bill and Custom Duty Paid Receipt should compulsorily be obtained before making payment of fees/ charges related to 'Maintenance or Overhaul of the merchandise, Parts and accessories or equipment'. Further, after completion of necessary maintenance and overhaul of such items and return back to Nepal, the custom Pragyapanatra should be obtained.
- vii. The payment of such facility must be done directly to the Beneficiary.
- viii. The Beneficiary of such exchange facility must be the institution, association located in foreign country. Any person residing abroad shall not be the beneficiary for the facility.
- ix. If the facility is related to Import of Goods, the bank has to issue Bi.Bi.Ni. Forms as per the prevailing practices.
- x. Payment to India is restricted under this Exchange Facility.







6. Advance Payment on Convertible Foreign Currency against Bank Guarantee

NCC Bank may make Advance Payment in Convertible Foreign Currency (Except India) of Goods and/ or Services (Including Lease) imported against Bank Guarantee as follows:

- a. Documents to be obtained before Import of Goods and/ or Services (Including Lease). The following documents are to be obtained to import any Goods and/ or services in Convertible Foreign Currency by a Firm or Company –
 - i. Importer's Firm/ Company/ Entity's updated Firm's Registration Certificate
 - ii. Updated Income Tax Certificate
 - iii. Updated Tax Clearance Certificate
 - iv. Contract or Agreement Paper and Performa Invoice in the letter Head of the Supplier

- b. The following details should be clear in the Performa Invoice, Contract Paper or Agreement Paper:
 - i. Name of the Goods, Brand and if available the Model Number
 - ii. Good's Producing Country's Name
 - iii. Unit, Price, Quantity and Total Price (Amount)
 - iv. If the service has to be imported, the description regarding the same has to be mentioned in Contract Paper or Agreement Paper

- c. Payment Procedure: The following procedures has to be followed to send the Advance Payment to import any Goods and/ or services in Convertible Foreign Currency by a Firm or Company –
 - i. The goods and/ or services (Including Lease) can be imported under Prevailing Practices
 - ii. Partial and / or Full Payment shall be made in this facility. Such Exchange Facility is to be provided against Bank Guarantee Issued by Foreign Bank
 - iii. The bank Guarantee is also essential for the purpose of **import of goods** exceeding the amount of **USD 35,000** or equivalent other convertible foreign currency
 - iv. The bank Guarantee is also essential for the purpose of **import of services** exceeding the amount of USD 10,000 or any other convertible currency
 - v. The separate permission from the regulatory body i.e. Nepal Rastra Bank is required **to import the services** exceeding the amount of USD 10,000
 - vi. The Bank Guarantee must be valid up to time frame required to complete the transaction

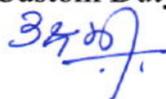
- vii. If the transaction is not completed within the prescribed time frame, the bank guarantee should be seized and the same has to be reported to Nepal Rastra Bank

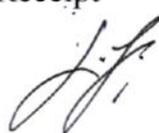
7. Exchange Facility in Indian Currency (INR)

Issuance of a demand draft and/ or TT/ SWIFT transfer in Indian Currency for trading/ business and other transactions is regulated by Nepal Rastra Bank. For, payment/ issuance of Demand Draft and payment/ transfer of funds through TT/ SWIFT in Indian Currency, the person/ parties are required to submit certain documents to ensure its use for purpose intended.

I. Trade Transactions between Nepal & India:

- a. Bi.Bi.Ni. Form No. 4 (Ga) has to be issued while making payment through Draft/ T.T/ SWIFT/ LC against Import of Goods in Indian Currency from India as per the prevailing practice.
- b. Advance Payment and Partial Payment in Indian Currency can also be provided to such Importers obtaining the Performa Invoice with clear indication of Payment Terms. However, Bi.Bi.Ni. Form No. 4 (Ga) has to be issued compulsorily in both the cases.
- c. If the party availing Partial Payment facility in Indian Currency as mentioned in the commercial document is unable to furnish the required custom documents and failed to request for issuance of Bi.Bi.Ni. Form No. 4 (Ga), details of such Importer like Name & Address, Date of availing Exchange Facility and Amount has to be reported to Foreign Exchange Management Department, Nepal Rastra Bank immediately.
- d. After custom clearance and certified by related custom officials, such Bi.Bi.Ni. Form No. 4 (Ga) has to be returned to the issuing bank directly or through the respective Importer as well.
- e. Issuance of Bi.Bi.Ni. Form No. 4(Ga) not required in case of Goods imported in credit facility. However, before making payment of such import through Draft. T.T/ SWIFT, the bank has to ensure/ obtain the following:
 - i. Performa Invoice with clear indication of Payment Terms or Document justifying Credit Sales or Payment Claim Letter indicating Bill/Invoice Number and Amount.
 - ii. Credit Bill/ Invoice
 - iii. Transport Document certifying Transport of Goods
 - iv. Custom Pragyapanpatra certifying Import of Goods
 - v. Custom Duty Paid Receipt

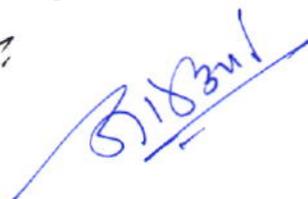
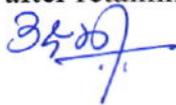






Further, the branch has to endorse original Custom Pragyapanpatra and Custom Duty Paid Receipt along with other related documents quoting the Exchange Facility Provided with official stamp and signature. Copy of such documents shall be retained by the branch.

- f. The Exchange Facility for the payment of Clearing, Forwarding, Transportation, Other rentals etc. incurred during import of Goods from India and third countries with the request letter from the paying party along with following documents submitted can be availed:
- i. Letter indicating nomination of agent to pay such amount if such amount is not paid by the Importer
 - ii. Bill/ Invoice issued to the related party by the Cargo, Clearing/ Forwarding Agent indicating the amount and purpose.
 - iii. Copy of Transport Document (BL, HBL, Consignment Note, LR, RR, CTD etc.)
 - iv. Performa Invoice/ Commercial Invoice/ other documents justifying amount of import and place (CIF, FOB etc.) issued by the exporter in the name of importer
 - v. Copy of Custom Pragyapanpatra and Custom Duty Paid Receipt evidencing the import of goods if the payment is to be made by the importer itself
 - vi. Copy of Letter of Credit to import goods or copy of Draft/ T.T. and documents evidencing import on Credit facility or self declaration letter from the buyer.
- g. The Exchange Facility for payment of Clearing/ Forwarding/ Transportation expenses etc. incurred during export of Goods to third countries accompanied with the authorized request letter of concerned party can be provided against the following documents:
- i. Letter indicating nomination of agent to pay such amount if such amount is to be paid by the agent
 - ii. Bill/ Invoice or other documents issued by the agent in the name of related party
 - iii. Copy of Custom Pragyapanpatra and Custom Duty Paid Receipt justifying the export of goods
 - iv. Copy of Transport Document
 - v. Performa Invoice/ Commercial Invoice/ other documents justifying amount of import and place (CIF, FOB etc.) issued by the exporter
- h. Exchange Facility for payment of Indian Newspapers/ Periodicals/ Magazines can be provided through Draft/ T.T/SWIFT/ Mail Transfer etc. after retaining invoice of such companies.



- i. Nepali citizen and legally registered Firm, Companies, Associations in Nepal can avail Exchange Facility up to INR 1, 00,000 to pay different kinds of Service Charge to Consulate, Association, Institution, Company etc. located at India. The bank has to obtain the Bill/ Invoice certifying the amount of exchange. A copy of Nepali Citizenship and valid registration/ other documents have to be executed if the facility is to be availed to a person or Firm/Company/ Organization/Institution etc. respectively.
- j. Exchange Facility to pay Demurrage Charge to Port Authority or related agency can be granted after collecting Copy of Import/ Export Transport Document and Bill/ Invoice received from the concerned authority indicating number of Transport Document.
- k. Copy of Bill/ Invoice and Transport Document should be obtained to provide Exchange Facility to Indian Transport/ Company against import of Goods by Nepalese Importers. Such facility can be provided in cash partially and remaining amount in other mode as well; however, such different mode of payment should be performed by a single Bank/ Financial Institution only. After, providing this facility, the original Bill/ Invoice and Transport document should be endorsed by the branch/ bank and a copy of the same to be retained for official purpose.
- l. The amount incurred against insurance or other types of insurance purposes for imported goods located at different warehouse/ Go-Down of India can be provided obtaining related Bill/ Invoice issued by related party or copy of Insurance Policy issued by the Insurance Company.

II. Exchange Facility to Nepalese Firms/ Institutions, Company, Diplomatic Mission, National and International NGOs, Government and Semi-Government Firms/ Organizations can be provided under the norms prescribed by NRB to this effect: Excerpts are given below:

- a. The amount of Exchange Facility to release Goods from Indian Railways based on Railway Challan can be provided to Government and Semi-Government Corporations such as Janakpur Cigarette Factory, Salt Trading Corporation, National Trading Limited etc. However, the certified copy of Railway Receipt has to be obtained within 15 days of providing such facility.
- b. The facility can be provided to Nepalese company that has an office situated in India to meet their Office Operational Expenses for the period of 3 (Three) months. The additional exchange facility has to be granted to such companies/parties only after submission of detail expense report of previous period. Companies who fail to submit the report within 6 (Six) months from the date of facility availed shall be reported to Foreign Exchange Department, Nepal Rastra Bank on regular basis mentioning Name of Company, Address, Date of Facility and Amount.

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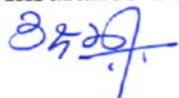
- c. If an official request from a Diplomatic Mission for certain purpose is received, the exchange Facility can be provided to them expending from their Foreign Currency Source.
- d. Authorized official letter received for Exchange Facility for Payment of participating fees on Training, Seminar, Meetings etc. for the officials and staffs of different agencies of Government and Semi-government Organizations.
- e. Different Government and Semi-Government Organizations, Licensed Banks & Financial Institutions can avail this facility for different purposes (like: Import of Goods and/ or Services, Lease or Lease Purchase, Membership Fee, Payment of Services, Maintenance, Advertisement, Software Purchase and Service, Printing, Demurrage, Legal Services, Counseling Services, Technical Services etc.) after submission of the bill/ invoice along with documentary evidence or written statement of Payment of Advance Tax. The payment of such facility must be done directly to the Beneficiary. If the payment has to effect in the name of person, approval from Foreign Exchange Management Department, Nepal Rastra Bank MUST be obtained compulsorily.
- f. Businessmen who operate their business, having been registered, in Nepal can send money generated as Profit producing the following documents:
 - i. Copy of Trade/ Business Registration and copy of Certificate of Transaction Approval
 - ii. A copy of PAN/ VAT Registration
 - iii. Tax clearance certificate of the concerned year
 - iv. A copy of proper identification of the businessmen

8. Transactions related to Inter-Bank and Financial Institutions

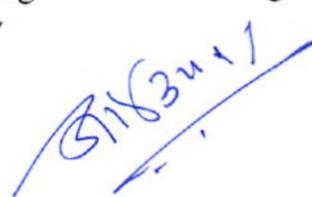
- a. Investment of Indian Rupees in the form of *Bank Deposit* in Indian Banks is prohibited for Nepalese Banks/ Financial Institutions
- b. Nepalese Bank/ Financial Institutions are prohibited to realize the proceeds of Indian Cheques sent for collection in Indian currency to their respective customers. Such proceeds are to be credited in equivalent Nepalese currency.
- c. Indian draft cannot be issued in exchange of Indian Rupee deposit i.e. Customer shall not be qualified for INR draft by depositing Indian currency to the bank.

9. Repatriation System in India

- a. The exchange facility can be provided for the deposit amount to be remitted as per the details disclosed in BI.Bi.Ni. Bha. Ru. Form No. 2 to Indian Insurance Companies operating their business legally in Nepal.







- b. On the basis of the following documents, exchange facility can be provided to Insurance Companies operating in Nepal for the amount of re-insurance to be paid in India:
- i. The original recommendation letter issued by Insurance Board in the name of concerned Bank and Financial Institution.
 - ii. Debit/ Credit Note, Invoice etc. issued by the concerned Re-Insurance Companies certifying the amount as per the recommendation of Insurance Board of Nepal.
 - iii. Advance income Tax Certificate or declaration letter to bear the tax liability for the Gross Amount to be remitted by the company itself as per prevailing practices.
 - iv. The exchange facility can be provided for the deposit amount to be remitted as per the details disclosed in BI.Bi.Ni. Bha. Ru. Form No. 3 to Indian Airlines operating their business legally in Nepal.
 - v. Obtaining valid Agreement/ Assignment, Document justifying the purpose or Sale/ Booking Details or Bill/ Invoice the exchange facility can be provided to legally registered Nepali Agencies requesting to transfer the amount for miscellaneous purposes to the concerned party/ies.

10. INR Transactions with General Public

INR facility is provided to the public as per their requirement within the limit prescribed by NRB circular to this effect for the purpose of travel, Study, Health etc. Following excerpts are laid down for ready reference to the concerned staffs:

- a. As per the request of the applicant, the exchange facility up to INR 25,000 can be provided in the form of cash as per the availability or through any other means
- b. If the request amount exceeds INR 25,000, the branch/ bank can entertain such request after obtaining the completely filled up application form and document justifying the purpose of exchange facility of the concerned person through Draft/ T.T/ Mail Transfer etc. Ticket Booking Slip or Brochure or copy of other documents in case of Religious Tour, Document issued from concerned academic institution or Brochure or document justifying purpose of education in case of Study, Prescription issued by the doctor or the related health institution/ hospital or document justifying purpose of treatment in case of health treatment can be submitted as supporting document to avail this facility. Also, the Bank/ Financial Institution shall avail such facility to the applicant subject to fulfill the required documents later on. If the person travelling to India for the purpose of Study or Health Treatment shall not be present in person at the bank counter; such facility can be provided to nearby relative or custodian etc. of such applicants.

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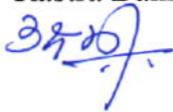
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- c. Such exchange Facility can be provided to the same person again if he/she submits the relevant documents justifying the request.
- d. The following points are to be considered if the required exchange facility is granted in the form of Credit Card, Debit Card Prepaid Card, ATM Card etc.:
 - i. Different types of cards can be issued based on applicant's account/s maintained with the bank such as debit cards for deposit accounts, Credit cards for credit card facility accounts etc.
 - ii. The banks and financial institutions are to be abide by the following terms while issuing such cards as per their internal policy:
 - The exchange facility should be provided within the limit as stipulated by NRB from time to time.
 - The facility cannot be provided for transaction related to capital expenditure.
 - Supporting Bill/ Invoice of such expenses made under Point of Sale (POS) to purchase goods and/ or avail the services shall be asked by the concerned bank and the card holder shall make it available.
 - If the expenses are made over and above the prescribed limit defying respective terms & conditions, such cards may be restricted at any time. And reporting thereof is made to Nepal Rastra Bank.
 - iii. Customers withdrawing INR 100,000 every month should be identified in regular basis by the branch/es. If not justified or found doubtful, account of such customers should be stopped forthwith and reporting of the same has to be made to Foreign Exchange Management Department, NRB.
 - iv. Transaction limit from the card is determined through the manual related to card.
 - v. The additional exchange facility required can also be provided to such card holders on the basis of obtaining necessary documents
 - vi. 75% of salary income and total Provident Fund/ Retirement Fund less applicable taxes can be provided to Indian Nationals working in different organizations in Nepal as per the prevailing law of Nepal.

11. Restriction on Sale/ Purchase and Payment of INR

- a. Sale and purchase of Indian Currency Notes of 500 and 1, 000 is strictly prohibited.
- b. BFIs are not allowed to purchase INR Currency Notes, Draft etc from the public other than Indian and Nepalese nationals.
- c. The exchange facility cannot be provided for the purpose of Payment of Principal/ Interest of Loan, Profit, Dividend etc. unless otherwise Nepal Rastra Bank's approval is obtained.



12. Pay Orders/ Manager's Cheque:

The procedure of issuing Pay Orders/ Manager's Cheque is almost same as that of Issuance of Demand Draft. Normally in NCC Bank Pay orders are used in lieu of Demand Draft NPR. DD/PO/MCs are issued favoring beneficiary as instructed by the applicant drawn on any particular branch/es of NCC Bank. DD/PO/MC drawn on any Branch/es shall not be issued to avoid reconciliation issues. For example NPR DDs issued shall be marked as "payable at Kathmandu Main Branch" instead of "Payable at any Branch of NCC bank".

I. Procedures:

- a. Verify the details in the request form.
- b. If mode of payment is through cash, prepare miscellaneous deposit receipt for the amount to be transferred plus charges, get it approved and hand over it to the customer for cash deposit over the cash counter. If the payment is through cheque or through account, then verify the signature with specimen signature available with the Bank. Cash Department parks this amount at IDT (NRS) account.

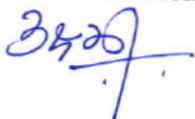
Entries:

DR :IDT (NRS.) / Customer's Account
CR :Commission (as per Bank's rule)
CR :Pay Order A/C (Originating Branch)
Description :Pay Order/DD/MC.__(Branch Name)

- c. Enter detail in Pay Order/ Manager's Cheque Register (specimen # 89) and in the computer system and generate the draft along with the Pay Order schedule, which consists of following details:
 - i. Pay Order/ Manager's Cheque No/DD
 - ii. Beneficiary's name
 - iii. Amount in word and figure
 - iv. Name of originating Branch
 - v. Name of paying Branch (Drawee)
- d. Hand over the DD/Pay Order/ Manager's Cheque to the customer after obtaining his signature in the counterfoil and DD/Pay Order/ Manager's Cheque Issue Register.

Entries at Drawee Branch

- e. **Upon receipt of the Pay Order/ Manager's Cheque/DD**
Dr. :Pay Order/ Manager's Cheque (debits the PO A/C of originating branch)



- Cr. :Customer's Account/ other account/
f. Reconciliation of these accounts should be compulsorily done on monthly basis to avoid any pending items for a long period.

13. **NCC Travel Dollar Card & NCC International Debit Card**

I **NCC Travel Dollar Card:**

NCC Travel Dollar Card is prepaid VISA debit cards, also called re-loadable debit cards or re-loadable prepaid cards, are often used for recurring payments. NCC Travel Dollar Card is plastic money, preloaded with customer desired amount (Within Maximum Limit amount or equals to maximum amount limit as per Nepal Rastra Bank) in terms of US Dollar currency and can be used in worldwide countries wherever Visa is acceptable. In addition, NCC Travel Dollar card is substitute or alternate of Traveler Cheque.

II. **NCC International Debit Card:**

NCC international Debit Card is also plastic money which provides an alternative payment method to cash. Functionally, it can be called an electronic check, as the funds are eventually withdrawn from the respective bank account.

Both **NCC Travel Dollar Card and NCC international Debit Card** are VISA Debit Cards which can be used for cash withdrawal/ balance enquiry from ATMs and also can be used at POS for purchase of goods & services.

POS: These are outlets where business transaction occurs and the sales transactions can be directly debited to the customer's bank account.

NCC Travel Dollar Card and NCC international Debit Card can be used in any of the ATMs and POS machines displaying VISA Logo for cash withdrawal, balance enquiry or purchase of goods & services from various merchants like departmental stores, hospitals, retail shops etc in worldwide countries.

NCC Travel Dollar Card and NCC international Debit Card will be under the shared service network of Nepal Investment Bank Ltd. with effective from live date Wednesday, January 1, 2014. After that live date, NCC Bank will gain a lot advantage from NIBL its own 71 number of ATMs and more than 400 numbers of ATMs of its member banks as well as there are altogether more than 1500 number of POS machines of NIBL and its member banks at merchant outlets in Nepal which means NCC Bank's customer can enjoy mentioned number of ATMs to use card for transaction with minimal cost charge and also they can use card for purchase of goods and services at POS machine deployed at mentioned number of

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merchant outlets. These two products can also be used at NPN (National Payment Network) Member Banks ATMs for cash withdrawal / balance enquiry transaction.

- I. **NCC Travel Dollar Card** is prepaid debit card which can be issued to prepaid dollar accounts which are opened by bank itself. There is no need to open dollar account by the customer. The cards issued are valid for a period of one year and shall have to be renewed on expiry.
- II. **NCC International Debit Card** can be issued to both current and saving dollar accounts. The cards issued are valid for a period of three years and shall have to be renewed on expiry.

Features of NCC Travel Dollar Card and NCC International Debit Card

- a. Card of International Brand
- b. Can be used as a substitute of Traveler's Cheque'
- c. Can be used to purchase goods and services from millions of merchants all over the world
- d. Can be used to withdraw cash from hundreds and thousands of ATMs all over the world
- e. Round the clock service
- f. No hassles of interest, penalty and hidden charges
- g. Prompt issuance and most economic charges
- h. Secured due to electronic environment
- i. Convenient reload (**For NCC Travel Dollar Card only**)

A. Procedures to issue NCC Travel Dollar Card and NCC international Debit Card:

The procedures to issue NCC Travel Dollar Card and NCC international Debit Card are listed as below for maintaining uniformity in all branches:

- a. Duly filled application form for request for a NCC Travel Dollar Card or NCC international Debit Card is submitted to Customer Service Department (CSD) by the customers of respective branches
- b. Application form is verified and approved at the branch by the concerned authorities (i.e. Operation In-charge / Branch Manager) in order to validate the request
- c. On receipt of the approved application, CSD will make a list of cards to be issued for the day as per details on the application form. The application forms should be retained at the branches and filed in the respective mandates of the account holders. The list is then mailed to the Card Department at Corporate Office for further processing (**specimen # 51**). To ensure post

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facto authorization the mailed list should be followed by an authorized signed copy. The card request list to be mailed to the Card Department should be ensured as follows:

- i. New Card Request List Number (NCRLN) should be synchronized with the serial number at the beginning of the fiscal year and the same followed throughout the year.
- ii. The list of cards to be issued should always be sent in the prescribed format. The list shall be kept on hold if any deviation is observed.
- iii. Account holder's name "**to be embossed in the card**" should not exceed 20 characters (including space between names). Avoid using Mr., Dr., Er., etc. in the card.
- iv. Account number of the customer should be written clearly with the respective branch code i.e., 003 – 0030001111115 (003- Branch Code 003000111111S –Customer Account Number). Otherwise the list will be sent back to the concerned branch for necessary correction.
- v. "Remarks" Portion of the request sheet (**specimen # 50**) should be clearly filled (i.e. Fresh issue or Renewal of NCC Travel Dollar card or NCC international Debit Card etc.)

- d. On receipt of the mails from the branches for issue of cards, the Card Department shall compile the lists and the same is sent to NIBL along with the blank cards & PIN Mailers for embossing and encoding. (**specimen #51**).
- e. Embossed and encoded cards along with the PIN mailer are received from NIBL, as per the list (**specimen # 51**), after completing the necessary process at their end generally within one Working day'
- f. Embossed & encoded cards and the PIN mailer are segregated at the Card Department and dispatched accordingly to the respective branches'. It should be ensured that the card and PIN mailer are not damaged' Otherwise, it should be sent back to NIBL for replacement.
- g. Branches should ensure that the cards and the PIN mailers received at their end are as per the list sent from their ends. The acknowledgement of receipt should be faxed to the Card Department.
- h. The branches should also ensure whether the cards have been properly embossed and the PIN mailers have not been damaged in transit' If any discrepancies are noticed, the said card along with PIN mailer should be kept on hold for reprocessing.
- i. Card along with the PIN mailer are handed over to the respective account holder(s) and the same is recorded in the Debit Card Issue Register (**specimen # 52**) as a proof of delivery. The customer who wants NCC Travel Dollar card should be given the customer card receipt letter for NCC Travel Dollar card (**specimen # 90**) and the customer who wants NCC International Debit Card should be given the customer card receipt letter for NCC

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International Debit Card (**specimen # 90.A**) whichever required. In addition the customer cover letter (**specimen # 91**) also have to be issued to respective account holder(s) from CSD during issuance of the mentioned card and the customer signed card receipt letter should be filed properly.

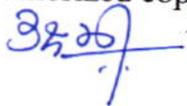
- j. Only after the card along with PIN mailer is handed over to the customer, branches should send a mail followed by an authorized copy to the Card Department for activation thereof (**specimen #55**). This is an important process from the security point of view and any and any deviation in this regard shall not be accepted.

B. Joint/Supplementary Card holder:

- a. NCC international Debit Card may be issued in joint accounts and/or as a supplementary card. However in any case, the account holder shall be liable for all transactions, charges and fees levied to the account. In case of Joint accounts, card can be issued if and only if, the account is operated by any one single signatory. However, card cannot be issued where more than one signatory is required.
- b. Fresh supplementary card issuance request (**specimen # 50**) should be entertained by obtaining written request from the account holder(s) along with properly filled KYC form of supplementary card user(s)
- c. Signatures of account holder(s) and the supplementary card user(s) should be obtained in the application form as required
- d. The form should be properly verified and approved by the concerned authority to validate the request'
- e. Maximum one Supplementary NCC international Debit Card can be issued to each individual USD account maintained/opened at NCC Bank Ltd.
- f. But in case of NCC Travel Dollar Card, Supplementary Card cannot be issued because of its prepaid nature and of its eligible criteria for issuance as mentioned in this modality.

C. Card Activation

Based on the nature of request by the branches, the Card Department executes the requests of activation, block/unblocking, refreshing PIN code etc. on real time basis. The Card Activation Program is located at the Card Department for facilitating the same. The request mail to the Card Department for activation of cards shall be sent by the Branch Manager/Operation In-charge and not the person delivering the cards or PIN mailers to the customers. The mail should be followed by an authorized copy as per the format (**specimen # 55**).



D. Steps / Procedures in case of loss of NCC ATM/ Debit Card:

- a. A request letter pertaining to loss of debit card(s) and instruction thereto to block/stop lost cards should be obtained from the accountholder (s) (**specimen # 56**). However verbal instructions may also be considered on practical ground subject to obtaining written instruction, not having contrary to the prior instructions, at the earliest.
- b. Cards in question should immediately be stopped/ blocked as soon as instruction is received.
- c. On receiving the written request, it should be verified and approved for further processing and recorded in the Debit Card Lost Register (**specimen # 57**).
- d. The client should be notified that bank will not be liable for any cash loss due to whatsoever reason(s) despite reasonable care and caution exercised by the Bank.
- e. The procedure to issue a new card in replacement for a lost one is the same as the one for issuing a fresh one.

E. Request for Re-PIN Code, Card Capture and Non-Dispense of Cash:

The customers may come with various complaints in regard to the use of cards. The most common are request for a new PIN Code, Capture of Cards at ATM terminals and Non-Dispense of Cash. In all the cases, a written complaint is lodged at the CSD and on basis of the written complains a mail is sent to the Card Department for addressing the grievances. The Card Department will need to address the complaint at the earliest. The tentative time needed for the complaint to be addressed need to be communicated by the Card Department to the respective branch.

- a. **Re-PIN Code:** The request for a New PIN Code is done when the customer forgets or misplaces the PIN Code. The request for a New PIN is lodged at the CSD (**specimen # 58**) and the same is authenticated and mailed to the Card Department retaining the written request at the branches. It should be filed properly for future records at the branches. On basis of the mail received (**specimen # 59**) the Card Department shall forward the request to NIBL. On receiving the New PIN Code from NIBL, the Card Department shall dispatch the same to the respective branches for final handover to the customer. The PIN mailer with the New PIN Code should be ensured that it is not damaged and received by the requesting customer.
- b. **Card Capture:** Sometimes cards are captured by ATM while using them at various terminals in Nepal. The request for getting back the Captured Card is lodged at the CSD (**specimen # 60**) which should be duly notified to Card

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Department. The return of captured cards is coordinated by NIBL and brought to the bank on notification. On arrival, it is dispatched to the respective branch and received accordingly. Our own cards captured at our own terminals may be returned to the customers by the branches themselves ensuring that it is handed over to the right person after recording the details in the Capture Card Register (**specimen # 61**) and received accordingly.

- c. **Non-Dispense of Cash:** Non Dispense of Cash is the instance where a transaction is performed and the account of the respective account holder is debited without dispensing cash. A written complaint is lodged (**specimen # 62**) and the same is forwarded to the Card Department for authenticating and the necessary rectification. The necessary reversals are done by the Card Department in coordination with NIBL on verifying the same. The case may be for partial dispense of cash as well. However, such cases are rare.

F. Damaged Cards:

If a card is damaged within its validity, the only remedy is to issue a new card in replacement recovering the applicable charges.

G. Renewal of Cards:

The procedure to renew an ATM/ Debit Card is the same as the issuance of a new card. It is advisable that the old expired card be surrendered to the Bank.

H. Settlement of ATM / POS Transactions:

All the settlement and reconciliation of ATM/POS transactions are done at Card Department, Corporate Office on a daily basis. The settlement of transaction are done on the next day of transactions as per web report of NIBL and the final debits and credits are done on our accounts maintained with the settlement banks.

The settlement is done on basis of the Payable as per the use of cards on the NIBL Network/VISA Network.

List of Accounts opened at Pumori system used for NCC Travel Dollar Card:

S.No	Branch Code	Particulars	Currency	Account Number
		Payable Account Name		
1	000	NIBL/MEM ATM Payable	NPR	9161307100100
2	000	NIBL/MEM POS Payable	NPR	9161307110100

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3	000	VISA ATM Payable -USD	USD	9161307142100
4	000	VISA POS Payable -USD	USD	9161307152100
		Other 's Account Name		
5	000	NIBL/MEM/VISA Advance Income	Cash NPR	9420207040100
6	000	Nepal Investment Bank Ltd - VISA (USD)	USD	9220202122100

#Branch Code: - Corporate office

I. Eligibility Criteria to apply NCC Travel Dollar Card and NCC International Debit Card.

I. NCC Travel Dollar Card:

- a. People who are traveling outside of Nepal can apply for NCC Travel Dollar Card.
- b. Valid passport, visa and airline ticket are required to apply for this card.
- c. Customer need not have to open account, instead of that the bank itself have to open Prepaid USD account under New Account Type i.e. NCC Travel Dollar Card by properly verifying eligible documents as required for NCC Travel Dollar Card issuance. And Customer can use desired Dollar currency through NCC Travel Dollar Card by depositing Nepalese Currency amount equivalent to desired USD Amount from customer within the maximum USD amount limit or equals to maximum USD amount limit as prescribed by Nepal Rastra Bank into their prepaid USD account.
- d. Because of its prepaid nature Customer can reload/deposit maximum amount at their customer - prepaid USD account is as per the eligible criteria prescribed by Nepal Rastra Bank

II. NCC international Debit Card:

- a. Customers who have opened current dollar account or saving dollar account at NCC Bank Ltd. can only apply for NCC international Debit Card.
- b. Maximum Transaction limit for NCC international Debit Card are as prescribed by Nepal Rastra Bank.
- c. This Card can be issued to Nepalese citizens as well as Foreign Nationals having USD account maintained at NCC Bank Ltd. and Nepalese citizens travelling abroad (other than India), who are eligible to get dollar exchange facility as per Nepal Rastra Bank.
- d. Valid Visa and Confirmed Air Ticket are required to issue NCC international Debit Card and also supplementary NCC international Debit card for travelling abroad.

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Notes:

- i. Maximum USD amount Limit for Dollar Card (NCC Travel Card and NCC International Debit Card) in relation to Eligible Criteria as prescribed by Nepal Rastra Bank, refer to relevant circulars and amendments thereof issued from Foreign Exchange Management Department, Nepal Rastra Bank
- ii. In addition, all branches should also aware of regular circulars and if any amendment or additional circular issued from Foreign Exchange Management Department, Nepal Rastra Bank as concerned to dollar card (NCC Travel Card & NCC international Debit Card) in order to meet / fulfill the eligible criteria or compliance.

14. Others

I. Foreign Currency Exchange Facility against Passport

NCC Bank shall avail FCY facility to the individual Nepalese going abroad (except India) for personal as well as official purposes. The following points have to be considered to avail such facility:

A. Persons getting exchange facility against Passport:

The exchange facility can be provided to the person against valid Passport (With VISA if the person is going to the country where VISA is essential) and Confirmed Air Ticket.

B. Amount availed against Passport facility:

Nepali citizens travelling to foreign countries (other than India) can be provided Foreign Exchange Facility up to or equivalent USD 2500 (The amount specified is as per the Ea. Pra. 577 dated 2069/04/24 and subject to change as per NRB circular from time to time)

- a. Children accompanying their parents and who don't have separate passport can be provided Foreign Exchange Facility up to or equivalent USD 500 (Ea. Pra. 577 dated 2069/04/24)
- b. Nepalese citizens going abroad for Foreign Employment obtaining approval from Government institution can be provided Foreign Currency Exchange Facility up to of equivalent USD 500 (Ea. Pra 577 dated 2069/04/24).

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C. Foreign Exchange Facility for person going Foreign Country by Land

Persons travelling to Tibet, China (except those who frequently travel to & fro) along with other SAARC Countries (except India) having valid VISA of the respective country can be provided Foreign Exchange Facility up to or equivalent USD 1,000 at a time. Such person shall be provided maximum exchange facility up to or equivalent of USD 2,000 in each fiscal year. At the time of granting such facility, the authorized official providing such facility MUST mention the amount in the passport of such person with signature and official stamp.

D. In case of inadequate Exchange Facility

In need of Foreign Exchange Facility exceeding the provisions laid down in NRB circulars, shall apply to Nepal Rastra Bank submitting PAN Number and request letter indicating insufficiency of Foreign Exchange Facility. Nepal Rastra Bank shall provide approval to grant additional Foreign Exchange Facility for such cases as per the justification of requirement.

E. Foreign Currency Exchange Facility for Trade Promotion

Nepalese citizens going abroad (except India) for Trade Promotion, Trade Fair, Seminar etc. can be provided Foreign Currency Exchange Facility up to or equivalent of USD 5,000 per visit. However, request letter justifying need of visit and documents justifying benefits of such promotion program has to be obtained.

F. Ensure Proper use of Foreign Exchange Facility

Before providing Foreign Currency Exchange Facility again next time, utilization of such facility before by the concerned person has to be ascertained.

G. Limit restriction not applicable for Official Visit (Except India)

For Person going abroad (except India) other than their personal visit from Government Institution and Public Federation, licensed Banks & Financial Institution or other official (Training, Seminar, Meeting, Visit on behalf of Nepal Government, and Visit Approved by Nepal Rastra Bank), the Foreign Currency Exchange Facility Limit prescribed in Point No. 2 & 5 shall not be applicable.

H. Description of Confirmed Air Ticket

The ticket indicating departure from Nepal or India and the two way ticket indicating arrival to Nepal along with again departure from Nepal shall be deemed as Confirmed Air Ticket.

II. Foreign Currency Exchange Facility on Currency Notes

NCC Bank shall provide Foreign Currency Exchange Facility on Currency Notes up to or equivalent USD 500 as per availability of their foreign currency notes reserve. If a person request for exchange facility on currency notes exceeding USD 500; and on availability and upon approval of the Branch Manager such request may be entertained.

III. Deposit of Foreign Currency Exchange Facility by a person

The person who have already availed Foreign Currency Exchange Facility against Passport shall open an account in their personal name and deposit Foreign Currency up to or equivalent USD 1,000 on their return.

IV. Other process before granting Foreign Currency Exchange Facility against Passport

- a. NCC Bank branches shall obtain request as per the enclosed prescribed format (specimen # 92) before granting Foreign Currency Exchange Facility against Passport.
- b. Confirmed Air Ticket and Photocopy of Passport (With VISA if the person is going to the country where VISA is essential) indicating Name, Address, Photograph of the applicant have to be obtained. The Foreign Currency Exchange Facility has to be provided if the photocopy of such documents tally with the original documents.
- c. If the travel program of such person who has already availed Foreign Exchange Facility against Passport has changed; the licensed institution has to mark the details of Foreign Currency amount in Fresh Air Ticket verifying the amount indicated in the previous ticket.
- d. The Foreign Exchange Facility amount provided to the person along with date of providing such facility has to be indicated in related section of the Passport by the authorized official of such licensed institution along with his/her signature and stamp of the institution. Also, the photocopy of such Foreign Currency Exchange Facility provided has to be retained for record.
- e. Prepaid Debit/ Credit Cards can also be used to grant Foreign Exchange Facility to the individuals up to the prescribed limits as explained in this section fulfilling all the criteria. The bank has already introduced NCC Travel Dollar Card and NCC International Debit Card for the purpose too.

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V. Reporting of Foreign Exchange Transactions

The compiled reporting of Foreign Exchange Facility provided against Passport Facility and Trade Promotion by the licensed institution has to be sent within 15 days of every month end to Nepal Rastra Bank by Center/ Corporate Office of NCC Bank as per the prescribed format (**specimen # 93**).

VI. Foreign Currency Exchange Facility for Nepalese Citizen under Immigrant Visa

NCC Bank branches can provide Foreign Currency Exchange Facility to the Nepalese Citizen for Settlement Expenses under Immigrant Visa to the developed countries like The United States of America, Canada, Australia, New Zealand, United Kingdom etc. However, the following **Procedures and Conditions** have to be fulfilled for granting such Exchange Facility:

- a. The Settlement Expenses up to or equivalent to USD 5,000 per person can be provided only to the Nepalese Citizen. Children accompanying their parents and who have not obtained separate passport can also be provided Foreign Exchange Facility up to or equivalent USD 5,000 per person under this facility.
- b. Nepalese Citizens who have obtained such Immigrant Visa and departing to the particular country for the first time can only avail this facility.

Note: This Exchange Facility cannot be granted to Nepalese Citizens who have returned back to Nepal, after departing such countries and without availing this facility before and who have obtained Immigrant Visa while residing to the country of Immigration.

- c. Copies of Valid Passport issued by Nepal Government, Stamp of Immigrant Visa and Confirmed Air Ticket showing departure from Nepal to the country of Immigration have to be obtained before granting this facility. Types of Immigration Visa are as follows:

Country	Visa Type
United States of America	Immigrant Visa
Canada	Immigrant Visa
United Kingdom	Visa Highly Skilled Migrant Programme and Visa Settlement – AF
Australia	Permitted to Remain in Australia Indefinitely

- d. The amount of such Exchange Facility has to be filled in the related section of the Passport of such person and the amount should be Protectographed in

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- the jacket of Confirmed Air Ticket. The authorized official of the branch has to sign and stamped in both documents and copies of the same have to be retained for necessary record.
- e. This facility MUST not be provided to those persons who have already availed it from Nepal Rastra Bank before issuing this related circular. (Ea. Pra. 451 dated 2064/4/22)
 - f. Reporting of the facility provided under this facility has to be sent to Nepal Rastra Bank monthly.

VII. Foreign Currency Exchange Facility to Students

The following Procedures and Conditions have been implemented to provide Foreign Currency Exchange Facility to Nepalese going abroad for acquiring Higher Education and students who have been pursuing their education in Foreign Countries:

A. Study to Foreign Countries (Except India)

- a. Enclose the original 'No Objection Letter' indicating 'Exchange Facility for the First Time – Bank Copy' issued by Ministry of Education and Sports, Nepal Government with details of student and the place to study
- b. Copy of documents justifying application of foreign currency exchange facility i.e. Letter from the concerned college/ university, Brochure, Invoice, I-20 etc., a copy of Passport, Letter indicating 'Terms of Visa/s' or Certified Copy of Letter obtained from Visa Agency issued in favor of the concerned student should be obtained compulsorily before providing such Exchange Facility.
- c. Name and address of the college/ university applied, Subject and Level of Admission should tally with the 'No Objection Letter' provided by Ministry of Education and Sports, Nepal Government
- d. The Foreign Currency Exchange Facility through Draft/ T.T./ SWIFT Transfer in favour of Educational Institution located abroad can be provided only after confirming such supporting documents justifying that the student/ applicant going abroad for further studies/ and or studying abroad.
- e. If the student/ applicant has applied for Living, Accommodation etc. expenses; the following points have to be considered:
 - i. 50% of gross amount of total expenses can be provided within the period of six months at once or at installments against the supporting documents. However, the bank/ financial institution have to ascertain that the partial payment of exchange facility is being executed in the name of Educational Institution.

- ii. The bank/ financial institution have to ascertain that the remaining amount of tuition fee has been paid to the concerned institution as per the terms indicated in the letter in case of Partial Scholarship.
 - iii. If the request from the institution where the applicant/ student is going to study or studying or from the concerned embassy of the country is received, the exchange facility in the name of the student/ applicant can be provided for Tuition Fee, Living/ Accommodation Expenses/ Other Expenses etc.
 - iv. The exchange facility can also be provided to Other Institution/ Agencies nominated by the Educational Institution obtaining the justifying document.
 - v. The exchange facility can be provided to the students going abroad to attend Professional Examinations like United States Medical License Examination (USMLE) or other related programs etc., obtaining 'No Objection Letter' issued from Ministry of Education and Sports, Nepal Government.
- f. The exchange facility can also be provided in the following years of the study to the student or on behalf of his/ her nearby relatives obtaining the identification of the student or the nearby relatives of such student. Before providing the facility to such student, the document justifying that the student is studying in the same institution at the time of first enrollment or other supporting documents from such institutions must be obtained.
- g. Exchange Facility against living/ accommodation expenses can also be provided to the student/ parents/ nearby relatives as per indicated below if such expenses is not enclosed in supporting documents after fulfilling other criteria mentioned above:

S.N.	Name of Country	Yearly Living Expenses (Maximum In US \$)
1	Bangladesh	2,500
2	Pakistan	2,500
3	China	4,000
4	Malaysia	4,000
5	Thailand	4,000
6	Philippines	4,000
7	Singapore	6,000
8	South Korea	6,000
9	Canada	8,000
10	America	8,000

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11	Australia	8,000
12	European Countries	8,000
13	Other Countries	5,000

- h. The document justifying the request for Additional Exchange Facility has to be submitted if the request is for Additional Exchange Facility than the amount stipulated in the documents presented earlier.
- i. If the request for cancellation of the draft/ T.T. / SWIFT is received; the concerned bank and financial institution shall cancel such draft/ T.T./SWIFT etc. only after refund of exchange facility provided for Living Expenses/ Other Expenses. Moreover, in any one of the following reasons:
- i. If the applicant doesn't obtain visa from the concerned Embassy.
- ii. Upon presentation of proof of payment of Tuition Fee in the name of concerned Educational Institute from other sources
- iii. Upon presentation of proof of payment of Tuition Fee to the new Educational Institute after changing the Educational Institute. However, the approval to change/ transfer the Educational Institute has to be obtained from Ministry of Education and Sports, Nepal Government
- iv. Upon expiry of such draft/ T.T. / SWIFT etc. and if the payment has to be executed again to the same institution
- v. Upon receipt of the application from the student with proper reasons for not going abroad for further studies

However, after obtaining the VISA, approval of Nepal Rastra Bank is required to cancel the draft/ T.T. / SWIFT etc. issued against the letter provided from the concerned embassy of the countries where Tuition Fee is free i.e. Germany etc.

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PART IV

FINANCE & PLANNING (F&P) SECTION

1. INTRODUCTION

Finance & Planning (F&P) is an important part of Operations Department as it deals with the central accounting of the Bank. F&P at Corporate office deals with the finalization of the Bank's financial statements with the help of NCC Bank Branches. F&P is also known as Account Section traditionally. As per ongoing practice of the bank the department/s in the branch/es assigned to look after the jobs such as keeping staff leave records, processing staff loans, making utility/telephone bill payment etc. is considered as account section which normally deals with some miscellaneous jobs that are usually dealt by Human Resource Department (HRD) and General Administration Department (GAD) at Corporate Office.

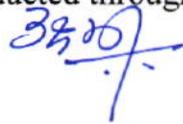
2. FUNCTIONS OF F&P SECTION

The possible jobs dealt by the F&P or Accounts Section are summarized as follows:

- I. Inter Branch transaction Management
- II. Reconciliation of Nepal Rastra Bank Account
- III. Payment of Purchase/expense bills
- IV. Provident and Retirement Fund
- V. Accounting of Depreciation and Amortization
- VI. Issuance of advances and settlement
- VII. Internal and External Reporting
- VIII. Central accounting
- IX. Maintenance of Record Room
- X. Preparation of Annual Budget
- XI. Miscellaneous Inter Branch Transaction

I. Inter Branch Transaction Management

Inter Branch Transaction means the transaction between any two Branches or Corporate Office/s and Branch/es. In NCC Bank, Inter Branch Transactions are conducted through NCC General Accounts under Centralization concept.



Each branch maintains General Accounts of Corporate Office. Corporate Office is the center of all the transactions between all branches and branches to Corporate Office. Therefore, branches do not maintain separate accounts of other branches.

F&P however maintains all Inter Branch Account (General Account) of branch.. Any inter branch transactions between branches and Corporate to branches has an effect on the General Accounts of Corporate Office maintained by each branches. Corporate Office, at the same time, reconciles the account of each branch by giving effect to the General Accounts of each branch which has entered into the transactions. At the end of every month, Corporate Office(F&P) calculates IBT interest on the balance amount of General Accounts of each branch (adjusted to CRR though), which is debited/ credited to the branches.

NCC General Accounts are categorized into 10 different group based on transaction Types as follows:

Code	Transaction Type	Range
01	Local Currency (LCY)	This includes all inter Branch transaction related to local currency. (9170200010100)
02	Foreign Currency (FCY)	This includes all inter-Branch transaction related to foreign currency. (9170200020100) However, all inter branch transaction related with foreign currency, including Indian currency, is transacted in equivalent local currency only (with exemption of rounding off error). Since all General Accounts are local currency accounts, all branches debits its Corporate Office General Account in prevailing market buying rates for claims, and credits Main Branch General Account in prevailing selling rates for cover.
03	Miscellaneous (NPR)	All the balance amount of inter branch accounts in NPR prior to Pumori system application is recorded under this head.(9170200030100)
04	Miscellaneous (USD)	All the balance amount of inter branch accounts in USD prior to Pumori system application is recorded under this head. (9170200042100)

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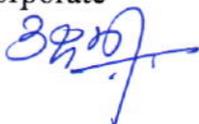
05	Any Branch Banking System(NPR)	All the balance amount of Any Branch Banking system (ABBS) transactions to give an auto effect of transaction in the system prior to centralized Pumori system is recorded under this head. (9170200050100)
06	Miscellaneous (Gold)	This includes inter Branch transaction related to gold purchase. (9170200060100)
07	Gold Trading	This includes inter Branch transaction related to gold delivery (sales). (9170200070100)
08	IBT ATM	All the balance amount of auto generated inter branch transactions related ATM transactions prior to being Pumori system centralized.
09	ABBS IBT (NPR)	All branches maintain this account to give an auto effect of all the ABBS transactions including ATM transactions related to local currency in the system after being system database centralized onwards(9170601000100). Prior to the centralized system database, Any Branch Banking System (General account – ABBS) was used for ABBS transactions except ATM transaction purpose.
10	ABBS IBT (FCY-Currency wise)	All branches maintain these accounts currency wise to give an auto effect of ABBS transactions related to foreign currency in the system after being the system database centralized onwards(9170601000100).

A. The Account Structure:

With a view to bring uniformity among the Branches, and easy identification of accounts, the account structure of General Account is formed as prescribed by the management.

The Branch codes are as follows:

Branch
Corporate



Branch Code
000




Siddharthanagar, HO	001
Lumbini	002
Main Branch	003
Barhabise	004
Thankot	005
Banepa	006
New Road	007
Narayangarh	008
Biratnagar	009
Mahendranagar	010
Birgunj	011
Kalaiya	012
Pokhara	013
Chabahil	014
Birtamode	015
Butwal	016
Kumaripati	017
Lahan	018
Attaraiya	019
Baitadi	020
Dipyal	021
Kupondol	022
Malangwa	023
and so on after opening new branches	

Account Numbers at Corporate Office

For the purpose of calculation of transfer pricing, General Accounts of all branches is maintained at Corporate Office as well. Hence, Corporate Office(F&P) maintains General Accounts for each of all branches and other General Account for all the branches which are identically in number except branch code.

B. Method of Transaction:

Any inter branch transaction is directly made between originating branch to responding branch by giving transactional effect to Corporate Office(F&P) account maintained at each branch. Manual inter branch transactions has two components – Message (i.e., DD, Claim etc.), and Advice (Debit Advice, Credit Advice) (**specimen # 83.A**). While message has two copies, advice has three copies, which is dealt as follows:

The message/instrument and advice is prepared in 3 folds which are dealt with as follows:

- i. First copy of message/instrument or advice is directly sent by the originating Branch to the destination Branch (for execution of the payment).
- ii. Second copy of advice is sent to Finance & Planning Department of Corporate Office. (For affecting the accounts in Corporate Office).
- iii. Third copy of the message / advice is retained by the originating Branch as office copy (for record purpose).

While initiating transaction, the originating branch makes an entry to appropriate General Account maintained with it. The responding branch, upon receipt of first copy of advice or message also makes an entry to appropriate General Account maintained with it. Finance & Planning Department, Corporate Office, upon receipt of second copy of advice makes the entries to appropriate General Accounts maintained by it, of both the branches, which completes the transactions.

Example:

- i. Siddharthanagar branch makes a fund transfer of Rs. 50,000.00 to New Road Branch through IBCA (Inter Branch Credit Advice).

Customer Service Dept., Siddharthanagar Branch credits "General Account - LCY", by Rs. 50,000.00. Upon receipt of first copy of advice (faxed or scanned), Customer Service Dept., New Road Branch debits "General Account - LCY". Then upon receipt of the second copy of the advice the Finance & Planning Department, Corporate Office debits "General Account - LCY (Siddharthanagar)", and credits "General Account - LCY (New Road)". Thus the transaction is completed.

- ii. Issuance of DD for INR 100,000.00 by New Road Branch.

Customer Service Dept., New Road Branch credits "General Account - FCY" by Rs. 160,150.00 (INR 100,000 @ Rs. 1.6015). Upon receipt of first copy of advice, Treasury Department, Corporate Office directly debits "General Account - FCY (New Road Branch)" maintained with Corporate Office. Second copy of the advice is received by Finance & Planning Department, Corporate Office for internal recording purpose. Thus the transaction is completed.

C. Responding Department in the Corporate Office and the Branches:

At originating branch or department, which originates inter branch transaction effects the entries debiting/crediting General Account and responding branch or

department does the same in contrary. However, on receipt of entries at General Accounts maintained by Corporate Office is done by the Finance & Planning Department, Corporate Office unless the advice is addressed to any other department/s such as Treasury Department. At the end of the day, the debit/credit advices are attached with the transaction list and sent to the record room for final verification and systematic storage.

D. Reconciliation of the Accounts:

Finance & Planning Department, Corporate Office reconciles the General Accounts of all the branches in regularly basis. It is the responsibility of each branch to keep General Accounts at their end perfectly reconciled and update with those with Corporate Office. Finance & Planning Department, Corporate Office forwards reconciliation statement to the branches in case of any discrepancies, which branch responds with necessary actions immediately.

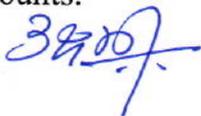
E. Transfer Pricing of IBT Interest

Interest on IBT is calculated on the daily balance amount of sum of all the General Accounts maintained at Corporate Office except "General Account no.4: Miscellaneous (USD)", and is credit or debited to/ from each branch on monthly basis. Calculation of interest is carried out manually. For this purpose, daily balances of concerned General Accounts are determined through Pumari Banking Software and CRR (Cash Reserve Ratio) amount is obtained from Treasury Department. Then F&P calculates the IBT interest on the basis of daily balance of each branch/es adjusting CRR. Based on such IBT interest final list Finance & Planning Department, Corporate Office, provides or recovers interest to/ from each branch by crediting/debiting IBT Interest Income/ Expenses account of concerned branches respectively though ABBS transaction within last week of each month. Rate of interest to be applied in calculation of transfer pricing of IBT Interest is fixed by the management from time to time.

For the purpose of accounting of IBT Interest all branches and Corporate Office as well open following accounts:

Account Name
IR. INCOME, IBT
IR. EXPENSE, IBT

Finance & Planning Department, Corporate Office and System Department, Corporate Office co-ordinates all branches for uniformity and other features of such accounts.



Actions of Respective Departments/Branches

Finance & Planning Department, Corporate Office:

- a. Finance & Planning Department, Corporate Office shall effect the correct entry everyday as soon as it receives second copy of advice.
- b. It shall calculate, pass the accounting entries by crediting/debiting IBT Interest Income/ Expenses account of concerned branches respectively though ABBS transaction within last week of each month.
- c. It shall confirm that correct rate of interest is set-up in computer system and interest rate is timely updated as per changes by the decision of management.
- d. It shall further ensure that interest is calculated on sum of all the General Accounts maintained at Corporate Office except "General Account no.4: Miscellaneous (USD)"
- e. It shall also confirm everyday that,
 - summation of all General Accounts maintained by it is nil,
 - Summation of interest provided and interest recovered (i.e., Transfer Price) at the end of each month is nil.

Branches:

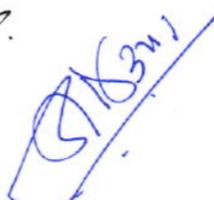
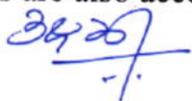
- a. They shall act immediately and take necessary action to assist and correct the transaction once they receive reconciliation statement from reconciliation unit.

Reconciliation Unit:

- a. Reconciliation unit, shall execute reconciliation every day.
- b. It shall prepare reconciliation statement of General Accounts and forward to concerned branches and departments for necessary action in regular basis under CC to Chief, Finance & Planning Department, Corporate Office.
- c. It shall also monitor and follow-up branches and departments for the corrective actions on previous reconciliation statement.
- d. It shall report Chief, Finance & Planning Department, Corporate Office of status of reconciliation of General Accounts in regular basis.

F. Any Branch Banking System (ABBS):

Since a substantial volume of transaction accounting for a large amount is also transacted with automated entries under ABBS system among all Branches, such transactions are also accommodated under General Accounts and Transfer Pricing.



Every inter branch transaction through ABBS has automatic effect in account no. ABBS-IBT Corporate maintained by respective branches for transfer pricing purpose.

Example of ABBS transaction

Payment of Rs. 100,000.00 by Kathmandu, Main Branch against cheque of New Road customer.

1. Teller entry at Kathmandu, Main Branch through ABBS

Customer A/C (of New Road Branch)	Dr :	Rs. 100,000.00
Teller Cash (of Kathmandu, Main Branch)	Cr :	Rs. 100,000.00

2. Automated entry by ABBS at real time basis

ABBS – IBT (at Main Branch system)	Dr :	Rs. 100,000.00
ABBS – IBT (at New Road Branch system)	Cr :	Rs. 100,000.00

II. NRB/other Bank Account Operation and Reconciliation:

Accounts Section of each Branch handles the normal NRB account of such Branch and the account with other local Banks, if any. In case of Corporate Office, the NRB account is handled by the Treasury Department for its Treasury transactions. However, reconciliation of such account is conducted by the reconciliation unit of Finance & Planning Department.

A. Maintenance of NRB Cheque Book:

In Corporate Office, NRB account cheque books are held by the Treasury Department. In case of other Branches, Accounts Section holds the cheque -book of NRB account.

During the non-operation hour, the cheque books should remain in the fire proof cabinet under joint custody of the officials of the Treasury Department. During the operation hour, the cheque book in use can be held by a single authorized official of the same department. However Margin Account at NRB is handled by concerned respective Department of respective Branches.

The cheque books can be obtained from NRB with the help of requisition Slip available in the cheque book. While getting the cheque book from NRB, the

official assigned for that should ensure that the books contain all the cheque leaves under the given serial and are intact in all respects.

B. Utilization of NRB Cheques:

The NRB cheques should be used as per the requirement of the Bank. While issuing the cheques, the officials who sign on the cheques should sign on the counterfoil also as a token of authorized use of the cheque leaves. The counterfoil should contain the exact details of the cheque issued. The Treasury Department should get the signature of the recipient of such cheques on the back of the counterfoil as acknowledgement of the receipt.

C. Scope of NRB Transaction:

The normal scope of NRB account transactions by Treasury Department are as follows:

- a. Fund Transfer (from Branches to Branches)
- b. Cash withdrawal
- c. Income Tax/ TDS Payment to Govt of Nepal
- d. Miscellaneous

a. Fund Transfer:

For funds transfer from one Branch to another through NRB (at both ends), the sending Branch makes the NRB cheque and forwards to NRB along with a letter to transfer the funds to another NRB Branch for credit to the intended receiving Branch's account maintained with them. Then the following entry is passed:

DR :General Account LCY
CR :NRB Account (NPR)

The Inter Branch Debit Advice and the instruction message are sent to the concerned receiving Branch as well as to the Corporate Office –Treasury Department as per the Inter Branch Transaction mechanism. The receiving Branch gets the advice and the message and responds as follows:

DR :NRB Account (NPR)
CR :General Account LCY

The receiving Branch also contacts NRB to obtain Credit Advice from them. Upon receipt of the copy of the debit advice and the message from the

sending Branch the Corporate Office responds the transaction as per the Inter Branch Transaction mechanism as follows:

DR :General Account LCY (receiving Branch)
CR :General Account LCY (sending Branch)

b. Cash Withdrawal:

NRB account is also used for withdrawal of cash. Normally cash withdrawal is made to meet the day to day operation of the Bank at the request of the Cash section. Following procedures to be followed for withdrawal of cash from NRB/Other Banks:-

- i. Identify the required amount and prepare NRB or other Bank cheque in the name of two of the staff members through IDT.
- iii. Pass the following entry in the computer:

DR :Fund Xfr-Cash In Transit A/c maintained at Corporate Office
CR :IDT (for NRB/other Banks)
- iii. Prepare an authorization/identification letter in favour of those staff members addressed to NRB/other Banks and fax the same to NRB/other Banks as prior information to them.
- iv. Send the staff members to bring cash in the office vehicle along with an armed security guard.
- v. The staff should get the cash against the cheque from NRB/other Banks by properly counting it.
- vi. Upon arrival of the cash in the Bank premises, count the cash and verify it once again and pass the following entry:

DR :IDT (FOR NRB/other Banks)
CR :Fund Xfr-Cash In Transit A/c maintained at Corporate Office
DR :Teller Cash A/c
CR :NRB/other Bank A/c maintained by Branch

- vii. In case of Branch having brought cash from the agency account maintained in the name of other Branch or the Corporate Office, the following entry is passed in lieu of the entry as mentioned above:

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DR :Teller Cash A/c
CR :General Account LCY/FCY

viii. Then, the Branch shall prepare the Inter Branch Credit Advice for the amount withdrawn and forward to the concerned Branch/Corporate Office for necessary entry at their end.

c. Income Tax /TDS Payment to Government:

Besides issuing NRB cheques at the request of other departments, Treasury Department also issues NRB cheques on its own for payment of various obligations like income tax and TDS payment to the Government.

The corporate tax on the net profit of the Bank is paid to the Government by the Corporate Office.

Entry to be passed for the payment of Income Tax

-By Finance & Planning Department

DR :Advance Income Tax Account
CR :IDT Account

-By Treasury Department

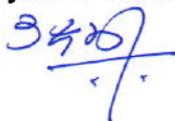
DR :IDT Account
CR :NRB Account

All the Branches forward the TDS payable amount with details to the Finance & Planning Department through Inter Branch Credit Advice on monthly basis.

The TDS is applicable on various sources as:

- i. Interest paid to the depositors
- ii. Salary & benefits paid to the staff
- iii. House rent
- iv. Meeting fees
- v. Others (consultancy fees, etc.)

In case of interest paid to the depositors, the TDS is calculated and recovered by the system itself with the inbuilt program and is accumulated into the






concerned account. For the rest of the sources, the Accounts Section should calculate, recover and pay the TDS to the Inland Revenue Department.

Accounts Section, at the time of recovery of the TDS (as per the applicable Income Tax rules) passes the following voucher:

DR :Related expenses / Asset Account
CR :TDS Payable Account
CR :Party's Account / Pay Order

The TDS should be transferred to the Inland Revenue Department in the frequency as applicable as per the prevailing income tax rules. However, an approval needs to be obtained from the authorized officer in the memo before issuance of the NRB cheque or Pay Order for that.

While transferring TDS amount to Inland Revenue Office, following entry is passed:

DR :TDS Payable Account
CR :Pay Order

The Pay Order is forwarded to the Inland Revenue Department along with a covering letter stating the amount collected and cheque number issued under each head of the TDS collection.

d. Miscellaneous:

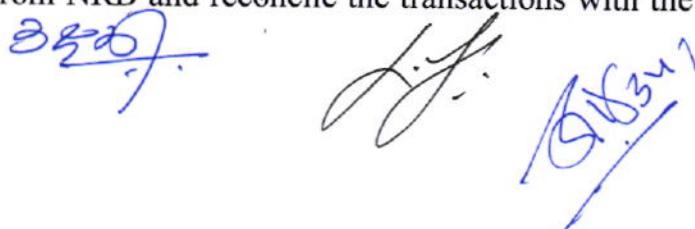
In addition to the use of NRB account as categorized above, following are the miscellaneous use of the same:

- i. Inter Bank fund transfer (settlement of documentary bills, short term placement, etc.)
- ii. Settlement of ACU denominated transactions.
- iii. Purchase and sale of government bond, treasury bills etc.

D. NRB and Other Financial Account Reconciliation:

The Reconciliation unit is responsible for reconciliation of the NRB account on monthly basis.

After closing of each Nepalese month, the Treasury Department should obtain the statement from NRB and reconcile the transactions with the ledger. The Treasury



Department should also furnish the statement to the reconciliation unit of account section to facilitate them to reconcile.

The reconciliation sheet prepared on monthly basis should be forwarded to the Treasury Department-In-charge for his/her signature. Necessary follow-up should be done for the un-reconciled items.

In case of the NRB/other Banks Account maintained at Branches, the account section of the concerned Branch is responsible for reconciliation of the NRB/other Bank on monthly basis and send the report of the same to Finance & Planning Department of Corporate office. Besides, branches shall prepare exhibit reports of the following financial statements:

1. **Outstanding of all the receivables and payables**
2. **Outstanding of all the expenses and incomes**
3. **Trial balance of the Branch**

Branch manager should initial the reports and send a copy of all above to Finance & Planning and Branch Operation Departments within the following week of each month ending.

III. Payment Of Purchase/ Expense Bills:

Payment of bills to the third party against purchase of any assets or administrative expenditure is taken care of by Accounts Section, with the normal procedures as follows:

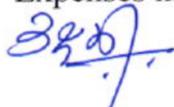
A. Approval of Bills

In Corporate Office approval part of the bills is generally conducted through the General Administrative Department or other concerned departments from the official authorized to approve such bills. In case of other Branches it is done through Accounts Section.

The bills are either for booking into expenses or stocks or Assets as per the Bank's policy depending upon the nature of the item purchased or service availed and the amount involved.

At the time of approval of the bills, it needs to be specific as to where it should be booked. The related memo for approval should contain following information:

- i. Budget allocated
- ii. Expenses in pipe line



iii. Expenses proposed for approval

B. Payment Mechanism:

Payment of the bills can be made in 3 ways:

a. Cash Payment:

Cash payment is allowed only to the staff members for small amounts. For substantial amounts, the account of the concerned staff should be credited.

Accounting Entry:

The following voucher is passed through normal entry

DR :Expenses Head / Asset Account / Stock Account
CR :General Account of Branch (IBCA)

The Inter Branch Credit Advice is prepared with instructions to the Cash Section to pay cash to the named person, with two authorized signatures on it.

The payee's signature is obtained on the back of that Inter Branch Credit Advice and it is handed over to the payee.

The payee can obtain cash against such Pay Cash Voucher from the Cash Section as per the standard procedure set for that.

b. Payment to the Party's Accounts:

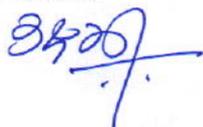
As far as possible, the payment is made into the vendor's account if the account is available with the Bank. This is the priority way of making payment to the vendors or staff or any third party whoever is involved.

Accounting Entry:

The following voucher is passed through normal entry:

DR :Expenses Head / Asset Account / Stock Account
CR :Party's Account

The payee's account is credited and a credit advice is given to the client to this effect.



c. Pay Order/Manager Cheque:

Pay Order / Manager Cheque is a promissory note issued by a Bank. It is drawn on itself to pay on demand a specified sum of money to a specified person. All such payment of MCs and POs ought to be made Account Payee (A/C payee) irrespective of amount. In case of urgency or genuine request such payment may be done on "bearer" basis upon approval from CEO only for whatsoever amount.

Accounting Entry:

The following voucher is passed through Pay Order Module:

DR :Expenses Head / Asset Account / Stock Account
CR :Pay Order

Procedures:

- i. The Pay Order is printed from within the system through a set option in the Pay Order stationery
- ii. The Pay Order number, date, amount and payee's name are printed both in the main copy as well as the counterfoil of the Pay Order
- iii. Upon checking the details, amount is re-written on the face by protectograph.
- iv. Then it is taken to the authorized signatory who signs the Pay Order after approving the stack, if any, in the system.
- v. Authorized signatures are obtained in both the main copy as well as counterfoil of the Pay Order .
- vi. The details of the Pay Order is entered into the Pay Order Issue Register **(specimen #89)**
- vii. The Pay Order is handed over to the payee with acknowledgement on the back of the counterfoil.
- viii. The counterfoil is filed along with the other documents including the bills and the approval memo thereof.

On monthly basis, the department must carry out reconciliation of total amount of all unpaid pay order outstanding with amount shown in Trial

Balance. The exhibit showing reconciliation of the same must be signed by both preparing and approving official and kept for future record.

If the account is not reconciled and the exhibit shows difference amount then the reason for non-reconciliation and date when rectification / correction is made should be noted in the Pay Order Register.

d. Petty Cash

For the purchase of various items of small amounts Petty Cash not exceeding as fixed by the management at a time is kept in General Administration Department. A staff is designated to handle the Petty Cash. Petty Cash is kept in cash box and the key remains under the custody of staff handling Petty Cash. An amount suitable to meet the weekly requirement of such expenses is kept as Petty Cash. It is cash in advance and needs settlement before making further demand for. The approval for transfer into different expense head for expense made from Petty Cash is similar as described above.

IV. Provident & Retirement Fund:

NCC Bank Retirement Fund' was granted approval for operations and management of retirement fund of its employees and also of the employees of other institutions by Nepal Rastra Bank, Bank and Financial Institutions Regulation Department and Internal Revenue Department.

The Retirement Fund Account shall be managed by the bank in accordance with the provision laid down in the 'Retirement Fund Management and Operation By-Laws 2059' approved by Internal Revenue Department of Nepal.

The functions of the NCC Bank Retirement Fund shall be carried out by the Retirement Fund Unit, Finance & Planning Department as per the instruction and decision of the committee of NCC Bank Retirement Fund, Manual of NCC Bank Retirement Fund and 'Retirement Fund Management and Operation By-Laws 2059' unless otherwise a separate independent unit for this purpose is deemed necessary and established accordingly in future. PF and RF are disbursed simultaneously at the time of disbursement of salary in case of Staff accounts.

The Finance & Planning Department- NCC Bank Retirement Fund Unit, Corporate Office, upon receipt of the Credit Advice of the amount deposited against the PF and RF from HR department and or Branch/es, responds the same by crediting the related amount to the individual accounts other than staff PF and RF accounts.



DR :NCC Bank Current/Call Account
CR :PF accounts of individual staff of other Branches.
Or
CR : RF accounts of individual staffs or customers as per the instructions.

V. Accounting of Depreciation & Amortization

Accounting of depreciation and amortization are taken care by General Administration and Account section respectively.

A. Depreciation

Depreciation is an accounting term used to denote the decrease in value of an asset due to physical deterioration or wear & tear obsolescence or passage of time. It is a non-cash expense item.

All the fixed assets of the Bank (except land) are subject to depreciation. NCC Bank has adopted the policy of depreciation under straight line method for leasehold improvement properties and under diminishing value method for other assets. This is a yearly phenomenon. However, with a view to distribute the expenses uniformly throughout the year, the depreciation expenses are booked on monthly basis.

a. Calculation of Depreciation:

General Administrative Department maintains the record of the fixed assets and calculates the depreciation thereof on monthly basis depending upon the nature of the asset as per the rates approved by the management and forwards it to the account section for the necessary entry.

General Administrative Department forwards the calculation of depreciation expenses to the Finance & Planning Department in case of the assets of Corporate Office/Main Branch and to the Branches in case of the assets of the concerned Branch on monthly basis.

The register for calculating the depreciation and showing the book value of all the assets should be maintained meticulously.



b. Passing of the Vouchers:

The monthly depreciation amount is accounted for as depreciation expenses as follows:

DR :Depreciation expenses -Building (-----)
-Furniture, Fixture & Fittings (-----)
-Office Equipment (-----)
-Lease Improvement Property (-----)
-Vehicle (-----)
CR :Provision of depreciated accounts

c. Wrap Up:

Upon posting into the system and approval of the stack, if any, the entry pass date is marked into the approval sheet (memo) and the voucher is sent to the Record Room for further checking and systematic storage along with the transaction list, checked with the voucher and signed by the user .

B. Amortization

Amortization is the periodic writing off of an asset over a specific term such as capitalized expenses (deferred charges) and intangibles. In our case, pre-operating expenses and cost of the software are amortized.

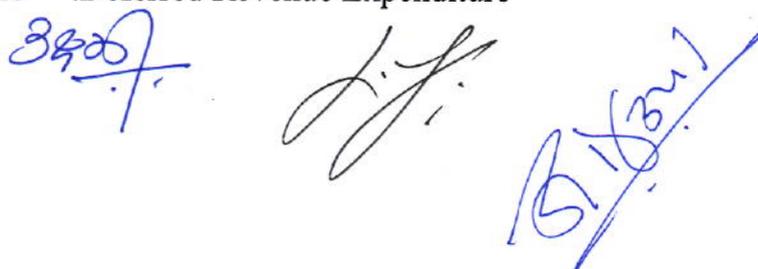
a. Calculation:

Normally, the expenses as mentioned above are amortized equally over a period of 5 years. Thus amortization is done at the rate of 20% per year . However, for bringing uniformity to the expenses throughout the year, this operation is conducted on monthly basis. This calculation is done and the calculation sheet is prepared by General Administrative Department in case of Corporate Office/Main Branch and Accounts Section in case of other Branches. Then, it is duly approved by the authorized official in the calculation sheet.

b. Passing of the Vouchers:

The following voucher is passed to book the monthly amortization:

DR :Amortization expenditure
CR :Deferred Revenue Expenditure

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c. Wrap Up:

After getting the voucher posted into the system and approved, a transaction list is generated. The voucher is re-verified in the Transaction List. Then the approved calculation sheet is marked as 'Entry passed on ---' and filed separately. The voucher is attached to the Transaction List and is forwarded to the record room for further verification and systematic storage.

VI. Issuance of Advances and Settlement

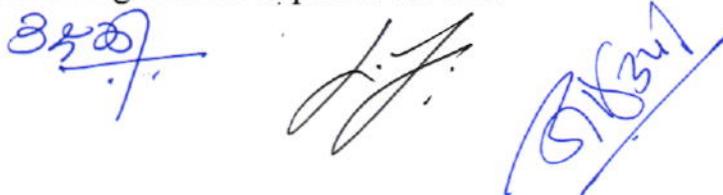
Advances refer to the amount of money advanced by the Bank to somebody for some specific job. This amount should be settled upon completion of the job. Normally, advances are given to the staff members and the Bank's consultant only with approval from the officials authorized by the management.

A. Issuance

- a. For issuance of advance, an approval is required from the official authorized by the management for that.
- b. Then the advance is released either in the form of cash or account credit or Pay Order, following the procedure set by the management.
- c. Following entry is passed
DR :Cash Advance Account
CR :IBCA (for cash) / Payee's Account / Pay Order
- d. The record (**specimen # 94**) of all outstanding advances is maintained by the Finance & Planning Department manually which should, at any time, tally with the balance figure, shown by, the Trial Balance under Cash Advance Account.

B. Settlement:

- a. The advance should be settled within 7 days from the completion of the said job for which the advance has been taken.
- b. The person taking the advance should submit the details of the expenditure / purchase / utility of the amount along with the necessary bill / invoice / receipts duly approved for booking into expenditure / stock / asset by the official authorized for that by the management.
- c. Then the advance is settled with any remaining receivables recovered from and any payables paid to the concerned person settling the advance.
- d. The following voucher is passed for that:



- DR :Expenses / Stock / Asset Account (actual amount spent)
- CR :Cash Advance Account
- CR :IBCA /Staff Account / Payment Order (for payment of shortfall advance)
- Or,
- DR :IDT / Staff Account (for recovery of excess advance)

- e. Close the file with relevant documents and register marked the settlement date and details thereof.
- f. The voucher is sent to the record room along with the Transaction List.

VII. Internal and External Reporting:

The Bank requires executing internal and external reporting. Both the reporting jobs are conducted by Account Section in all the Branches except in the Corporate Office where, a separate Reporting unit has been established as a part of the Finance & Planning Department. Some of the specific reporting may also be carried out by other concerned departments.

The reporting requirement is broadly classified as follows:

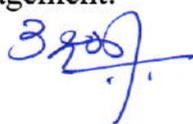
- A. Reports required by Branch Management
- B. Reports required by Corporate Office Management
- C. Reports required by NRB and outside agencies

A. Reports required by Branch Management

The reports required by Branch Management may differ from Branch-to-Branch and from time to time. The Accounts Section is responsible to prepare and submit such reports as and when required with due consultation with the Branch Manager. All the branches shall prepared the trial balance, details of Receivables & Payables and other details as required by the Credit Control Department on monthly basis as well as loan loss provision and other details on quarterly basis as required by the Corporate Office.

B. Reports required by Corporate Office Management

The reports required by Corporate Office Management should be prepared in the format stated in different procedural Manuals or as prescribed by the Corporate Office from time to time and should be reported timely to the Corporate Office Management.



One of the important reports prepared for Corporate Office Reporting is the Daily Activity Report (**DAR**) of the Branch. The Finance & Planning Department prepares the daily activity report of all branches and reports to concerned office management along with branches and all Departments. Inputs of individual branch DAR is linked to consolidated DAR which is verified with the day's General Ledger, Trial balance and related system generated reports. Then only consolidated DAR is forwarded to authority concerns and department heads on daily basis.

C. Reports required by NRB and outside agencies

The required NRB reporting constitutes the major part of the reporting job in the Bank. The Accounts Section of all the Branches prepare the required reports for their respective Branch and forward to the Corporate Office by email followed by hard copy. The Finance & Planning Department – Reporting Unit and Credit Risk Department (in case of credit matters) compiles the same after further cross verification & cross checking, prepare the reports in the format as prescribed by Directives issued by Nepal Rastra Bank and forwards it to the NRB or other agencies wherever required. The reports are to be sent to NRB by the person assigned by the Bank for reporting purpose.

VIII. Central Accounting

Central Accounting is the accounting of the Bank as a whole. This is a Corporate Office function and handled by the Finance & Planning Department, Corporate Office. The major functions of Finance & Planning Department under central accounting job are as follows:

- A. Preparation of Intermediate and Final Accounts.
- B. Assistance for Audit.
- C. Income Tax Assessment and payment.

Each of the above jobs is briefly elaborated as follows:

A. Preparation of Intermediate and Final Accounts:

This is basically the compilation of the Trial Balance of all the Branches presented in the format prescribed by NRB as of some given date. As per NRB regulations, the Banks are required to publish their provisional financials as of the closing of each quarter under Nepalese Calendar in a national daily.

Similarly, the audited financials also need to be published in the format prescribed by NRB.



All these financials are prepared by Finance & Planning Department of the Corporate Office after compilation of the Trial Balance of all the Branches as of the required date and transformation into the format prescribed by NRB.

B. Assistance for Audit

Finance & Planning Department of the Corporate Office plays the key role in the audit process of the Bank. Since the financials and information of all the Branches are compiled in the required format in Finance & Planning Department, Corporate Office, the required information are available that assists the auditors in their job. Finance & Planning Department then assists the auditors (statutory or internal) by providing the necessary documents and information as well as facilitates the auditors to conduct the audit.

C. Corporate Tax Assessment

a. Assessment:

The Finance & Planning Department of Corporate Office gets the required income/expense figures from all the Branches along with the necessary supporting documents and details. With the help of this information the Finance & Planning Department prepares the statement of assessment of taxable income that is verified by the tax auditors.

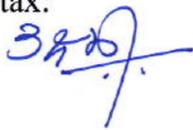
The recognition of income and expenses should be based on the prevailing income tax regulations/Act.

b. Payment:

The income tax should be paid to the Income Tax Department in the frequency and manner specified by the Income Tax Law. In the current regulations, the Bank needs to estimate taxable income and the interim tax needs to be paid as follows:

Upto Poush end	-	40%
Upto Chaitra end	-	70%
Upto Ashad end	-	100%

There is a penalty clause in case of negative variance of more than 10% on the above schedule. The following entry is passed while making payment of tax:



Entry to be passed for the payment of Income Tax

-By Finance & Planning Department

DR :Advance Tax Account
CR :IDT Account

-By Treasury Department

DR :IDT Account
CR :NRB Account

Necessary adjustment can be made upon final assessment by the Inland Revenue Department. Sometimes, advance tax may also be paid as per the approval of the management.

IX. Maintenance of Record Room:

The maintenance of record room whether it is in the Corporate Office or other Branches falls under the responsibility of Accounts Section. An appropriate official reporting to the Accounts Section is specifically assigned to maintain the Record Room.

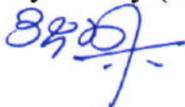
In the record room all the records should be kept properly so that any record if needed at any point of time is available with minimum effort. Unauthorized access to the record room should be restricted. Proper lockup should be arranged and In-Charge of Accounts Section and the Record Room official should hold the key of the Record Room under dual custody during non-office hours.

NOTE: Prior approval from the Management should be compulsorily obtained for any kind of disposal of records at any point of time.

A. Contents of the Record Room:

Generally, the following items are kept in the record room:

- a. All computer generated outputs like Trial Balance, GL, daily -transaction Reports, FCY balance etc.
- b. All bills, vouchers related to payment for expenses made.
- c. Vouchers attached with transaction list submitted by all other departments.
- d. All closed files/books or other records of various departments not used for day-to-day (current) business.



B. Receipt and Verification of Vouchers:

The Record Room Official receives the posted vouchers along with the daily transaction list from all the users and ensures that all the vouchers are duly approved by the authorized officials and all the users have signed their transaction lists as a token of verification with the vouchers. In addition to this, the Record Room official gets the daily transaction report from the Systems Department and verifies all the vouchers/ tickets with the received report. The vouchers are then wrapped up department wise and are bundled up on one packet on monthly basis giving the bundled up date and the particular month and year to which the vouchers belong.

C. Releasing of the Records:

Whenever any staff asks for any record to take out from the Record Room for official purpose, the same may be given looking into the proper justification and taking acknowledgement of receipt from the person receiving the same along with the date and time of receipt. Similarly, at the time of returning of the same, it should also be noted accordingly. For this purpose a specific register should be maintained so as to keep track of any records being taken out and to trace out the person responsible in case of loss or misuse of such record.

X. Preparation of Annual Budget

The management of the Bank circulates the Budget Guidelines for the preparation of operational budget each year. As per the Budget Guidelines all the Branches and Departments shall prepare the annual operational budget in the format as provided by the Finance & Planning Department and shall forward to the Finance & Planning Department within the stipulated period.

The Finance & Planning Department shall check and verify the annual operational budget forwarded by the Branches and Departments and consolidate them.

Finance & Planning Department shall prepare the annual operational budget and forwarded to the management for further review and process of approval before the end of the fiscal year.

All the Branches and departments shall meet the target as mentioned in the budget as well as keep the expenses within the budget allocated.

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Finance & Planning Department shall monitor the expenses to maintain within the budget allocated.

XI. Miscellaneous

Accounts Section discharges basically back office function of the Bank. Like other back office functions the function of the Accounts Section should be always supportive towards front office function to enhance the effectiveness and efficiency of the service provided by front office.

Apart from the function outlined above, following are the miscellaneous functions of the Account Sections:

- Handling of government revenue accounts, wherever applicable as per the procedure set for that.
- To carry out the applicable functions of General Administrative Department Corporate Office.
- To carry out the applicable functions as of Human Resource Department in Corporate Office.
- To carry out the applicable functions as of Treasury Department in Corporate Office.





NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen -1

A/C No.:

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ACCOUNT OPENING APPLICATION FORM

The Manager,
Nepal Credit & Commerce Bank Ltd.

श्री प्रबन्धकज्यू,
नेपाल क्रेडिट एण्ड कमर्स बैंक लि.

DAY MONTH YEAR
गते महिना साल

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

..... Branch शाखा

Dear Sir, महाशय,
Please open an account in my/our name with under mentioned title. मेरो/हाम्रो नाममा निम्न बमोजिमको खाता खोलिएदिनु हुन अनुरोध

Title : खाताको शिर्षक :
 Current चल्ती Savings बचत NCC Saving Plus NCC सेभिङ्ग प्लस

Name : नाम :
Mr./Mrs./Miss/M/s श्री / श्रीमती / सुश्री

Occupation : पेशा : Nationality : राष्ट्रियता : Citizenship/Passport No. : नागरिकता / पासपोर्ट नं. :

Address : ठेगाना : Phone No. : फोन नं. :
Res. निवास
Off. अफिस
Fax No. फ्याक्स नं.

Account Type : खाताको प्रकार : Enclosed : संलग्न :
 PERSONAL ACCOUNT व्यक्तिगत खाता Citizenship Certificate नागरिकताको प्रमाण-पत्र Passport पासपोर्ट Others अन्य

SOLE PROPRIETORSHIP ACCOUNT Registration Certificate Tax Certificate Citizenship Certifi

PARTNERSHIP ACCOUNT Partnership Agreement Deed Firm Registration Certificate
 Tax Certificate Citizenship Certificate of Partner
 Resolution to open and operate accounts

LIMITED COMPANY ACCOUNT Registration Certificate
 Memorandum & Articles of Association
 Name, Address of Directors of the Limited Co. with copy of Citizen Certificate
 Certificate of Commencement of Business
 Resolution of Board of Directors to open & operate account
 Tax Certificate (PAN, VAT)

INGO/NGO/OTHERS Registration Certificate
 List of Office Bearers
 Resolution Regarding Opening & operation of Account
 Constitution / By Laws

Mode of operation : खाता संचालन :
 Single एकलैल Joint संयुक्त Either कुनै एक Other अन्य

Existing Account if any :

Statement : स्टटमपुः

Personally Collect
आफै लिन आउने

By Post
हुलाकद्वारा पठाउनु पर्ने

In English Calendar
अंग्रेजी पात्रो अनुसार

In Nepali Calendar
नेपाली पात्रो अनुसार

I/We have read your Bank's conditions for conduct of account. I/We agree to abide by the Bank's prevalent rules and comply with the rules of the Bank in force from time to time regarding operation of the account. मैले / हामीले यस बैंकको खाता संचालन सम्बन्धी शर्तहरू पढे/पढ्यौं। बैंकको खाता संचालन सम्बन्धी विद्यमान तथा समय समयमा लागु हुने नियम तथा शर्तहरू पालना गर्न मन्जुर छु/छौं।

Sincerely your's भवदीय

Name in Full पुरा नाम	Authorised Signature दस्तखत

Introducer's declaration

I have known Mr./Mrs./Miss/M/s _____ for a period of _____ years.

I/we declare the identity, occupation and address of the applicant (s) is true.

Name :

Account No.

Tel. No. :

Date :

Introducer Signature :

For Bank's use only

Prepared By

Entered By

Reviewed By

Approved By

Follow up action & responsibility :

REQUISITION FOR CHEQUE

Please supply a book of cheques to me/us or
being my/our agent whose specimen signature appears below.

(Specimen Signature of Account Holders Agent)

(Signature of Applicant)

Received Cheque book bearing No. to and counted, checked and found correct.

(Signature)

1. The laws and regulations of Nepal and usual customs and practices adopted by the commercial banks of Nepal will apply to and govern the conduct of deposit accounts opened with the Bank.
2. The constituent(s) can only withdraw sums from his/their account by means of cheque supplied to him/their the Bank for that particular account.
3. Cheques should be signed as per the specimen signature supplied to the Bank and any alteration in the cheque must be authenticated by the drawer's full signature.
4. Post dated and stale cheques will not be paid.
5. The Bank will register instruction from the drawer of a cheque to stop its payment but it will not accept responsibility in case such instructions are overlooked.
6. Collections are undertaken at the risk of the constituent(s) only. The Bank shall endeavor to collect the cheques and the items as promptly and carefully as possible, but it will not accept responsibility in case of any delinquency. All cheques and other instruments should be crossed before they are paid in for credit of account. Uncleared items though credited in the account, shall not be available for being drawn against. The Bank has a right to debit the customer's accounts, if they are not realized.
7. The Bank will take utmost care to record all the entries correctly in the account of the constituent(s), but in case of any error the Bank reserves right to make the correct adjusting entries without notice and recover any amount due from the constituent(s).
8. In absence of contract to the contrary, the credit balance in any account in the names of two or more persons, at the death of one or more of them, shall be payable to the survivors, and if there is a debit balance, the survivor and the estates of deceased constituent(s) shall be jointly and severally liable for repayment thereof.
9. A receipt for money, securities etc., on behalf of the Bank is valid only if duly signed by the authorized officer or carries Bank's computer authentication.
10. The Bank reserves the right to add, alter any or all of the rules after notification and such altered or additional rules shall immediately thereafter be deemed to be binding on all constituents.
11. The bank reserves the right to close the deposit accounts without notice if the conduct of the account is unsatisfactory in the opinion of the Bank or for any other reasons whatsoever which shall not be incumbent on the Bank to disclose to the constituent(s).
12. A distinctive number is allotted to each account, which should be quoted in all correspondence relating to the account and when making deposits or withdrawals.
13. Please fill a Nominee Form printed overleaf for Individual accounts.
14. Periodic statement of accounts shall be considered correct unless we receive from you in writing to the contrary within fifteen days after despatch thereof by us.
15. Interest on overdrawn Current Accounts would be charged on daily products at the prevailing rate.



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 2

Branch (शाखा)

Date (मिति)

Account No. (खाता नं.)											
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Signature Specimen Card (दस्तावेज नमूना कार्ड)

Name of Account Holder (खातावालाको नाम):		Name of Signatory (हस्ताक्षरवालाको नाम):	
Signature/Thumb Impression (हस्ताक्षर/ल्यान्चे)	Photo (तस्विर)	Signature (हस्ताक्षर)	Photo (तस्विर)
	Name of Signatory (हस्ताक्षरवालाको नाम):		
Signature (हस्ताक्षर)	Photo (तस्विर)	Seal of the Company (कम्पनीको छाप)	

Account Operation Instructions (खाता सञ्चालनबारे निर्देशन):

For Bank Use Only
(बैंक प्रयोजनको लागि मात्र)

Signature Certified By (हस्ताक्षर प्रमाणित गर्ने)
 Checked By (रजु गर्ने)
 Scanned By (स्वयान् गर्ने)
 Approved By (स्वीकृत गर्ने)



नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

..... Branch/ शाखा

Specimen 3

KYC FORM

कम्पनी/फर्म/अन्य संगठित संस्थाको खाता खोल्दाको हकमा ग्राहक पहिचान (KYC) विवरण:

खाता नं.

१. संस्थाको नाम:

२. संस्था दर्ता हुँदाको ठेगाना:

जिल्ला..... न.पा./गा.वि.स..... वडा नं.....टोल/गाउँ.....

घर नम्बर..... टेलिफोन नं..... फ्याक्स नं..... इमेल ठेगाना.....

वेबसाइट ठेगाना.....

३. संस्था दर्ता हुँदाको ठेगाना परिवर्तन भएको भएमा:

जिल्ला..... न.पा./गा.वि.स..... वडा नं..... टोल/गाउँ.....

घर नम्बर..... टेलिफोन नं..... फ्याक्स नं.....

४. संस्था रजिस्ट्रेशनको प्रमाण पत्र:

दर्ता नं..... दर्ता गर्ने कार्यालय..... दर्ता मिति.....

* विशेष ऐन अन्तर्गत स्थापना भएका संगठित संस्थाहरूको हकमा नं. ४ लागु नहुने।

५. कार्य क्षेत्र:

६. कारोबारको किसिम:

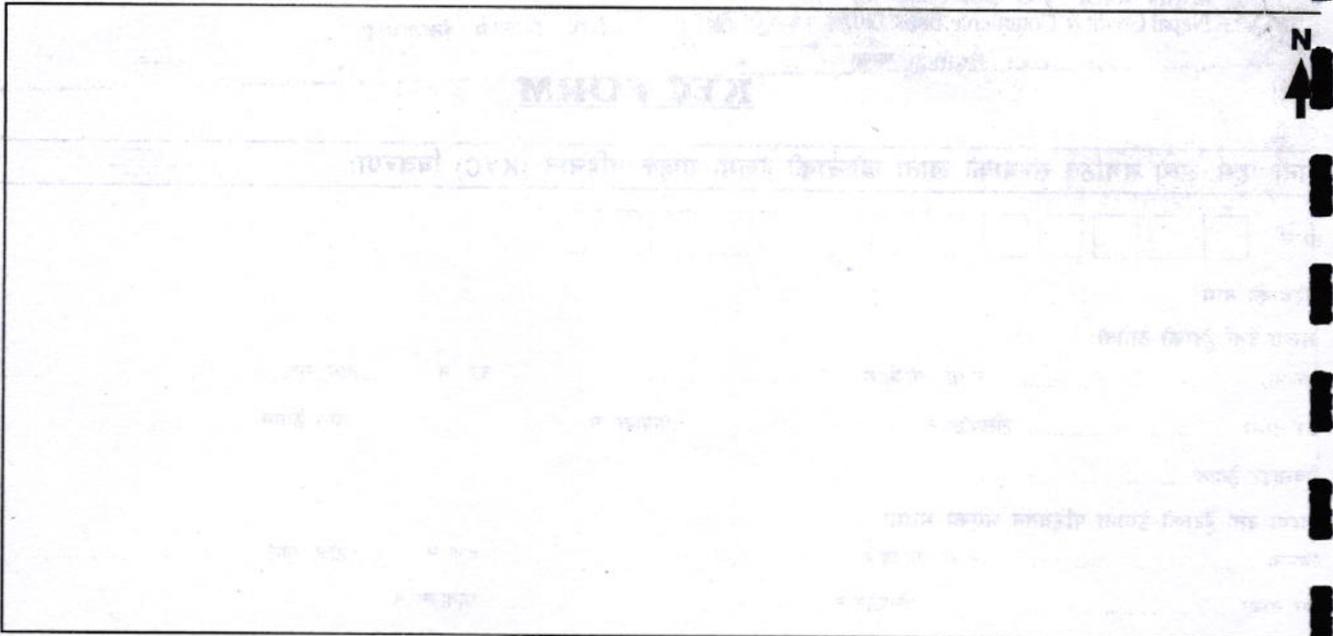
७. शाखा/कार्यालय संख्या र मुख्य-मुख्य शाखा/कार्यालयहरू रहेको स्थान:

८. स्थायी लेखा नम्बर:

९. वार्षिक अनुमानित कारोबार रकम:

१०. संचालकहरू र कार्यकारी प्रमुख/प्रोपाइटर/खाता संचालकहरूको विवरण

क्र.सं.	पद	नाम, थर	ठेगाना	फोन/मोबाइल नं.
१.				
२.				
३.				
४.				
५.				
६.				
७.				
८.				
९.				
१०.				
११.				



ग्राहकको हस्ताक्षर

अन्तरवार्ता लिने अधिकारीको हस्ताक्षर

मिति :

मिति :

* ग्राहक, खाता र कारोबारको प्रकृति अनुसार देहायका विवरण तथा कागजातहरू लिनु पर्नेछ र आवश्यक लागेमा ग्राहकको अन्तरवार्ता समेत लिनु पर्नेछ ।

- (क) संस्था दर्ता प्रमाण पत्र र स्थायी लेखा नम्बरको प्रमाणित छविचित्र ।
- (ख) प्रबन्ध पत्र तथा नियमावली/फर्मका साभेदार बीच भएको कबुलियतनामा/बिधान/बिनियमको प्रमाणित छविचित्र
- (ग) खाता खोल्ने र खाता संचालन गर्ने सम्बन्धमा संचालक समिति/कार्य समितिले गरेको निर्णय र अख्तियारी
- (घ) पछिल्लो आर्थिक वर्षको लेखापरीक्षण भएको वित्तीय विवरण ।
- (ङ) मुनाफामा रहेको संस्थाले पछिल्लो आर्थिक वर्षको कर चुक्ता गरेको प्रमाण पत्रको प्रमाणित छविचित्र ।
- (च) संचालक, कार्यकारी प्रमुख, प्रोप्राइटर, साभेदार र खाता संचालकहरूको छुट्टा-छुट्टै व्यक्तिगत ग्राहक पहिचान विवरण
- (छ) संचालकहरू तथा कार्यकारी प्रमुख र खाता संचालकहरूको पासपोर्ट साइजको फोटो र नागरिकता/पासपोर्टको छविचित्र
- (ज) नेपाल सरकार वा नेपाल सरकार अन्तर्गतका कार्यालय वा निकायहरू, विशेष ऐन अन्तर्गत स्थापित निकाय, नेपाल सरकारको स्वामित्व रहेका संगठित संस्था, नेपाल राष्ट्र बैंकबाट इजाजत प्राप्त बैंक तथा वित्तीय संस्थाहरू, संयुक्त राष्ट्र संघ अन्तर्गतका कार्यालय तथा विशिष्टिकृत निकाय एवं अन्तर्राष्ट्रिय संस्थाहरू र विदेशी राजदुतावासहरूको हकमा खाता संचालकहरूको मात्र व्यक्तिगत विवरण माग गर्नु पर्नेछ ।

KYC



KYC FORM

व्यक्तिगत/संयुक्त खाता खोल्दाको हकमा ग्राहक पहिचान (KYC) विवरणः

खाता नं.

१. नाम/थर

श्रीमान्/श्रीमती/सुश्री

२. स्थायी ठेगाना

जिल्ला

न.पा./गा.वि.स.

वडा नं. टोल/गाउँ

घर नम्बर

टेलिफोन नं.

मोबाइल नं.

३. हालको ठेगाना

जिल्ला

न.पा./गा.वि.स.

वडा नं. टोल/गाउँ

घर नम्बर

टेलिफोन नं.

मोबाइल नं.

इमेल

४. जन्म मिति :

५. नागरिकता : नागरिकता नं.

जारी गर्ने कार्यालय

जारी मिति

६. पासपोर्ट : पासपोर्ट नं.

जारी गर्ने कार्यालय

जारी मिति

विदेशी नागरिकको हकमा : भिसाको अवधि नाघ्ने मिति :

७. परिचय पत्रको हकमा:

परिचय पत्रको किसिम

परिचय पत्र नं.

जारी गर्ने निकाय

जारी मिति

८. स्थायी लेखा नम्बर :

९. डेरामा बस्नेको हकमा :

घरधनीको नाम/थर

ठेगाना :

फोन नं.

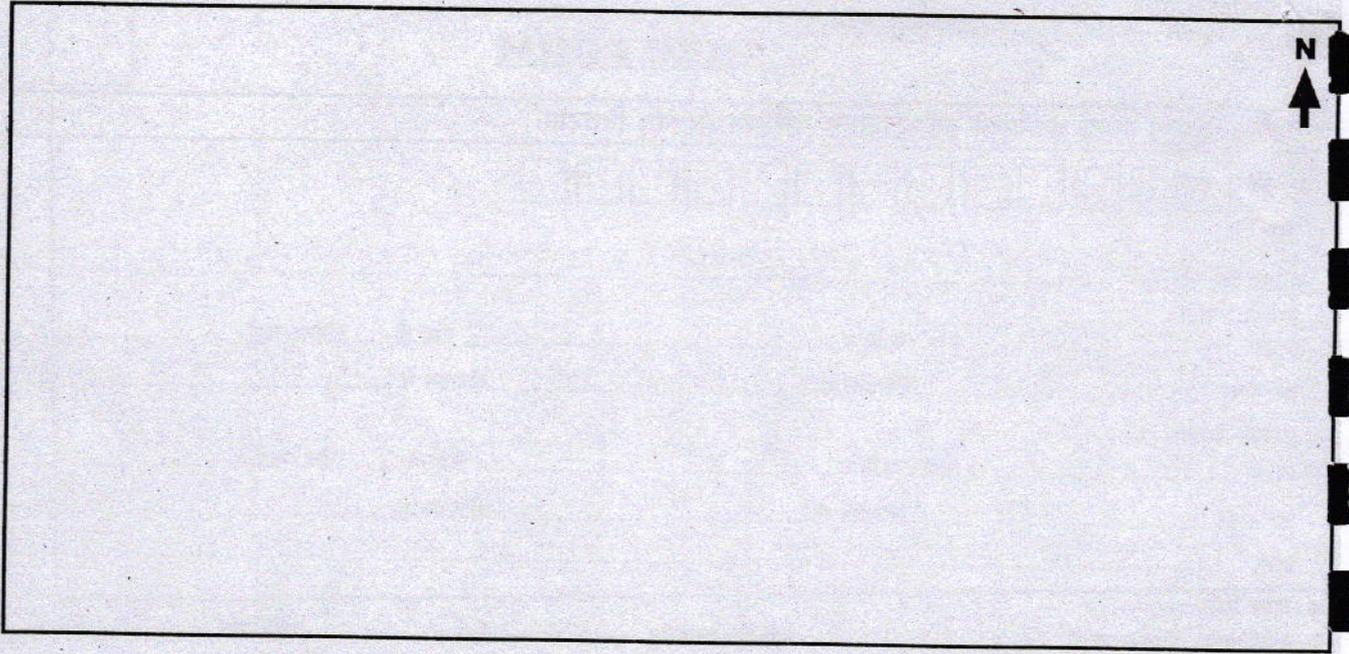
१०. एकाघर परिवारका सदस्यहरूको विवरणः

क्र. सं.	नाता	नाम, थर
१.	पति/पत्नी	
२.	बाबु	
३.	आमा	
४.	बाजे	
५.	छोरा	
६.	छोरी	
७.	बुहारी (छोराको श्रीमती)	
८.	ससुरा (विवाहित महिलाको हकमा)	

११. संलग्न रहेको पेशा/व्यवसाय

क्र.सं.	संस्थाको नाम	ठेगाना	पद	अनुमानित वार्षिक आमदानी/पारिश्रम
१.				
२.				
३.				

* तीन वटा भन्दा बढी संस्थामा संलग्न भएमा छुट्टै विवरण पेश गर्नु पर्नेछ।



ग्राहकको हस्ताक्षर

अन्तरवार्ता लिने अधिकारीको हस्ताक्षर

मिति :

मिति :

* ग्राहक, खाता र कारोबारको प्रकृति अनुसार देहायका विवरण तथा कागजातहरू लिनु पर्नेछ र आवश्यक लागेमा ग्राहकको अन्तरवार्ता समेत लिनु पर्नेछ ।

- (क) हालसालै खिचिएको पासपोर्ट साइजको फोटो ।
- (ख) नागरिकताको प्रमाणित छविचित्र ।
- (ग) कुनै निकाय वा संस्थाका कर्मचारीको हकमा परिचय पत्रको छविचित्र ।
- (घ) हालको ठेगाना पुष्टि हुने कागजात जस्तै: पानी/बत्तीको शुल्क तिरेको बिल, सवारी चालक अनुमति पत्र, पासपोर्ट, मतदाता परिचय पत्र, स्थायी लेखा नम्बरको प्रमाण पत्र वा लालपुर्जा आदिको छविचित्र ।
- (ङ) विदेशी नागरिकको हकमा पासपोर्ट र म्याद ननाघेको भिसाको प्रमाणित छविचित्र र कर्मचारी भए कार्यरत संस्थाको सिफारिश पत्र ।
- (च) पासपोर्ट नभएका भारतीय नागरिकको हकमा भारतीय राजदुतावासको सिफारिश पत्र ।
- (छ) गैरआवासीय नेपालीको हकमा पासपोर्ट, गैरआवासीय परिचय पत्रको छविचित्र र आयस्रोत खुल्ने कागजातहरू ।
- (ज) शरणार्थीको हकमा नेपाल सरकार वा अन्य आधिकारीक निकायले दिएको परिचय पत्रको छविचित्र ।
- (झ) परिष्कृत ग्राहक पहिचान (Enhanced CDD) पद्धती अपनाउनु पर्ने ग्राहकहरूको हकमा एकाघरका जीवित सदस्यको नागरिकताको छविचित्र ।

KYC

Specimen # 06



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Letter of Thanks for Opening Account

Date.....

Mr./Mrs./Ms.

.....
.....

Dear Sir/Madam

We would like to thank you for opening an account with us and giving us an opportunity to cater your banking requirement. Please be assured that your transactions will be handled with due attention and care.

We are confident about having mutual beneficial business relationship for long term.

These are the details of your account:

Account No :
Opened On :
A/C Type :
Currency :
Interest Rate :

We will appreciate if you have any suggestion for further improvement of our services.

Thanking You

Sincerely Yours

Authorized Signature



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

AUTHORISING ANOTHER PERSON(S) TO OPERATE ACCOUNT

	Day	Month	Year
	<input type="text"/>	<input type="text"/>	<input type="text"/>
ACCOUNT NO.	<input type="text"/>	<input type="text"/>	<input type="text"/>

Dear Sir,

I, the undersigned _____
(Full name of mandator-Authoring Person)

request you to treat and consider until you receive written direction from me to the contrary,

(Full name of mandatee-Person Authorised)

as fully empowered in respect of above account(s) for me, and on my behalf an account, and in my name to act as specified in Clause(s) No. _____

1. To draw, sign an endorse cheque and other orders, and receipts for monies owing by you to me, notwithstanding that debiting or any such cheques, order, receipts to the account may cause the said account to the overdrawn or any overdraft to be increased thereby.
2. To draw, sign, accept and endorse bill of exchange and promissory notes, notwithstanding that the debiting and any such bill of exchange or promissory notes to the account may cause the said account to be overdrawn or any overdraft to be increased thereby.
3. To negotiate for and take advances way of discounts, loans, overdrafts, otherwise, with or without security.
4. To pledge and deposit any security for the repayment of such advances.
5. To withdraw anything received or held by you by way of security or for safe custody or collection or any purpose whatsoever.

And generally, in all dealings and transaction between me and you, to act as fully and effectually for intents and purposes as I could if personally present and acting in the matters and transactions aforesaid and also in such other matters and transactions as may arise in the course of business, for all of which this shall be a sufficient authority to you, your managers, officers and clerks, and in the cause of my death, as to all matters and things which, after such death shall be done by the said mandatee by virtue of, or under cover, or in pursuance hereof, I engage that (so far as you are interested or concerned) such as acts of the said mandatee shall be binding upon all persons claiming from or under me, unless notice in writing of such death shall have been previously received by you from some party entitled to give the same.

_____ will sign _____

Dated this _____ day of _____ 19_____

Account Holder's Signature

For Bank's Use Only

Account No.	Date	Types of Accounts
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Individual <input type="checkbox"/> Joint <input type="checkbox"/> Partnership <input type="checkbox"/>

Recorded in the Account Opening Register by:

Computer Data Entered by:

Manager's Approval:



NCC Bank
 नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

Specimen # 10

Date: _____

Account Number: _____

Cheque Requisition Slip

_____ Branch

Please provide a new cheque book of _____ cheques to me/us or my/our agent to collect the cheque book on my/our behalf whose name and specimen signature appears as bellow:

 Specimen Signature of Agent
 Name of Agent:

 Account Holder's Signature and Seal
 Name of Account Holder:

 Signature of Verifying Staff

Received with thanks cheque book containing _____ cheques from serial number _____ to _____ counted, checked and found correct.



Cheque Received Date: _____

 Account Holder's Signature and Seal/Specimen Signature of the Agent

Notice: Cheque Book is to be collected **within 90 Days** from the date of request otherwise Rs. 200 will be leived.

Specimen # 12



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Letter of Indemnity
(Issuance of cheque book in loss/absence of cheque requisition slip/book)

Date.....

The Manager
Nepal Credit & Commerce Bank Ltd.
..... Branch

Ref : Loss/Absence of Cheque Book

Dear Sir/Madam,

This is to inform you that I have lost my cheque requisition slip/cheque book and request you to issue me a fresh cheque book in the absence of cheque requisition slip. I/We agree to indemnify you against any claims, losses and demands whatsoever which you may incur or sustain by you in this connection

Thanking you

Sincerely Yours

Signature : _____
Name : _____
Account Number : _____

Specimen # ~~12~~ /3



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

**Request for Counter Cheque
(In Absence of Cheque Book)**

Date.....

The Manager
Nepal Credit & Commerce Bank Ltd.
..... Branch

Ref : Request for counter cheque

Dear Sir/Madam,

I/We are maintaining a Current/Savings Account Number..... with your Bank. As I/We could not bring the required cheque leaf from the cheque book issued to me/us, please issue me a counter cheque or arrange payment (by debiting my/our account) for my/our purpose to draw an amount of Rs..... (In words Rupees.....Only).

Thanking you

Sincerely yours

A/C Holder's Signature

For Bank's Use Only

Cheque Number.....issued on.....
Approved By.....

Authorized Signature

Specimen # 015



NCC Bank
नेपाल क्रेडिट एण्ड कर्मास बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Request Letter for Change of Address

Date.....

The Manager
Nepal Credit & Commerce Bank Ltd.
..... Branch

Ref : Change of Address

Dear Sir/Madam,

This is to inform you that my/our address has been changed and we request you to change my/our address in your records as mentioned below:

.....
.....
.....
.....

Thank you for your cooperation

Thanking you

Sincerely Yours

Signature : _____
Name : _____
Account Number : _____

Specimen # 16



NCC Bank
नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Acknowledgement Letter for Change of Address

Date.....

To:

.....
.....

Account Number:

Ref: Change of Address

Dear Sir/Madam

This is to inform you that as per your request we have updated our record with your new address as below:

.....
.....
.....
.....

Now onwards, the bank will direct all correspondence related to your account to above address.

Please acknowledge the receipt

Thanking you,

Sincerely Yours

Authorized Signature

Specimen # 17



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

REQUEST LETTER FOR CHANGE OF SIGNATURE

Date:.....

The Manager
Nepal Credit and Commerce Bank Ltd.
..... Branch

Ref.: Change of Signature.

Dear Sir/Madam,

This is to inform you that my/our signature has been changed and I/we request you to please change my/our signature in your records as below. I/we have also attached a fresh Signature Card with this letter.

Thanking you,

Sincerely Yours,

Existing Signature (s)

New Signature

Name :

Account Number :

FOR BANK'S USE ONLY

Signature Changed on :

Approved by :

Specimen # 18



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

35 Days Notice Upon Death of Account Holder

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
शाखा कार्यालय.....को

हक-दावी गर्न आउने ३५ दिने सूचना
(प्रथम पटक प्रकाशित मिति)

..... जिल्ला गा.वि.स./नगरपालिका वडा नं
..... वस्ने को नाति/नातिनी/बुहारी,
..... को छोरा/छोरी/श्रीमती को मिति
..... मा निधन भएकोले यस बैंकमा निजको चल्ती / बचत खाता नं
..... मा जम्मा रहेको संपूर्ण रकम भुक्तानी पाउं भनी निज मृतक
खातावालको नाता पर्नेले यस बैंकमा मिति
..... मा निवेदन पेश गरेको हुदा निज मृतक खातावालको नाममा
यस बैंकमा रहेको रकममा कसैको हकदावी लाग्ने भए वाणिज्य बैंक ऐन २०३१
(संशोधन सहित) को दफा २३ वमोजिम अग्राधिकारवाला हकदारले यो सूचना
गोरखापत्र दैनिकमा प्रथम पटक प्रकाशित भएको मितिले ३५ (पैंतिस) दिन भित्र
आफनो स्वतः प्रमाण सहित यस शाखामा हकदावी गर्न आउनुहोला । सो म्याद भित्र
हकदावी गर्न नआएमा वाणिज्य बैंक ऐन २०३१ को दफा २३ वमोजिम कारवाही
भइजाने हुंदा यो सूचना प्रकाशित गरीएको छ । उल्लेखित म्याद भित्र दावी गर्न
नआएपछी कुनै उजुर नलाग्ने व्यहोरा समेत यसै सूचना वाट सम्बन्धित सवैको
जानकारीको लागि सूचित गरीएको छ ।



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 19

APPLICATION FOR CLOSURE OF ACCOUNT

The Manager
Nepal Credit & Commerce Bank Ltd.

..... Branch

Date :

Ref.: Closure of Account

Dear Sir/Madam,

Please close my/our following Account :

Account No.

--	--	--	--	--	--	--	--

Name:

All unused cheque [.....] are returned [.....] are lost and I/we indemnify you against any claims, losses and demands whatsoever which you may incur or sustain in this connection

Reasons for closing (if any) :

--

Please debit my/our account for the applicable charge.

Signature of the Account Holder

Department:	FOR BANK'S USE ONLY		Reasons for Objection	Sig. of Officers
	[] Objection	[] No Objection		
Trade Finance	[] Objection	[] No Objection		
Loan Credit	[] Objection	[] No Objection		
Bills & Remittance	[] Objection	[] No Objection		
Guarantee	[] Objection	[] No Objection		
Accounts	[] Objection	[] No Objection		

Balance Amount : _____
 Add; Interest : _____
 Less; Tax : _____
 Less; Bank's Charge : _____
 Total Balance Payable : _____

Please close the account

Prepared By

Authorised Signature(s)



NCC Bank
नेपाल क्रेडिट एण्ड कमर्च बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # ~~20~~ 20
On Demand Statement Register

Name	Account Number	Date		Initial of Recipient
		From	To	
				A
				B
				C
				D
				E
				F
				G
				H
				I
				J
				K
				L
				M
				N
				O
				P
				Q
				R
				S
				T
				U
				V
				W
				X
				Y
				Z



NCC Bank
 नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

Specimen # 22

Date: _____

Branch Manager
 Nepal Credit & Commerce Bank Ltd.

Sub: To mark the cheque as **Good for Payment**

Dear Sir/Madam

I/Wewould like to request you to mark **Good for Payment** to the following cheque:

Cheque Number	
Cheque Date	
Payee	
Amount(In figure)	
Amount(In words)	

Please debit my/our account number for necessary charges/commission, if any.

Thanking you

Right

Left

Thumb Impression
(if any)

Thumb Impression
(if any)

Account Holder's Signature and Stamp (if any)
 Account Number: _____

Thumb Impression in my Presence

For Bank's Use Only

Signature Verified By

Approved By

Note: Rs.100 will be levied for cancellation.



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 24 -

REQUEST FOR BALANCE CERTIFICATE

Date :

To,
The Manager,
Nepal Credit and Commerce Bank Ltd.
..... Branch

Ref. : Issuance of Balance Certificate.

Dear Sir/Madam,

This is to request you to issue me/us the Balance Certificate of my/our Account

No. as of / / I We hereby
authorize you to debit my/our above stated Account to recover you charges as
per the policy of the Bank.

Thanking you,

Sincerely Yours,

Signature

Name :

NCCB : 41

Specimen # ~~25~~ 25



NCC Bank

नेपाल क्रेडिट एण्ड कमार्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Balance Certificate

To Whom It May Concern:

This is to certify that the Account as per details mentioned below:

Name : _____
Account # : _____
A/C Type : _____
Currency : _____

has a balance of NRS _____ (In Words _____ Only)
as at ____ / ____ / ____ (d/mm/yyyy)

Equivalent US\$ _____
At prevailing exchange rate of US\$ 1 = NRS _____

Please note that the exchange permit from Nepal Rastra Bank is essentially required to convert Nepalese Rupees into any other foreign currency.

This certificate has been issued as per the request of afore stated account holder without any obligation on the part of the Bank.

Authorized Signature
Nepal Credit and Commerce Bank Ltd.



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 26

F.D. No.

APPLICATION FOR TERM DEPOSIT

The manager
Nepal Credit & Commerce Bank Ltd.

Date :

.....Branch

Dear Sir,
Please make a Term Deposit of as per the following

Currency	Amount	For	Period	At % p.a.

Full Name/s :

Address/es :

Cash Debit Account No. :	Amount
Cheque No. :	Rs.
Drawn On :	

Interest to be paid to : Account No.

I/We authorised the Bank to invest the deposit in any manner it like. I/We agree to abide by the Bank's rules governing Term Deposit Accounts.

1. Interest shall be payable quarterly.
2. Bank accepts standing instruction for the renewal of fixed deposit.

Applicant's Signature

FOR BANK'S USE ONLY

Certificate No. 	Name(s) of Payee :
Issue Date :	Amount :
Due Date :	Payment Date :
Interest Paid :	Initials :
Computer Data Entry :	

Deal Opened by

Authorised Signature (B)

Authorised Signature (A)

Date :

NOMINEE(S) FORM
(TO BE FILLED BY PERSONAL A/C HOLDERS)

Dear Sir,

I..... maintaining **Fix Deposit** A/C No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

with your Bank here by give details of the nominee(s) to receive any sums of amount which may be due to me from **NCCBank** in the event of my death:

Mr./Mrs./Miss :

Son/Wife/Daughter of :

Date of Birth : Age :

Relationship to me :

Permanent Address :

Contact Address :

Tel. No. :

and in the event of my death during the maturity of the above nominee(s) I appoint

Mr./Mrs./Miss :

Son/Wife/Daughter of :

Relationship to me :

Permanent Address :

to receive all monies due to me on behalf of nominee(s)

A/C No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Signature

WITNESS

1. Signature :

2. Signature :

Name :

Name :

Address :

Address :

FOR BANK'S USE ONLY

Approved by :

Manager :

Computer Data Entered by :



NCC Bank
 नेपाल क्रेडिट एन्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

FIXED DEPOSIT RECEIPT

FD NUMBER 005029

DATE:

NAME:

RATE:

MATURITY DATE:

AMOUNT:

(A)

(B)

AUTHORISED SIGNATURE(S)

HARDFIX



NCC Bank
 नेपाल क्रेडिट एन्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

FIXED DEPOSIT RECEIPT

FD NUMBER 005030

DATE:

NAME:

RATE:

MATURITY DATE:

AMOUNT:

(A)

(B)

AUTHORISED SIGNATURE(S)

HARDFIX



NCC Bank
 नेपाल क्रेडिट एन्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

RECEIVED FROM

AMOUNT (IN WORDS)

FOR A PERIOD OF

WITH INTEREST AT

(COMPUTED ON THE BASIS OF 365 DAYS YEAR AND ACTUAL DAYS ELAPSED)

AMOUNT
IN FIGURES

(A)

(B)

AUTHORISED SIGNATURE(S)

005029

Specimen # 28



NCC Bank
 नेपाल क्रेडिट एन्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

RECEIVED FROM

AMOUNT (IN WORDS)

FOR A PERIOD OF

WITH INTEREST AT

(COMPUTED ON THE BASIS OF 365 DAYS YEAR AND ACTUAL DAYS ELAPSED)

AMOUNT
IN FIGURES

(A)

(B)

AUTHORISED SIGNATURE(S)

005030

Nepal Credit and Commerce Bank Ltd.
..... **Branch**

M/S.....
.....
.....

Date:

Dear Sir/Madam

Sub: Your Fixed Deposits No: Dated:
Maturing on.....for Rs

We are glad to inform that the above deposit of yours matures for payment on

While soliciting your continued patronage, we would like to bring to your notice that, as per our rules, the deposit ceases to earn interest after the due date, unless the same is renewed/ re-invested.

It will be our pleasure to renew or reinvest the deposit for a further period convenient to you unless you have any special reasons for encasing the same.

In this connection kindly make it convenient to call on us along with the deposit receipt.

May we take this opportunity to request you to have your further remittance.

It is our fond desire that our Bank is recommended to your friends also to invest their saving with us.

Assuring you of our best attention and services at all times,

Yours faithfully,

Manager

Specimen 30

Format 5

LETTER OF INDEMNITY

Date: _____

The Manager

.....
.....

Branch

NCC Bank

Dear Sir/Madam

In consideration of Nepal Credit & Commerce Bank Ltd. (NCC Bank) issuing Duplicate Fixed Deposit Receipt, I/We,

.....
Fixed Deposit Account holder(s) agree to indemnify NCC Bank against all losses and expenses on full indemnity basis which the Bank may incur, sustain, suffer or is likely to suffer in connection with execution of my/ours instructions and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence by reason of issuing duplicate fixed deposit receipt. I/We will pay NCC Bank such amount as may be determined to be sufficient to indemnify it against any such, loss or expenses even though they may not have arisen or are contingent in nature. I/We hereby irrevocably authorize you to debit my/our account with any amount which you may at the time require to meet my/our liability hereunder.

I/We hereby request you to issue to me/us a duplicate Fixed Deposit Receipt solely at my/our risk.

Yours sincerely,

Signature

Name _____

Fixed Deposit Number: _____



NCC Bank
 नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
 Nepal Credit & Commerce Bank Ltd.

Specimen # 32

Request Letter for Transfer of Accounts

To: **The Manager**
Branch
 NCC Bank

Date.....

Ref : Transfer of Current / Savings Account #.....

Dear Sir/Madam,

I / We desire to transfer my / our above mentioned account in the name of _____
 _____ from your Branch to _____

Because of following reasons: _____

I / We surrender herewith the unused cheque leaves from Serial No. to
 and other necessary documents related to the above account and request
 you to make necessary arrangements to transfer my account at your earliest convenience.

Thanking you

Sincerely Yours

 (Name and signature of the A/C holder)

Telephone No _____

For Bank's Use Only				
Department			Reasons for Objection	Sig. of Officers
Trade Finance	<input type="checkbox"/> Objection	<input type="checkbox"/> No Objection		
Loan/Credit	<input type="checkbox"/> Objection	<input type="checkbox"/> No Objection		
Bills & Remittance	<input type="checkbox"/> Objection	<input type="checkbox"/> No Objection		
Guarantee	<input type="checkbox"/> Objection	<input type="checkbox"/> No Objection		
Accounts	<input type="checkbox"/> Objection	<input type="checkbox"/> No Objection		

Balance Amount : _____
 Add, Interest : _____
 Less, Tax : _____
 Total Balance Payable : _____

Please transfer the account

 Prepared By

 Authorized Signature

Specimen # 33



NCC Bank
नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Covering Letter from one Branch to Another for Transfer of Accounts

Date : _____

The Manager,
NCC Bank Ltd.
_____ Branch

Ref: Transfer of Savings / Account No.....
In the Name of

Dear Sir/Madam,

We are transferring the above account at the written request of the Account Holder on account of the following reasons given by him/her/them:

The Account Holder desires to be contacted on the following Number:

Residence: _____ Office: _____

Please intimate the Account Holder and request to call on you.

The Account Holder has surrendered the unutilized cheque leaves pertaining to his/her/their account maintained with us. The Account Holder will call on you to collect the fresh cheque book.

As we have retained our Specimen Signature Card this end, you may kindly obtain a fresh Specimen Signature Card from the party.

We are enclosing herewith the IBCA No.....date.....
for Rs..... (In WordsOnly) being
the final balance of the account transferred to your Branch.

We hereby certify that we have checked all the particulars of the Account Opening Form as required by Corporate Office and found them all correct.

Yours Sincerely

Authorized Signature



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

.....Branch

Specimen - 34
NCC Locker Form
(एन. सी. सी. लकर फारम)

Date मिति:

--	--	--	--	--	--	--	--	--	--

Safe Deposit Locker No. लकर नं.

--	--	--	--	--	--	--	--	--	--

Name of the Applicant(s) निवेदक(हरू)को नाम:

--

I/We request you to rent me/us a safe deposit locker of (type) in your branch. I/We agree to abide by the Bank's prevalent rules, terms and conditions and comply with the rules of the Bank in force from time to time regarding the hiring of locker.

म/हामी तपाईंको शाखामा (आकार) को एउटा लकर बहालमा उपलब्ध गराई दिनुहुन अनुरोध गर्दछु/छौं। म/हामी बैंकको प्रचलित नियमहरू र शर्तहरू पालना गर्न मञ्जुर गर्दछु/छौं र बैंकले लकर सम्बन्धी समय समयमा लागू गरेका नियमको पालना गर्नेछु/छौं।

Details of the Locker Required (लकरको विवरण):

S. No.	Type	Size (mm)	Deposit Amount	Annual Rental	Please Tick Required (√)
1.	Small A	125 x 175 x 492	15,000.00	1,400.00	
2.	Small B	159 x 210 x 492	20,000.00	1,700.00	
3.	Medium	159 x 423 x 492	30,000.00	3,000.00	
4.	Large	321 x 210 x 492	40,000.00	4,000.00	
5.	XL Large	321 X 423 X 492	50,000.00	5,000.00	

Mode of Operation (संचालन गर्ने तरिका)

Single एकलै Joint संयुक्त Either कुनै एक Others (Pls., Specify) अन्य (कृपया उल्लेख गर्नु होला)

Debit Authorization (रकम कट्टि गर्ने अख्तियारी)

Please debit my/our Account number maintained with the Bank to recover Deposit Amount and/or Annual Rentals or other charges as per Bank Policy.
बैंकको नियमानुसार लकरमा लाग्ने धरौटी रकम र वार्षिक बहाल वा अन्य शुल्कहरू त्यस बैंकमा संचालन रहेको मेरो/हाम्रो खाता नम्बर बाट कट्टि गरी असुल उपर गर्नु होला।

Signature of Account Holder(s)
खातावाला(हरू)को हस्ताक्षर

Signature of Verifying Staff
जाँच गर्ने अधिकारीको हस्ताक्षर

Personal Details (व्यक्तिगत विवरण)

Name of First Applicant (IN CAPITAL LETTER) (प्रथम आवेदकको नाम):

--

Name of Father/Husband (बाबु/पतिको नाम):

--

Name of Grandfather (बाजेको नाम):

--

Permanent Address (स्थायी ठेगाना):

--

Correspondence Address (पत्राचार गर्ने ठेगाना):

--

Marital Status वैवाहिक स्थिति: Single/Married एकल/विवाहित Occupation पेशा:

Citizenship/Passport Number ना.प्र.नं./राहदानी नं.: Issued From जारी गरेको स्थान:

Telephone Number टेलिफोन नं./Residence निवास: Office कार्यालय: Mobile मोबाईल:

Email Address ईमेल ठेगाना:

Other Applicant Details {Joint Holding is not allowed in case any holder is (a) minor (b) illiterate}
{अन्य आवेदकको विवरण (क) नाबालक (ख) लेखन पढ्न नजान्ने भएमा संयुक्त रूपमा लकर खोल्न नमिल्ने।}

Name of Second Applicant (IN CAPITAL LETTER) (दोस्रो आवेदकको नाम):

Name of Father/Husband (बाबु/पतिको नाम):

Name of Grandfather (बाजेको नाम):

Permanent Address (स्थायी ठेगाना):

Correspondence Address (पत्राचार गर्ने ठेगाना):

Date of Birth जन्म मिति: / / Sex (लिंग): Male/Female/Others पुरुष/महिला/अन्य

Marital Status वैवाहिक स्थिति: Single/Married एकल/विवाहित Occupation पेशा: Nationality नागरिकता:

Citizenship/Passport Number ना.प्र.नं./राहदानी नं.: Issued From जारी गरेको स्थान:

Telephone Number टेलिफोन नं./Residence निवास: Office कार्यालय: Mobile मोबाईल:

Email Address ईमेल ठेगाना:

Details of Firm/Company (फर्म/कम्पनीको विवरण)

Name of Firm/Company (फर्म/कम्पनीको नाम):

Firm/Company Address (फर्म/कम्पनीको ठेगाना):

Correspondence Address (पत्राचारको ठेगाना): Email Address ईमेल ठेगाना:

Telephone Number टेलिफोन नं./Residence निवास: Office कार्यालय: Fax फ्याक्स:

Name of Contact Person सम्पर्क व्यक्तिको नाम: Telephone/Mobile Number टेलिफोन नं./मोबाईल नं.:

Minor Account Requirement (नाबालकको हकमा)

Name of Child (नाबालकको नाम): Date of Birth (जन्म मिति):

Name of Father/Mother/Guardian (बुबा/आमा/अभिभावकको नाम): Relation with the Child (नाबालकसँगको नाता):

Permanent Address (स्थायी ठेगाना): Correspondence Address (पत्राचारको ठेगाना):

I/We hereby declare that the above minor locker holder is my I shall represent the said minor for the purpose of this operation until he/she attains majority. I shall conduct the operation of locker for the benefit of minor and I indemnify the bank against the claim if any from above minor for any operation made by me in his/her locker.

म/हामी घोषणा गर्दछु/छौं, उपरोक्त लकरधनी नाबालक मेरो/हाम्रो हो। निज नाबालक बालिग नभएसम्म म/हामी यस लकरको संचालनमा प्रतिनिधित्व गर्ने छु/छौं। म/हामी लकरको संचालन नाबालकको हितको लागि मात्र संचालन गर्नेछु/छौं र नाबालकको उपरोक्त लकर संचालन गरेकोमा निज बाट कुनै दावी परेमा म/हामी बैकलाई क्षतिपूर्ति वा सोधभर्ना दिन मन्जुर गर्दछु/छौं।

Signature of Parents/Guardian (बुबाआमा/अभिभावकको हस्ताक्षर):

I/We nominate the following person to whom in the event of my/our/minor's death will receive the content of locker Number

..... returned to me from Nepal Credit and Commerce Bank Ltd., particulars whereof are given below, may be returned by NCC Bank Ltd.,

कथमकदाचित मेरो/हाम्रो/नाबालकको मृत्यु भएमा म/हामी निम्न उल्लेखित व्यक्तिलाई मनोनयन गरी नेपाल क्रेडिट एण्ड कमर्स बैंक लि. ले बहालमा मलाई/हामीलाई दिएको
..... लकर नम्बरमा रहेका बस्तुहरू प्राप्त गर्न सक्ने छु, जसको विवरण तल खुलाईएको छ र एन.सि.सि. बैंक ले फिर्ता दिन सक्ने छ।

Name of Nominee (इच्छादिएको व्यक्तिको नाम):

Address of the Nominee (इच्छादिएको व्यक्तिको ठेगाना):

Relation with the Locker Holder (बहालवाला सँगको नाता):

Contact Number (सम्पर्क टेलिफोन नम्बर):

Signature of Lessee(s) (बहालवालाको हस्ताक्षर):

Account Holder(s) Declaration (खातावाला(हरू)को घोषणा)

I/We hereby state that the bank's staff has explained to my full satisfaction the various fee structure and charges and I/We understand and accept that these charges will be levied to me/us upon the use of Bank's product and services. I/We also recognized that these are key charges applicable for consumer banking product and services and other charges will be levied as appropriate depending on the type of transactions that I will be undertaking in future. I/We have read and understood and hereby agreed to the terms and conditions governing hiring of safe deposit locker at Nepal Credit and Commerce Bank Ltd., Information provided herein are correct and true. In the event if I/We fail to abide by such terms and conditions, I/We shall bear the damage and / or penalties as a consequence thereof. I/We also accept that the Bank reserve the right to review the policy and amend without prior information to me/us.

म/हामीले उल्लेख गर्दछु/छौं कि बैंकको कर्मचारीले विभिन्न प्रकारमा दस्तुर तथा शुल्कहरूको जानकारी मलाई पुरा सन्तुष्टि हुने गरी सम्झाई बुझाई दिएका छन् र मलाई/हामीलाई बैंकको वस्तु तथा सेवाहरू उपलब्ध गरे वापत यो दस्तुरहरू लागू हुनेमा म/हामीलाई स्वीकार्य छ। म/हामीलाई भविष्यमा पनि यस्तो वस्तु तथा सेवाहरू उपलब्ध गरे वापत लाग्ने उचित (समय समयमा परिवर्तन हुने) शुल्क तिर्न पनि म/हामी मन्जुर गर्दछु/छौं। म/हामीले नेपाल क्रेडिट एण्ड कमर्स बैंक लि.मा लकर बहालमा लिई सञ्चालन गर्ने सम्बन्धी शर्तहरू पढी बुझि स्वीकार गर्दछु/छौं। यहाँ खुलाईएको व्यहोरा ठीक साँचो छ। कथमकदाचित शर्तहरूको पालना नगरेमा म/हामी सो वापत क्षतिपूर्ति वा जरिवाना तिर्न तयार छु/छौं। बैंकले मलाई/हामीलाई पूर्व सूचना विना नीति पुनरावलोकन तथा संशोधन गरेमा म/हामीलाई स्वीकार्य हुनेछ।

Name of Applicant (आवेदकको नाम)

Name of Applicant (आवेदकको नाम)

Seal of the Company (कम्पनीको छाप)

Signature/Thumb Impression (सहि/न्याप्चे)

Signature/Thumb Impression (सहि/न्याप्चे)

For Bank's Use Only (बैंकको प्रयोजनको निमित्त)

Locker Number लकर नम्बर: Key Number साँचो नम्बर:

Entered by (काम तामेल गर्ने)

Checked by (रजु गर्ने)

Approved by (स्वीकृत गर्ने)

CONDITIONS GOVERNING THE LICENSING OF LOCKER (लकर संचालन सम्बन्ध शतहस)

1. It is hereby agreed that in the event of grant of locker of applicant(s), the position of the bank will be that of LICENSOR and the applicant(s) will be that of LICENSEE and not that of banker and customer.
2. The locker room will remain open during banking hours or at such timing, as will be notified from time to time.
3. The ownership in the locker will be vested in the bank and the licensee will have only the right to use the locker subject to the fulfillment of the terms and conditions. The Licensee will not be entitled to assign or sub-let the locker of any part thereof. The agreement will be terminated by the death or insolvency of the licensee.
4. The bank will not be held liable or responsible for any loss or damage to any articles, documents, securities or valuables, deposited in the locker as a result of theft dacoity, fire or other accident or as the case may be.
5. The locker shall be used by the licensee only for the purpose of deposit of documents, jewellery or other valuables and the licensee shall not use the locker for the deposit of any property, explosive or harmful or of destructive nature. It is an express condition that the licensee shall not use the locker for keeping illegal articles.
6. The property deposited in the locker shall become and be subject to a general lien of the licensor for all money due from the licensee to the licensor, with power to the licensor to sell, dispose or deal in any other manner all such property as part thereof in realisation of the money due by the licensee to the licensor for any account whatsoever.
7. The yearly rent payable for licensing of the locker will be notified from time to time and will always be payable in advance and will not be refunded in the event to the locker being surrendered earlier before the expiry of the term of the licence. In the event of the rent falling in arrear the bank reserves the right:
 - a) To refuse access to the locker.
 - b) To exercise a general lien over the property deposited or about to be deposited in the locker until such time as the dues are paid by the licensee.
 - c) To sell such property of part thereof for satisfaction of the Bank's dues.
 - d) To break open the locker and send by post or any other means considered fit, the contents thereof to the licensee at his registered address at the risk and responsibility of the licensee or retain and store them in any other suitable means. In the latter case, Licensee may be charged at double the stipulated rents.
8. This agreement may be terminated by either licensor or licensee on giving 7 (seven) days notice to the other party, prior to the date on which the agreed period expires and the license terminates, of the intention to terminate the said agreement.
 - a) In case of termination of agreement the licensee will be bound to deliver the keys of the locker to the licensor and also deliver vacant possession of the locker to the licensor, during the specified timing.
 - b) In the event of no such notice being given as mentioned in para (8) the agreement of license of the locker shall be deemed to have been renewed for a further period of one year after the date of termination and the fees at the applicable rates shall be forth with paid by the licensee to the licensor, but this condition is without prejudice to the right of the licensor accrued in the meantime.
9. In the event of licensee losing the key of the locker or misplacing the same, the licensee should notify the licensor without any delay about such a loss.
 - a) All charges for re-opening the locker and/or for changing the locker and key and other charges in this connection regarding the said locker, shall be payable forthwith to the licensor.
 - b) Repairs required to be done to the locker, locker door etc., shall be done exclusively by workmen appointed by the bank.
10. The licensor shall be notified immediately, about any change of address of licensee. Notice or communication, sent by post to the registered address of the licensee shall be considered to have been duly served at the place, where it would, in the ordinary course of post have reached to the licensee.
11. The Bank reserves to itself the right of closing the Safe Deposit Vault for such period as it may consider necessary for reasons of failure of the mechanism or for any other reasons which the bank may deem fit.
12. The licensee is legally bound to keep the key(s) of the locker(s) in a place of safety and should not disclose the particulars of locker(s) / Key(s) under any circumstances. The licensee is requested not to deliver the key(s) of the locker(s) to any person other than the agent duly authorised.
13. The licensee agrees to abide by such rules and regulations as the Bank may from time to time adopt and/or modify.

१. आवेदकलाई लकर प्रदान गरिएको खण्डमा बैंकको पदवी लकरधनी र आवेदकको लकरवाहलवाला हुनेछ न कि बैंक र ग्राहक, भन्ने व्यहोरा मन्जूर गरिएको छ।
२. लकर कोठा बैकिङ कारोबार वा तोकें अनुसारको समय अवधिसम्म मात्र खुला रहनेछ।
३. लकरको स्वामित्व बैंकमा निहित रहनेछ र लकरवाहलवालालाई शतहस पालना गर्ने गरी लकर संचालन गर्ने अधिकार मात्र हुनेछ। लकरवाहलवालालाई लकर वा सोको कुनै भाग पुनः वाहालमा वा हस्तान्तरण गर्ने हक हुने छैन। लकरवाहलवालाको मृत्यु भएमा वा टाट पल्टेमा यो सम्झौता समाप्त हुनेछ।
४. लकरमा राखिएको कुनै सामान, कागजात, सेक्युरिटीज वा बहुमूल्य वस्तुहरू चोरी, डकैती, आगजनी वा अन्य घटना वा तोडफोडबाट नास भएमा, क्षति भएमा वा हराएमा सोको जिम्मा बैंकले लिने छैन।
५. लकरवाहलवालाले कागजात, जुहात वा अन्य बहुमूल्य राख्ने प्रयोजनको लागि मात्र लकर प्रयोग गर्नु पर्नेछ र लकरवाहलवालाले अरु कुनै निषेधक वस्तु, विस्फोटक पदार्थ वा हानीकारक वा विनासकारी खालको वस्तुहरू राख्न प्रयोग गर्न हुदैन। लकरवाहलवालाले लकरमा गैरकानूनी वस्तु राख्न प्रयोग निषेध गरिएको छ।
६. लकरवाहलवालाबाट लकरधनीको आफ्नो असुली गर्नु पर्ने रकम नियमित रूपमा प्राप्त नभएमा लकर भित्र रहेको माल, वस्तु वा कुनै पनि सामान आफ्नो तरिका बमोजिम विक्री वा कुनै पनि तरिका द्वारा व्यवस्था गरी आफ्नो लेना रकम असुलउपर गरी लिन सक्ने छ।
७. लकर वाहालमा निर्दिष्ट प्रयोग गरिएकोमा दुष्काउनु पर्ने वार्षिक बहाल रकम समय समयमा सूचित गरिनेछ र साथै अग्रिमरूपमा भुक्तानी गर्नुपर्ने छ र कुनै हालतमा पनि अर्बिध समाप्त हुनु अगावै लकर फिर्ता गरेमा सो रकम फिर्ता हुने छैन। कुनै कारणवस लकरको बहाल रकम भुक्तानी हुन नसकेमा, लकरधनीलाई निम्न कार्य गर्ने अधिकार हुनेछ:
 - क) लकर संचालन गर्न इन्कार गर्ने।
 - ख) लकरवाहलवालाबाट बाध्यता रकम असुल नभएसम्म लकर भित्र रहेको सामानमा वा राख्न न्याइएको सामानमा अधिकार कायम गर्ने।
 - ग) बैंकको बमोजिम रकम असुली गर्न लकर भित्र राखिएको केही वा पूरै वस्तु विक्री बितरण गरेर।
 - घ) लकर तोडेर खोले र त्यस भित्र रहेको वस्तु लकरवाहलवालाको जिम्मेवारीमा निजले खुलाएको ठेगानामा हुलाक वा अन्य तरिकाबाट पठाउने वा अन्य कुनै स्थानमा राखिदिने, जस अनुसार लकरवाहलवालालाई तोकिएको बहाल रकमको दुई गुणा शुल्क लगाई असुल गर्ने।
८. लकरधनी वा लकरवाहलवालाले कुनैले यो करारनामा समाप्त गर्न इच्छा भएमा एक अर्कालाई सो करारनामाको अर्बिध समाप्त हुनु अगावै ७ (सात) दिनको अग्रिम सूचना दिई गर्न सकिनेछ।
 - क) करारनामा समाप्त गरिएको खण्डमा लकरवाहलवालाले लकरको साँचो लकरधनीलाई अनिबार्थ रूपमा फिर्ता गर्नु पर्नेछ र साथै लकर पनि खाली गरी तोकिएको समयमा लकरधनीलाई जिम्मा बुझाई दिनु पर्नेछ।
 - ख) कयम कदाचित् दफा (८) अनुसारको सूचना दिइएको छैन भने लकर संचालन गर्ने करारनामा समाप्त भएको मितिबाट एक वर्षको लागि स्वतः नविकरण गरिएको मान्यता हुनेछ र लकर सम्बन्धी लागू गरिएको दस्तुर लकरवाहलवालाले लकरधनीलाई तुरन्त भुक्तानी गर्नुपर्नेछ, तर यो शर्त लकरधनीको अधिकारमा असर पार्ने गरी कुनै पब्लिङ नराखी कायम गरिएको छ।
९. लकरवाहलवालाले साँचो हराएको गुमाएको खण्डमा लकरधनीलाई तुरन्त सूचना गर्नु पर्नेछ।
 - क) लकर खोले र अथवा ताल्चा साँचो फेर्ने, व्यहोराको सूचना साथै लाग्ने अन्य सबै खर्चहरू लकरवाहलवालाले तुरन्त भुक्तानी गर्नु पर्नेछ।
 - ख) लकर तथा लकरको ढोकाको मर्मत गर्नु परेमा, बैंकद्वारा नियुक्त कामदारहरूबाट मात्र गरिनेछ।
१०. लकरवाहलवालाले आफ्नो ठेगाना परिवर्तन गरेमा लकरधनीलाई तुरन्त खबर गर्नु पर्नेछ। हुलाकबाट पठाइएको सूचना तथा कुनै पत्राचार गर्नु परेमा लकरवाहलवालाको रजिष्टर्ड गरिएको ठेगानामा हुलाकद्वारा पठाईने छ र उक्त स्थानमा लकरवाहलवालाले साधारणतया हुलाकबाट पठाईएको पत्रहरू प्राप्त गरेको मानिनेछ।
११. लकरधनीले सेफ डिपोजिट लकर कुनै प्राविधिक खराबीको कारणवश वा अन्य उचित सम्झौता वा अन्य कारणवश आवश्यक लागेको अर्बिधसम्म बन्द गर्ने अधिकार आफैमा सुरक्षित राखेको छ र यो व्यहोरा लकरवाहलवालाको हैसियतले म हामी पूरा मान्यता दिन मन्जूर गर्दछौं।
१२. लकरवाहलवालाले लकर(हरू) को साँचो(हरू) कानुनगत सुरक्षित राख्नु पर्नेछ र लकर(हरू) साँचो(हरू) कुनै विवरण जानकारी कसैलाई पनि दिनु हुदैन। लकरवाहलवालाले लकर(हरू)को साँचो(हरू) आफ्नो अधिकारीक व्यक्त बाहेक अरु कुनै व्यक्तिलाई नदिन हुन अनुरोध गरिन्छ।
१३. लकरधनीले समय समयमा अपनाउने अथवा परिवर्तन गरेका नियमहरू परिपालन गर्ने म हामी लकरवाहलवाला(हरू) मन्जूर गर्दछौं।

1. Signature (दस्तखत):

Name (नाम):

Address (ठेगाना):

Date (मिति):

2. Signature (दस्तखत):

Name (नाम):

Address (ठेगाना):

I/We have received the Key Number on

Signature of Recipient



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 35

Key Number सीको नम्बर:
Locker Number लकर नम्बर:
Branch शाखा:

NCC Locker Signature Specimen Card (एन. सी. सी. लकर दस्तखत नमूना कार्ड)

Name of Safe Deposit Locker Holder (लकर बहालाको नाम):		Name of Locker Holder (लकर बहालवालाको नाम):	
Signature/Thump Impression (हस्ताक्षर/ल्याप्चे)	Photo (तस्विर)	Signature/Thump Impression (हस्ताक्षर/ल्याप्चे)	Photo (तस्विर)
Name of Locker Holder (लकर बहालवालाको नाम):		Name of Locker Holder (लकर बहालवालाको नाम):	
Signature/Thump Impression (हस्ताक्षर/ल्याप्चे)	Photo (तस्विर)	Signature/Thump Impression (हस्ताक्षर/ल्याप्चे)	Photo (तस्विर)
Special Instruction (विशेष निर्देशन): Seal of the Company (कम्पनीको छाप)			
Remarks (कैफियत):			
Checked by (रजु गर्ने)		Approved by (स्वीकृत गर्ने)	

Specimen 37

Format: 4

Nepal Credit and Commerce Bank Ltd.
Application for Change of Address

The Manager
Nepal Credit and Commerce Bank Ltd.
_____ Branch

Date:

Dear Sir/Madam

This is to inform you that my/our address has been changed from (date) and I/We request you to please change my/our address in your records as below.

New Address:

.....
.....
.....

Previous Address:

.....
.....
.....

Sincerely Yours,

Signature of Account Holder(s)

Name of Locker Holder(s): _____
Locker Number: _____

For Bank's Use Only

Address Changed Date

Checked By

Signature of Approving Authority

Specimen 38

Format: 5

Nepal Credit and Commerce Bank Ltd.
Application for Change of Signature Specimen

The Manager
Nepal Credit and Commerce Bank Ltd.
_____ Branch

Date:

Dear Sir/Madam

This is to inform you that my/our signature has been changed fromand I/We request you to please change my/our signature in your records as below. I/We have also attached a fresh signature Card along with the letter.

Thanking You

Sincerely Yours,

Signature of Account Holder(s)

Name of Locker Holder(s): _____
Locker Number: _____

New Specimen Signature of Locker Holder:

New Specimen Signature of Locker Holder:

For Bank's Use Only

Signature Changed Date

Checked By

Signature of Approving Authority

Nomination (if not required strike off this portion) {मनोनयन (आवश्यक नभए यो खण्ड नभनु होला ।)}

I/We nominate the following person to whom in the event of my/our/minor's death will receive the content of locker Number
rented to me from Nepal Credit and Commerce Bank Ltd., particulars whereof are given below, may be returned by NCC Bank Ltd.,
कथमकदाचित मेरो/हाम्रो/नाबालकको मृत्यु भएमा म/हामी निम्न उल्लेखित व्यक्तिलाई मनोनयन गरी नेपाल क्रेडिट एण्ड कमर्स बैंक लि. ले बहालमा मलाई/हामीलाई दिएको
..... लकर नम्बरमा रहेका वस्तुहरू प्राप्त गर्न सक्ने छन्, जसको विवरण तल खुलाईएको छ र एन.सि.सि. बैंकले फिर्ता दिन सक्ने छ ।

Name of Nominee (इच्छादिएको व्यक्तिको नाम):

Address of the Nominee (इच्छादिएको व्यक्तिको ठेगाना):

Relation with the Locker Holder (बहालवाला सँगको नाता):

Contact Number (सम्पर्क टेलिफोन नम्बर):

Signature of Lessee(s) (बहालवालाको हस्ताक्षर):

Account Holder(s) Declaration (खातावाला(हरू)को घोषणा)

I/We hereby state that the bank's staff has explained to my full satisfaction the various fee structure and charges and I/We understand and accept that these charges will be levied to me/us upon the use of Bank's product and services. I/We also recognized that these are key charges applicable for consumer banking product and services and other charges will be levied as appropriate depending on the type of transactions that I will be undertaking in future. I/We have read and understood and hereby agreed to the terms and conditions governing hiring of safe deposit locker at Nepal Credit and Commerce Bank Ltd., Information provided herein are correct and true. In the event if I/We fail to abide by such terms and conditions, I/We shall bear the damage and / or penalties as a consequence thereof. I/We also accept that the Bank reserve the right to review the policy and amend without prior information to me/us.

म/हामीले उल्लेख गर्दछु/छौ कि बैंकको कर्मचारीले विभिन्न प्रकारमा दस्तुर तथा शुल्कहरूको जानकारी मलाई पुरा सन्तुष्टि हुने गरी सम्झाई बुझाई दिएका छन् र मलाई/हामीलाई बैंकको वस्तु तथा सेवाहरू उपलब्ध गरे वापत यो दस्तुरहरू लागू हुनेमा म/हामीलाई स्वीकार्य छ । म/हामीलाई भविष्यमा पनि यस्तो वस्तु तथा सेवाहरू उपलब्ध गरे वापत लाग्ने उचित (समय समयमा परिवर्तन हुने) शुल्क तिन पनि म/हामी मन्जुर गर्दछु/छौ । म/हामीले नेपाल क्रेडिट एण्ड कमर्स बैंक लि.मा लकर बहालमा लिई संचालन गर्ने सम्बन्धी शर्तहरू पढी बुझि स्वीकार गर्दछु/छौ । यहाँ खुलाईएको ब्यहोरा ठीक सँचो छ । कथमकदाचित शर्तहरूको पालना नगरेमा म/हामी सो वापत क्षतिपूर्ति वा जरिवाना तिन तयार छु/छौ । बैंकले मलाई/हामीलाई पूर्व सूचना बिना नीति पुनरावलोकन तथा सशोधन गरेमा म/हामीलाई स्वीकार्य हुनेछ ।

Name of Applicant (आवेदकको नाम)

Name of Applicant (आवेदकको नाम)

Seal of the Company (कम्पनीको छाप)

Signature/Thumb Impression (सहि/ल्याप्चे)

Signature/Thumb Impression (सहि/ल्याप्चे)

For Bank's Use Only (बैंकको प्रयोजनको निमित्त)

Locker Number लकर नम्बर: Key Number सँचो नम्बर:

Entered by (काम तामेल गर्ने)

Checked by (रज्जु गर्ने)

Approved by (स्वीकृत गर्ने)

Specimen 40



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

.....Branch

Date मिति:

--	--	--	--	--	--	--	--	--	--

Safe Deposit Locker No. लकर नं.

--

Authorization for NCC Locker Access to Third Party
(तेस्रो व्यक्तिलाई एन. सी. सी. लकर संचालन गर्ने अख्तियारी)

Dear Sir/Madam,

I/We, the undersigned (Full Name of Locker Holder)

request you to treat and consider until you receive written direction from me to the contrary, Mr./Miss/Mrs.

..... (Full name of Authorized Agent) as fully empowered in respect to operate the above locker including the surrender of the said Locker on my/our behalf whenever deemed necessary by the said authorized agent.

महोदय,

म/हामी (लकरबाहालवालाको पूरा नाम) बाट अर्को लिखित निर्देशन प्राप्त नभए सम्म

श्री/श्रीमती/सुश्री (अख्तियार प्राप्त व्यक्तिको पूरा नाम) लाई उपरोक्त लकर संचालन गर्न

तथा निज अख्तियार प्राप्त व्यक्तिले मेरो/हाम्रो तर्फबाट उक्त लकर फिर्ता गर्न आवश्यक भएमा सो समेत पूरा अख्तियारी प्रदान गर्दछु/छौं।

..... will sign dated this day of 20

..... हस्ताक्षर यस प्रकार हुने छ मिति २०

Personal Details (व्यक्तिगत विवरण)

Name of Authorized Person (IN CAPITAL LETTER) (अख्तियार प्राप्त व्यक्तिको नाम):

--

Name of Father/Spouse (बाबु/पति/पत्नीको नाम):

--

Name of Grandfather (बाजेको नाम):

--

Permanent Address (स्थायी ठेगाना):

--

Correspondence Address (पत्राचार ठेगाना):

--

Date of Birth जन्म मिति: / / Sex (लिंग): Male/Female/Others पुरुष/महिला/अन्य

Marital Status वैवाहिक स्थिति: Single/Married एकल/विवाहित Occupation पेशा: Nationality नागरिकता:

Citizenship/Passport Number ना.प्र.नं./राहदानी नं.: Issued From जारी गरेको स्थान:

Telephone Number टेलिफोन नं./Residence निवास: Office कार्यालय: Mobile मोबाईल:

Email Address ईमेल ठेगाना:

Photo of Authorized Agent (अख्तियार प्राप्त व्यक्तिको तस्विर)
--

Specimen Signature of Authorized Agent:

(अख्तियार प्राप्त व्यक्तिको हस्ताक्षर)

--

Signature of Lessee(s)

(बहालवालाको दस्तखत)

Signature of Verifying Staff

(रजु गर्ने अधिकारीको दस्तखत)

Signature of Approving Authority

(स्वीकृत गर्ने अधिकारीको दस्तखत)



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

.....Branch

Specimen 42

Letter for Loss of Locker Key

(लकरको साँचो हराएको निवेदन)

To: The Manager,

..... Branch

NCC Bank

प्रबन्धक,

..... शाखा

Date:

मिति:

एन. सी. सी. बैंक

Ref: Loss of Locker Key
(लकरको साँचो हराएको सम्बन्धमा)

Dear Sir/Madam,

महोदय,

I/We regret to inform you that the key No. pertaining to Locker No. standing in my name/our joint names has been lost or misplaced by me/us and inspite of diligent search, remains untracked. Therefore I/We request you to kindly arrange to have the locker break open in my/our presence on any day convenient to you. The necessary charges will be paid by me/us on demand.

म/हामीले यस बैंकको लकर नम्बर लकर बहालवाला भई सञ्चालन गरी आएको लकरको साँचो नम्बर हराएको/गुमाएको एवं क्षमताले भ्याएसम्म खोज तलास गरेता पनि नभेटिएको हुनाले म/हामी बैंक समक्ष सो लकर मेरो/हाम्रो उपस्थितिमा यहाँलाई पायक पर्ने दिनमा फुटाउन/भत्काउनुहुन अनुरोध गर्दछु/छौं। यस सम्बन्धि लाग्ने सम्पूर्ण खर्चहरू म/हामी बाट माग भए बमोजिम बुझाउने छु/छौं।

Your Sincerely,

भवदीय,

Signature _____
दस्तखत

Name _____
नाम

Locker No. _____
लकर नं.

Address _____
ठेगाना

Verified by _____
रजु गर्नेको सही

Approved by _____
स्विकृत गर्नेको सही

The above locker was broken open in my/our presence on (Date) and I/we confirm that the contents of the said lockers were in order and that no article whatsoever was missing.

माथी उल्लेख गरिएको लकर मेरो/हाम्रो उपस्थितिमा मिति मा फोडिएको र भत्काइएको हो, एवं सो लकर भित्र रहेका सम्पूर्ण जिन्सी सामानहरू कुनै पनि नहराएको र सबै सुरक्षित तथा सहिसलामत पाएको छु/छौं।

Signature of the Lessee/s _____
बहालवालाको दस्तखत

NCCB : 00



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

.....Branch

Specimen 43

NCC Locker Surrender Form

(एन. सी. सी. लकर बन्द गर्ने आवेदन फाराम)

Date:
मिति:

The Manager,

..... Branch

NCC Bank

प्रबन्धक,

..... शाखा

एन. सी. सी. बैंक

Ref: Surrender of Locker

(लकर बन्द गर्ने/छाड्ने सम्बन्धमा)

Dear Sir/Madam,

महोदय,

This is to inform you that I/we would like to surrender locker No. rented to me/us by your Bank and also like to submit the key number of locker. I/We also authorise the Bank to debit my account no. for charges as per the Bank's policy for surrender of locker and other charges, if any.

म/हामीले यस बैंकमा संचालन गर्दै आएको लकर नं. छोड्ने/बन्द गर्ने जानकारी गराउनुका साथै साँचो नं. पनि बुझाउन चाहन्छु/चाहन्छौं । लकर छोड्दा वा बन्द गर्दा बैंकको नियम अनुसार लाग्ने शुल्क मेरो/हाम्रो खाता नं. बाट कट्टी गर्न बैंकलाई अनुमति दिन्छु/दिन्छौं ।

Your Sincerely,

भवदीय,

Signature(s) of the Lessee(s)

(बहालवाला(हरू)को दस्तखत(हरू))

For Bank's use only

बैंक प्रयोजनको लागि मात्र

The locker is surrendered and the key number is received from lessee and there is no locker rent due from the lessee. बहालवालाले लकर बन्द गरेको र साँचो नं. हस्तान्तरण गरिसकेको छ साथै बहालवालासंग कुनै पनि बहाल लिन बाँकी छैन ।

Authorized Signature

प्रमाणित गर्नेको दस्तखत

Approved Signature

स्वीकृत गर्नेको दस्तखत

NCCB : 00

TERMS AND CONDITIONS RELATING TO MOBILE BANKING SERVICES

The terms and conditions contained in this agreement, along with those contained in the application filed by the customer with the Bank, shall collectively form part of the contract between the Bank and the customer. Nepal Credit & Commerce Bank Limited (NCC Bank) shall provide the online Mobile Banking Services through the Bank's website www.nccb.com.np as per the terms and conditions as follows:

1. The User must be a customer of the Bank and maintain an account at a branch of the Bank.
2. If the account is a Joint Account, the parties will be jointly and severally liable for all transactions arising from the use of Mobile Banking Services.
3. Mobile Banking Service is exclusively for sole/personal use. It is not transferable. It should not be used for any purpose other than the transactions designated by the Bank.
4. The Customer is provided a Password in order to log-on to the Services and give instructions to the Bank online.
5. The Customer may change the Passwords at any time. The Customer Code however, cannot be changed by the Customer.
6. The Customer should keep the Customer Code / Passwords strictly confidential and undertake not to reveal the same to any person at any time under no circumstances.
7. The Customer shall be fully responsible for any accidental / negligent and/or unauthorized disclosure of the Customer Code and/or the Passwords to any other person and shall bear the risks of the Customer Code and/or the Passwords being used by unauthorized persons or for unauthorized purposes or transactions.
8. The Customer should keep the Bank informed immediately upon becoming aware that the Customer Code / Passwords have fallen in to hands of any unauthorized party.
9. The Customer shall accept full responsibility for all transactions processed from the use of Mobile Banking Services offered by the Bank.
10. The Customer is required to quote the Passwords in order to log-on to the Services and give instructions to the Bank on mobile online. Instructions in connection with the Services must be given in the manner that is acceptable to the Bank. Instruction shall not be executed if given in the manner not acceptable to the Bank and Bank shall not be held liable for the consequences arising out of non-execution of such instruction.
11. The Bank reserves the right to determine and change from time to time the scope, timing and type of the Services to be made available.
12. It shall be deemed by the Bank that any transaction entered into by use of Mobile Banking Services with the use of the Customer Code / Passwords, is done with the knowledge & consent of the Customer.
13. The Bank has the authority to debit the account with all charges that the Bank may charge for using of Mobile Banking Services, and also with any other liabilities inclusive of legal fees or other statutory charges, if any, relating to the use of Mobile Banking Services.
14. The Bank is not bound to carry out the instructions given through Mobile Banking Services, if the Bank at its sole discretion believes that such instructions do not emanate from the customer.
15. The Bank will not be liable, responsible or accountable in anyway whatsoever arising by any malfunction or failure of the Mobile Banking Services or on the failure or delay on the Bank to act on instructions given via this

16. At no time the customer should use or attempt to use the Mobile Banking Services to execute transfer of funds, unless sufficient funds are available in the account. The Bank is under no obligation to honour any payment instructions unless there are sufficient funds in designated account/s at the time of receiving such payment instructions.

17. The Bank reserves the right to charge fees in relation to the use and/or termination of the Services and to revise such fees at any time with or without notice to the customer. The Bank shall determine and notify the Customer of the rate of any fee from time to time, which shall be binding on the Customer. Fees shall be collected from the Customer in such manner and at such intervals as the Bank may specify. In addition to the Fees, the bank may prescribe minimum balances to be maintained in accounts for availing the Mobile Banking Services.

18. The Customer shall accept the Bank's record of transactions as conclusive and binding for all purposes.

19. The Bank shall not be responsible for any loss or damage incurred or suffered by the customer as a result of non-acceptance of instructions given on Mobile Banking Services.

20. The Services shall cease to be valid and the Bank shall be entitled to the immediate restriction of the User in the event of:

- i. Closure of Designated Account(s);
- ii. Death of a Customer(s);
- iii. The Customer (s) authority to operate the Designated Account is terminated;
- v. The Bank requests to stop the use Mobile Banking Services;
- vi. Customer(s) is blacklisted and / or defaults on a loan or other similar obligation;
- vii. Customer(s) fails to maintain the minimum balance as stipulated from time to time.

21. The Bank shall at any time be entitled to amend, supplement or vary any of these terms and conditions and fees applicable at its absolute discretion with or without notice to the customer and such amendment, supplement or variation shall be binding on the customer.

22. The Bank shall have the full discretion to cancel, withdraw or renew any Mobile Banking Services extended to the customer without prior notice or any reasons given.

23. The Bank shall not be liable for any computer/cyber crimes such as hacking etc. and shall not be liable for any unauthorized transactions and/or any transactions carried out by using illegal and fraudulent methods.

24. The Customer shall be fully liable and responsible for all consequences arising from or in connection with use of the Services and/or access to any Information in the internet Site on mobile phone or any other information as a result of such use by the Customer or any other person whether or not authorized. The Customer shall indemnify the Bank, any Information Provider and their respective officers and employees against all liabilities, claims, demand, losses, damages, costs, charges and expenses of any kind (including, without limitation, legal fees on a full indemnity basis) which may be incurred by any of them and all actions or proceedings which may be brought by or against any of them in connection with the provision of the Services, Information / Reports in the internet site on mobile phone except in the cases of willful default of the Bank.

25. The use of Mobile Banking Services shall be subject to the Bank's prevailing rules and regulations.

26. The Services and these terms and conditions shall be governed by and construed in accordance with the Laws of Nepal and the Bank and the Customer submits to the non-exclusive jurisdiction of the Courts of Nepal.

27. The applicant confirms that he/she/it has read and understood the terms and conditions contained above and agrees to be bound by the same.

Specimen 46

~~Format 2~~

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Request for Deactivating/Block Mobile Banking Services

Dear Sir/Madam,

This is to inform you that my/our Mobile Phone has been lost on
....., so I/we request you to deactivate/block the Mobile
Banking Services with immediate effect.

Customer Code:

Name of the Account Holder:

Account No:

Mobile No:

Signature:

For Bank's Use

Verified By:

Approved By:

Specimen # 47

Date:

~~Format 3~~

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Request for New Passwords

Dear Sir/Madam,

This is to inform you that the Password to my/our Mobile Banking Services has been forgotten or lost, so I/we request you to provide me new Password to operate my Mobile Banking Services.

Customer Code:

Name of the Account Holder:

Account No:

Mobile No:

Signature:

For Bank's Use

Verified By :

Approved By:

~~For internal use~~

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Claim for Account Debited (NCC Mobile Banking Transaction)

Dear Sir/Madam,

This is to inform you that my account was debited without successful transaction while using NCC Mobile Banking Services. Please arrange for refund accordingly.

The details of transaction are as follows:

Amount:

Date of Transaction:

Transactions Facility used*:

Mobile No:

Name of the Account Holder:

Account No:

Signature:.....

** Transaction Facility used: Transactions which include fund transfer, utility payments, recharge cards and merchant payment in relation to NCC Mobile Banking Service.*

Terms and Conditions

NCC Debit Card issued is subject to the following Terms and Conditions of use.

1. NCC Debit Card (Herein after referred to as the Card) means the Card issued by Nepal Credit and Commerce Bank Ltd. (Herein after referred to as the Bank) to the applicant (Herein after referred to as the Cardholder) for cash withdrawal, balance inquiry and other permitted transactions through Automated Teller Machine (herein after referred to as the ATM) and other Point of Sales (Herein after referred to as the POS).
2. The transaction is permitted through all networks - ATM/POS terminals installed by the Bank and ATM/POS terminals installed by other banks.
3. The Personal Identification Number (PIN) and Card shall be provided to the Cardholder at his/her own risk and responsibilities. The Cardholder should not disclose the PIN. The Bank shall not be responsible for any loss or damage or expenses whatsoever caused by any unauthorized use of Card or PIN unless Bank has received notice in writing about the loss or theft of the Card or disclosure of the PIN prior to any unauthorized use of the Card or PIN.
4. If the Card is lost/stolen or misplaced, Card Division of the Bank shall be informed through a written application signed by the Cardholder. The Cardholder shall be liable for all the transactions that take place by the lost/stolen card, until receipt of intimation in writing by the Bank.
5. The Card is the property of the Bank if the information provided by the Cardholder is found to be false in the later date, or if he/she is found misusing the Card, Bank can call upon the Cardholder to surrender the Card without assigning any reasons whatsoever and the Bank reserves the right to seize/cancel the Card.
6. The Card is not transferable and shall be used exclusively by the Cardholder.
7. In case of Joint Account, all the authorized account holders will be jointly or severally liable for all transactions done through ATM/POS terminals.
8. While withdrawing the cash, three continuous wrong entries in ATM will automatically make the Card invalid. In such case the Cardholder shall request the authorized personnel of Card Department in writing to make the Card revalidated for operation.
9. The Bank reserves the right to take any Fees or Charges including transaction charges as applicable for transaction done through ATM network of the Bank.
10. The Bank can create overdraft in the event of amount drawn in excess of the credit balance in the account. The interest fixed by the Bank from time to time shall be charged in such overdrawn account. The Bank reserves the right to recover all the overdrawn amount (including Charges, Fees and Taxes if any) from the account which is payable to the Bank as a result of use of the Card through ATM/POS terminals. In case the balance in the account of the cardholder is not sufficient to recover all dues, the Bank reserves the right to recover such dues through due process of law.
11. For issuance of the replacement card, the Fees fixed by the Bank from time to time, shall be changed and the card will be issued upon request in writing by the Cardholder.
12. The Bank is not liable for any damage or loss caused due to the failure of ATM or if the ATM is not functioning due to technical problem or due to temporary insufficiency of cash in the ATM.
13. The Bank reserves the right to add and/or amend these Terms and Conditions including Fees, Service Charges and cash withdrawal limit without giving prior notice from time to time which shall be binding on the Cardholder.

I/We acknowledge that I/We have received, read and understood the Terms and Conditions governing the use of NCC Debit Card and agree to abide by them unconditionally.

In the event I/We fail to abide by such Terms and Conditions, I/We shall bear the penalties as a consequence thereof.

Applicant's Name :

Applicant's Signature :

Date :

Request for New Card From branch to Card Department

Request for New Card from Branch to Card Department

Nepal Credit And Commerce Bank Limited

Branch

Date:

New Debit Card Request List Number:

CLIENT CODE	BANCH CODE	TITLE	FAMILY NAME	FIRST NAME	EMBOSSED NAME	MARITAL STATUS	DATE OF BIRTH	ADDR ESS	CITY CODE	ACCOUNT NUMBER	MOBILE NO	PHONE NO	EM AIL	EXISTING CARD NO	LIST NO	DISPATC H TO	REMA RKS
0006583	001	Mr/Ms/ Mrs	SETHIA	HARISH	HARISH SETHIA	Married/Sin gle	DD-MM-YYYY			0080010010000001609							
0000912	003	Mr/Ms/ Mrs	SHRESTHA	CHANDRA KIRAN	CHANDRA K SHRESTHA	Married/Sin gle	DD-MM-YYYY			0080030030000196421M							

Specimen # 50

Important points to be remember.

- Account no. must be in proper format.(19 DIGIT)
- Embossed name should not exceed 20 characters as it will be printed on the front part of the card.
- Do not use any unnecessary symbol / Special Character in Customer name field.

Total Number of New Request:

Authorized Signature

Authorized Signature

Specimen # 51

Request for New Card from Card Department to NIBL

Request for New Card from Branch to Card Department

Nepal Credit And Commerce Bank Limited

Branch

Date:

New Debit Card Request List Number:

CLIENT CODE	BANCH CODE	TITLE	FAMILY NAME	FIRST NAME	EMBOSSED NAME	MARITAL STATUS	DATE OF BIRTH	ADDR ESS	CITY CODE	ACCOUNT NUMBER	MOBILE NO	PHONE NO	EM AIL	EXISTING CARD NO	LIST NO	DISPATC H TO	REMA RKS
0005583	001	Mr/Ms/ Mrs	SETHIA	HARISH	HARISH SETHIA	Married/Sin	DD-MM-YYYY			00800100300000							
0000912	003	Mr/Ms/ Mrs	SHRESTHA	CHANDRA KIRAN	CHANDRA SHRESTHA	Married/Sin	DD-MM-YYYY			01609							
										00800300300019							
										5421M							

Important points to be remember.

- Account no. must be in proper format (19 DIGIT)
- Embossed name should not exceed 20 characters as it will be printed on the front part of the card.
- Do not use any unnecessary symbol / Special Character in Customer name. field.

Total Number of New Request:

Authorized Signature

Authorized Signature

Specimen 53.A

~~Receipt~~ (Customer Card Receipt Letter)

Date: - xxxxxxxx

MR. xxxxxxxxxxxx
Bagbazar, Kathmandu,
Nepal

DEAR MR.xxxxxxx

We would like to thank you for selecting NCC VISA Debit Card. NCC VISA Debit Card Services will certainly enable you to use our banking services effectively and provide you comfort and security.

Your Card NO. is **XXXXXXXXXXXXXXXXXX**

If you have any queries regarding our VISA Debit Card Services, you may contact us at **Phone No.01-4246991 (Ext No. 309,310,311) between 9:45 AM to 5:00 PM** or logon to www.nccb.com.np for more information. In addition you can also call on **Phone No. 01-4445301(Direct line)** for any card services e.g Card block etc. **before 9:45 A.M & after 5:00 PM** and also on **Public Holidays**.

We assure you of our best services at all times.

Authorized Signatory

I acknowledge receipt of this letter along with a Card and PIN Code. The acceptance of this letter along the Card means I have understood and accepted the Terms and Conditions applied by the Bank regarding the use of NCC VISA Debit Card.

Cardholder's Signature

Cardholder Name: **MR.xxxxxxx**

Date : **DD/MM/YYYY**

Debit Card NO. **XXXXXXXXXXXXXXXXXX**

NOTE: - NCC VISA DEBIT CARD CAN BE USED FOR CASH WITHDRAWL AND BALANCE ENQUIRY / MINI ACCOUNT STATEMENT (LAST 5 TRANSACTIONS) NOT ONLY FROM ATMs IN NEPAL BUT ALSO FROM ALL ATMs IN INDIA WHERE VISA CARD ACCEPTABLE. IN ADDITION, NCC VISA DEBIT CARD CAN ALSO BE USED AT POS MACHINE FOR PURCHASE OF GOODS & SERVICES IN NEPAL AND INDIA.

~~Customer~~ (Customer Cover Letter)

Mr. xxxxxxx
Bagbazar, Kathmandu.,
Nepal.

Date:-xxxxxxx

Subject: - New Product Launch - NCC VISA Debit Card

Dear Cardholder,

Nepal Credit and Commerce Bank Limited is an "A" class Commercial Bank, commencing its operation since 1996 A.D.. Within a period of almost 18 years, NCC Bank Ltd. has been successful to establish itself as a business Bank to the society and earned the much desired confidence and faith from various sectors of the economy. Government Institutions, Private Institutions as well as Corporations have extended cooperation and patronized our Bank by placing substantial amount of deposits with us. All leading Business groups of Nepal have established business relationship with us. Due to this continuous support and trust from all the sectors, the Bank has been able to open 22 branches and 26 numbers of ATMs scattered in Far Western Region to Eastern Region (Kathmandu (6), Banepa, Lumbini, Siddhartha Nagar, Biratnagar, Barabise, Birgunj, Narayanghat, Mahendra Nagar, Pokhara, Kalaiya, Birtamod, Butwal, Lahan, Attariya, Baitadi and Doti). Shortly, new branches at Bijuwar, Pyuthan and Malangawa, Sarlahi are being added in this network.

Our continuous endeavor in the banking sector for past seventeen years in delivering personalized banking services to our customers adds facilitating our customers with more additional products and benefits. With the aim of achieving more customer satisfaction, we have always provided innovative, enhanced and world-class products and services to its customers. So, we are pleased to offer one more, in the form of Visa Debit Card for providing our valued customers with further flexibility in payment. The bank has been so far successfully facilitating the account holders with SCT Debit Card, Internet Banking & Mobile Banking in these past years. NCC VISA Debit Card can be used in any of the ATMs and POS machines displaying VISA Logo for cash withdrawal, balance enquiry or purchase of goods & services from various merchants like departmental stores, hospitals, retail shops etc throughout Nepal and India.

In addition, NCC VISA Debit Card enables wider access to VISA Card acceptable more than 400,000 ATMs and 2.5 million Point of Sales (POS) terminals in Nepal and India. With NCC VISA Debit Card you can access your account 24-hours a day, 7 days a week and enjoy greater convenience to facilitate your banking and financial needs.

Regarding additional product benefits, please also be informed that NCC VISA Debit Card can also be used at NPN (National Payment Network) Member Banks ATMs for cash withdrawal / balance enquiry transaction.

For any further information, we request you to contact us at 01-4246991, (Ext: - 309,310,311) Card Department, Bagbazar, Kathmandu, Nepal. You may also visit our website: www.nccb.com.np for other information regarding NCC Visa Debit Card.

Thanking You.

Authorized Signatory

Specimen 55

~~Form 55~~ (Request for Card Activation to Card Department from Branch)

Date:

.....Branch
New Card Activation List Number.....

S. No.	Name of Account Holder	Account No.	Card No.	Remarks
1.	ABC	003000111111S	4624160032885002	

Total Number of New Request for Activation:

Authorized Signature

Authorized Signature

specimen 56

~~Request~~ (Customer request to Block /Stop the Card)

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Request to Block /Stop the Card

Dear Sir/Madam,

This is to inform you that my/our **ATM/Debit Card** with **Number**
.....has been lost on so I/we request
you to block/ stop the card with immediate effect.

Name of the Account Holder:

Account No:

Signature:

~~Form 10~~ (Customer request for New PIN Code)

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Request for New PIN Code

Dear Sir/Madam,

This is to inform you that the PIN Code for my/our **Card Number** has been lost/ forgotten, so I/we request you to provide me with a new PIN code to operate my ATM Card.

Name of the Account Holder:

Account No:

Signature:

Specimen # 59

~~XXXXXX~~ (Request for Re-PIN to Card Department)

Name of Bank:

Branch/Branch Code:

Requested Date:

No. of Cards:

S.NO.	CUSTOMER NAME	EXISTING CARD NO	ACCOUNT NUMBER	REMARKS

Authorized Signature

Authorized Signature

~~XXXXXX~~ (Customer request to provide Captured Card)

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Card Captured

Dear Sir/Madam,

This is to inform you that my/our **Card Number**..... has been captured in ATM located at, so I/we request you to provide the card at the earliest.

Name of the Account Holder:

Account No:

Signature:

~~XXXXXXXXXX~~ (Customer claim for Non-Dispense of Cash)

Date:

Nepal Credit and Commerce Bank Ltd.

..... Branch

SUB: Claim for Non-Dispense of Cash

Dear Sir/Madam,

This is to inform you that my account was debited without dispensing cash while using my ATM card. Please arrange for refund accordingly.

The details of transaction are as follows:

Amount:

Date of Transaction:

Point/ Location of ATM:

Name of Card Acquired Bank:

Card No:

Name of the Account Holder:

Account No:

Signature:.....



Terminal ID:
 Branch Name:

Specimen # 64

Amount in Rs.

ATM Cash Refill Log

S.No.	Date	Denominations		Total Amount Refilled	Refill Time	Authorized Signature		Remarks
		1000	500			A	A/B	

ATM Cash Balance Log

S.No.	Date	Total Amount Refilled	Remaining Amount	Denominations		Cash Used	Difference	Authorized Signature		Remarks
				1000	500			A	A/B	

Specimen # 65



NCC Bank
नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

DEPOSIT SLIP

Specimen 65

Date :

..... Branch

Name of Account Holder		Branch Code	Account Number			
		Cheque Deposit <input type="checkbox"/>		Cash Deposit <input type="checkbox"/>		
Details of Cheque Deposit				Denominations		
Name of Bank	Cheque No.	Amount		1000	X	
				500	X	
				250	X	
				100	X	
				50	X	
				25	X	
				20	X	
				10	X	
				5	X	
Total Amount				2	X	
				1	X	
Amount in Words:				& Coins		
.....				Total Amount		
Source of Fund (Ten Lakhs and Above):						
Bank's Authorized Signature			Depositor's Signature			
NCCB : 08			Note: Collection Cheque(s) is/are credited subject to realization.			



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen #66

APPLICATION FOR ENCASHMENT OF FOREIGN CURRENCY NOTES

The Manager,
Nepal Credit & Commerce Bank Ltd.

Date

..... Branch

Dear Sir,

I/We surrender the following Foreign Currency Notes for encashment in Nepali Currency.

Name of Currency :

Serial Number of Notes	Denominations	QTY.	Amount
FCY			
Total LCY			

Thanking you.

Yours sincerely,

Applicant's Signature

Name : _____	Nationality _____
Passport No. _____	Date of issue _____
Place of issue _____	
Address on P.P. _____	
Local Address :	Name of Hotel : _____
	Room No. : _____
	Tel. No. : _____



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 68

.....Branch

CHEQUE RETURNED NOTIFICATION

Cheque No. Date : Value of Rs.

RETURNED FOR REASON NO. :

1. Advice not received.
2. Alteration requires drawer's signature in full.
3. Amount in words and figure differs.
4. Cheque is out of date.
5. Cheque is post dated.
6. Crossed cheque must be presented through Bank.
7. Drawer's signature differs from specimen recorded in the office.
8. Effects not yet cleared, please present again.
9. Endorsement requires Bank's guarantee.
10. Exceeds arrangement.
11. Mutilation.
12. Not arranged for.
13. Payee's endorsement illegible.
14. Payee's endorsement irregular.
15. Payee's endorsement required.
16. Payee's power of attorney not registered.
17. Payment stopped by the drawer.
18. Refer to drawer.
19. Vernacular endorsement requires confirmation.
20.
21.
22.
23.
24.

NCC Bank

..... 20

Authorised Signature



NCC Bank

नेपाल क्रेडिट एण्ड कर्मास बैंक लि.
Nepal Credit & Commerce Bank Ltd.

..... Branch

Specimen # 70

Date (मिति) : _____

Indian Currency Purchase Application Form
भारतीय रुपैयाँ खरिद आवेदन फारम

Required Indian Currency (माग गरिएको भारतीय रुपैयाँ) :

--	--

Name of Applicant (आवेदकको नाम) : _____

Full Address (पूरा ठेगाना) : _____

Telephone No. (टेलिफोन नं.) : Residence (निवास) : _____ Mobile (मोबाइल) : _____

Purpose (कारण/उद्देश्य) : _____

Signature (दस्तखत)

_____ For Bank's Use Only (बैंक प्रयोजनको लागि) _____

Indian Currency (भारतीय रुपैयाँ)

Nepalese Currency (नेपाली रुपैयाँ)

@ _____ = _____



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Page No.

Specimen # 72

DAILY CASH BALANCE VAULT REGISTER

Date : _____

DENOMINATIONS	AMOUNT
1000 X	
500 X	
250 X	
100 X	
50 X	
25 X	
20 X	
10 X	
5 X	
2 X	
1 X	
Coins	
TOTAL	

In Words :

.....

.....

.....

Authorised Signatory

Authorised Signatory



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 72. A

CASH IN & OUT REGISTER

Balance B/F : Rs. _____

Date : _____

Cash Out		Initial		Cash In		Initial	
Denominations	Total	A	B	Denominations	Total	A	B
1000 ★				1000 ★			
★				★			
★				★			
★				★			
★				★			
★				★			
500 ★				500 ★			
★				★			
★				★			
★				★			
★				★			
★				★			
250 ★				250 ★			
★				★			
100 ★				100 ★			
★				★			
★				★			
★				★			
★				★			
★				★			
50 ★				50 ★			
★				★			
★				★			
★				★			
★				★			
25 ★				25 ★			
★				★			
20 ★				20 ★			
★				★			
★				★			
★				★			
10 ★				10 ★			
★				★			
★				★			
5 ★				5 ★			
★				★			
★				★			
2 ★				2 ★			
★				★			
★				★			
1 ★				1 ★			
★				★			
Coins				Coins			

Total Cash Out = Rs. _____ Total Cash In = Rs. _____

Closing Balance : Rs. _____

In Words : _____

Authorized Signatory

Authorized Signatory

Specimen # 74



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि
Nepal Credit & Commerce Bank Ltd.

DEPOSIT RECEIPT (MISC.) FT/DD/TT/FD/OTHERS

.....Branch

Specimen 74

Date:

Name of the depositor:

Purpose of Deposit:

Cash

Cheque

Subject to Realization

Amount

Amount in Words:

Signature of the Depositor

Approved By

Specimen # 75

Bank Endorsement Stamp

Payee's endorsement confirmed/guaranteed
Payee's account will be credited on
realisation.
Pay to the order of yourself
Nepal Credit & Commerce Bank Ltd.

Authorised Signature
Ncc Bank Main Branch

Specimen # 75. A

Presentment Date Stamp

Nepal Credit & Commerce Bank Ltd.
Ktm. Main Branch
Cheque Presentment Date:

Specimen #76

Format 76 (List of Cheque Book Requisition Register)

Date:

..... Branch

New Cheque Book Request List Number.....

S.No.	Name of A/C Holders	A/C No.	No. of leaves	Cheque Serial No. (to be filled by CCU)		Status		Remarks
				From	To	Printed <input checked="" type="checkbox"/>	Unprinted <input checked="" type="checkbox"/>	

Total Number of Request:

Authorized Signature

To be filled while handing over printed cheque books

Authorized Signature

Handed Over By

Name:.....

Received By

Name:.....

Branch:.....



NCC Bank

नेपाल क्रेडिट एण्ड कमार्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 80. A

..... Branch

Outward Bills Collection (Cash Letter)

.....
.....
.....

Date:

Re: Outward Bills for Collection

Dear Sir/Madam,

We enclose herewith the following cheque(s) / Draft(s) for collection.

Particulars of Collection

Our Reference	Particulars	Amount			

Please remit the proceeds as per the instructions marked 'X'

<input type="checkbox"/>	Credit the proceeds to our account with you under advice to us.
<input type="checkbox"/>	Authorize us to debit your account with us.
<input type="checkbox"/>	Please remit the proceeds to our account # with under advice to us.
<input type="checkbox"/>	Provide us your draft/order under advice to us.
<input type="checkbox"/>	

Thanking you,

Authorized Signature

NCCB : 29



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 81

BILLS PURCHASE APPLICATION

To,
Nepal Credit and Commerce Bank Ltd.
..... Branch

Date:.....

Application for Purchase of
Foreign Currency Drafts(s) / Personal Cheques / Money Order(s)

.....
Ref: Instrument(s) No.(s).....
Date(s)for
Issued by
Drawn on
Favoring
.....

I/We request you to please purchase the above mentioned instrument(s) at your bank rate and credit the proceeds to my/our Account No.....

I/We agree to pay your necessary charges & commissions for purchase of the instrument(s) and also undertake to make payment of any short-fall amount that may arise due to exchange-rate fluctuation at the time of realization of the proceeds. I/We authorize you to debit my/our account for your charges and commissions.

I/We irrevocably hold your Bank harmless and indemnified for any financial loss or consequences that may arise at any stage due to dishonor of the above instruments(s) by the Drawees for any reason whatsoever, and I/we irrevocably remain liable to your Bank to refund the amount in full in the currency of the disbursement (Equivalent Nepalese Currency of Foreign Currency) immediately on demand along with interest at ruling rate & your charges, if any.

Yours Faithfully,

.....
(Signature of Applicant)

Name :.....

Account No.

Address :.....



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen 82

.....Branch

Date:

APPLICATION FOR FUND TRANSFER

Please execute the payment instruction as per following details:

Mode of Payment: Demand Draft SWIFT Others:

Beneficiary's Name (In capital) _____

Beneficiary's A/c No.: _____

Beneficiary's Address: _____

Beneficiary's Bank & Address: _____

Amount: _____

Amount in Words: _____

Purpose: _____

Special Instruction (If Any): _____

Applicant's Name: _____

Address: _____ Telephone/Mobile No.: _____

In Payment

Received Cheque Received Cash Please debit my A/c No. with your bank

Signature & Stamp of Applicant

For Bank's Use Only

Transaction Ref. No.: _____

Date: ____/____/____

S.No.	Details of the Transaction :	Curr.	FCY	LCY
1	Commission			
2	Telex Charge			
3	Cash Received			
4	Cheque Received			
		Total		

Prepared by _____

Reviewed by _____

Authorized Signatory _____

Specimen # 83.A



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

ORIGINAL

Advice No. : **179547**

Date :

INTER BRANCH CREDIT ADVICE

Originating Branch :		Responding Branch :	
Transaction Code :	Gen. A/C No. :	Amount	
Description :			
Amount in words :		Debited Gen. A/C No.	
		Date :	
Prepared By	Authorised Signature	Authorised Signature	Initial
			Initial

- * First copy to be sent to Responding Branch.
- * Second copy to be sent to Accounts Departments, Corporate Office.
- * Third copy to be retained by Originating Branch.

NCCB : 23



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

ORIGINAL

Advice No. : **48266**

Date :

INTER BRANCH DEBIT ADVICE

Originating Branch :		Responding Branch :	
Transaction Code :	Gen. A/C No. :	Amount	
Description :			
Amount in words :		Credited Gen. A/C No.	
		Date :	
Prepared By	Authorised Signature	Authorised Signature	Initial
			Initial

- * First copy to be sent to Responding Branch.
- * Second copy to be sent to Accounts Departments, Corporate Office.
- * Third copy to be retained by Originating Branch.

NCCB : 22

Specimen #85

Nepal Credit & Commerce Bank Ltd.
Kathmandu, Nepal

399511

Date _____

In the order of _____

_____ of Australian Dollars

AUD

_____ AUSTRALIA AND NEW ZEALAND
_____ GROUP LIMITED
_____ AUSTRALIA

For NEPAL CREDIT AND COMMERCE BANK LTD
KATHMANDU, NEPAL

Authorised Signature

Countersignature

⑈399511⑈ 0130241: 4927 26835⑈



Mumbai Branch
Free Press House, 215 Nariman Point, Mumbai - 400 021.
RTGS / NEFT IFSC Code : ICIC0000004

VALID FOR THREE MONTH FROM THE DATE OF ISSUE

A/C PAYEE

D D M M Y Y Y Y

Or Order

₹ _____

A/c No. 000405075246

FOR NEPAL CREDIT AND COMMERCE BANK LTD

C.A. CBS
BUSINESS BANKING : CURRENT ACCOUNT
Payable at par at all branches of ICICI Bank Limited in India

Authorised Signatory

Authorised Signatory
Please sign above

⑈784198⑈ 4002290021: 075246⑈ 29



Bank of Ceylon

INCORPORATED WITH LIMITED LIABILITY IN SRI LANKA UNDER ORDINANCE NO. 53 OF 1938
1 DEVONSHIRE SQUARE, LONDON EC2M 4WD

40-50-56

Date _____

Pay _____

£

ACCOUNT
PAYEE ONLY

NEPAL CREDIT & COMMERCE BANK LTD
A/C 01510/600241/00

⑈ 195467⑈ 40⑈ 5056⑈ 00491624⑈



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 87

Supplementary Form for SWIFT/TT

Date: _____

DETAILS OF TELEGRAPHIC TRANSFER

Amount in Figures : _____ (Please mention the Currency)
 Amount in Words : _____
 Applicant's Name : _____
 Address : _____

Beneficiary's Details

Name : _____
 Address : _____
 A/C No. : _____

Corresponding Bank Details

Name : _____
 Address : _____
 Swift Code : _____
 Bank No./Sorting Code : _____ (If applicable)
 A/C No. : _____

Beneficiary's Bank Details

Name : _____
 Address : _____
 Swift Code : _____ (Compulsory)
 Other Information : _____
 Branch/Bank No. (If Any) : _____

Applicant's Signature

Name : _____
 Account No. : _____
 Tel No. : _____

For Bank's Use Only

Transaction Ref.....	Currency	FCY	@	LCY
Amount				
Commission				
Charge (.....)				
Total				

Specimen # ~~88~~ 88



NCC Bank
नेपाल क्रेडिट एन्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Certificate of Receipt of Advance Payment for Export

CERTIFICATE OF RECEIPT OF ADVANCE PAYMENT FOR EXPORT

Serial No. NCCB/yy/AP/.....

Date.....

- | | | | |
|---|----------------------------------|---|-------|
| 1 | Name of the Firm Receiving | : | _____ |
| | Foreign Exchange | : | _____ |
| | Address | : | _____ |
| | Account No. | : | _____ |
| | Date of Credit | : | _____ |
| 2 | Foreign Exchange Remitter | : | _____ |
| | Address | : | _____ |
| | Name of Goods to be Exported | : | _____ |
| | Quantity | : | _____ |
| | Value of Goods | : | _____ |
| | Others | : | _____ |
| 3 | Received Foreign Currency Amount | : | _____ |
| 4 | Remitting Agency's Bank's Name | : | _____ |
| | Address | : | _____ |

Reference No.

- | | | | |
|---|----------------|---|-------|
| A | Telex Transfer | : | _____ |
| B | Cheque Deposit | : | _____ |
| C | Cash Deposit | : | _____ |
| D | Mail Transfer | : | _____ |

Authorized Signature

Authorized Signature

CC To:

1. His Majesty's Government Tribhuban International Airport/Birgunj Custom/Biratnagar Customs
2. Nepal Rastra Bank, Central Office, Foreign Exchange Department.
3. Department of Commerce

Note: Air Freight Issued. Our Ref. No. Permit/

Dated.....for.....against this payment.

~~Form 124~~ (Customer Card Receipt Letter for NCC Travel Dollar Card)

Date:- xxxxxxxx

MR. xxxxxxxxxxxx
Bagbazar, Kathmandu,
Nepal

DEAR MR.xxxxxxx

We would like to thank you for selecting NCC Travel Dollar Card (VISA Debit Card). NCC Travel Dollar Card Services will certainly enable you to use our banking services effectively and provide you comfort and security.

Your Card NO. is **XXXXXXXXXXXXXXXXXX**

If you have any queries regarding our NCC Travel Dollar Card Services, you may contact us at **Phone No.01-4246991 (Ext No. 309,310,311) between 9:45 AM to 5:00 PM** or logon to www.nccbank.com.np for more information. In addition you can also call on **Phone No. 01-4445301(Direct line)** for any card services e.g Card block etc. **before 9:45 A.M & after 5:00 PM** and also on **Public Holidays**.

We assure you of our best services at all times.

Authorized Signatory



I acknowledge receipt of this letter along with a Card and PIN Code. The acceptance of this letter along the Card means I have understood and accepted the Terms and Conditions applied by the Bank regarding the use of NCC Travel Dollar Card (VISA Debit Card).

Cardholder's Signature

Cardholder Name: **MR.xxxxxxx**

Date : **DD/MM/YYYY**

Debit Card NO. **XXXXXXXXXXXXXXXXXX**

NOTE: - NCC TRAVEL DOLLAR CARD (VISA DEBIT CARD) CAN BE USED FOR CASH WITHDRAWL AND BALANCE ENQUIRY NOT ONLY FROM ATMs IN NEPAL BUT ALSO FROM ALL ATMs IN WORLDWIDE COUNTIRES WHERE VISA CARD IS ACCEPTABLE. IN ADDITION, NCC TRAVEL DOLLAR CARD CAN ALSO BE USED AT POS MACHINE FOR PURCHASE OF GOODS & SERVICES IN NEPAL & WORLDWIDE COUNTIRES.

~~90-A-05~~ (Customer Card Receipt Letter for NCC International Debit Card)

Date:- xxxxxxxx

MR. xxxxxxxxxxxx
Bagbazar, Kathmandu,
Nepal

DEAR MR.xxxxxxx

We would like to thank you for selecting NCC International Debit Card (VISA Debit Card).NCC International Debit Card Services will certainly enable you to use our banking services effectively and provide you comfort and security.

Your Card NO. is **XXXXXXXXXXXXXXXXXX**

If you have any queries regarding NCC International Debit Card Services, you may contact us at **Phone No.01-4246991 (Ext No. 309,310,311) between 9:45 AM to 5:00 PM** or logon to www.nccbank.com.np for more information. In addition you can also call on **Phone No. 01-4445301(Direct line)** for any card services e.g Card block etc. **before 9:45 A.M & after 5:00 PM** and also on **Public Holidays**.

We assure you of our best services at all times.

Authorized Signatory

I acknowledge receipt of this letter along with a Card and PIN Code. The acceptance of this letter along the Card means I have understood and accepted the Terms and Conditions applied by the Bank regarding the use of NCC International Debit Card (VISA Debit Card).

Cardholder's Signature

Cardholder Name: **MR.xxxxxxx**

Date : **DD/MM/YYYY**

Debit Card NO. **XXXXXXXXXXXXXXXXXX**

NOTE: - NCC INTERNATIONAL DEBIT CARD (VISA DEBIT CARD) CAN BE USED FOR CASH WITHDRAWL AND BALANCE ENQUIRY NOT ONLY FROM ATMs IN NEPAL BUT ALSO FROM ALL ATMs IN WORLDWIDE COUNTIRES WHERE VISA CARD IS ACCEPTABLE. IN ADDITION, NCC INTERNATIONAL DEBIT CARD CAN ALSO BE USED AT POS MACHINE FOR PURCHASE OF GOODS & SERVICES IN NEPAL & WORLDWIDE COUNTIRES.

COVER LETTER (Customer Cover Letter)

Mr. xxxxxxxx
Bagbazar, Kathmandu.,
Nepal.

Date:-xxxxxxx

Subject: - New Product Launch - NCC Travel Dollar Card and NCC International Debit card

Dear Cardholder,

Nepal Credit and Commerce Bank Limited is an "A" class Commercial Bank, commencing its operation since 1996 A.D.. Within a period of almost 18 years, NCC Bank Ltd. has been successful to establish itself as a business Bank to the society and earned the much desired confidence and faith from various sectors of the economy. Government Institutions, Private Institutions as well as Corporations have extended cooperation and patronized our Bank by placing substantial amount of deposits with us. All leading Business groups of Nepal have established business relationship with us. Due to this continuous support and trust from all the sectors, the Bank has been able to open 23 branches and 27 numbers of ATMs scattered in Far Western Region to Eastern Region (Kathmandu (6), Banepa, Lumbini, Siddhartha Nagar, Biratnagar, Barabise, Birgunj, Narayanghat, Mahendra Nagar, Pokhara, Kalaiya, Birtamod, Butwal, Lahan, Attariya, Baitadi, Dot and Malangwa).

Our continuous endeavor in the banking sector for past seventeen years in delivering personalized banking services to our customers adds facilitating our customers with more additional products and benefits. With the aim of achieving more customer satisfaction, we have always provided innovative, enhanced and world-class products and services to its customers. After successful launched of NCC VISA Debit Card-Domestic, NCC Bank has also successfully launched International VISA Cards which are NCC Travel Dollar Card and NCC International Debit Card in order to give more facilities to customers in relation to card services for customer satisfaction. NCC Travel Dollar Card and NCC International Debit Card can be used in any of the ATMs and POS machines displaying VISA Logo for cash withdrawal, balance enquiry or purchase of goods & services from various merchants like departmental stores, hospitals, retail shops etc throughout Nepal and Worldwide countries.

In addition, NCC Travel Dollar Card and NCC International Debit Card enables wider access to VISA Card acceptable more than 1.6 millions ATMs and 2.5 million Point of Sales (POS) terminals in Nepal and Worldwide countries. With NCC Travel Dollar Card and NCC International Debit Card, you can access your account 24-hours a day, 7 days a week and enjoy greater convenience to facilitate your banking and financial needs.

Regarding additional product benefits, please also be informed that NCC Travel Dollar Card and NCC International Debit Card can also be used at NPN (National Payment Network) Member Banks ATMs for cash withdrawal / balance enquiry transaction.

For any further information, we request you to contact us at 01-4246991, (Ext: - 309,310,311) Card Department, Bagbazar, Kathmandu, Nepal. You may also visit our website: www.nccbank.com.np for other information regarding NCC Travel Dollar Card and NCC International Debit Card

Thanking You.

Authorized Signatory



NCC Bank

नेपाल क्रेडिट एण्ड कमर्स बैंक लि.
Nepal Credit & Commerce Bank Ltd.

Specimen # 92

(इ.प्रा. परिपत्र संख्या-३५७ प्रयोजनको लागि)

श्री
.....
.....

मिति :

विषय : राहदानी बापतको सटही सुविधा पाऊँ ।

महाशय,

म मा करीब को लागि
(देशको नाम) (अवधि उल्लेख गर्नुपर्ने)

भ्रमणमा जान लागेको हुँदा राहदानी बापतको नियमानुसार पाउने अमेरिकी डलर
(अक्षरेपी: अमेरिकी डलर मात्र) सटही सुविधाको लागि अनुरोध गर्दछु ।

साथै, मैले यस राहदानी बापत सटही लिएको एक महिना भित्र उद्देश्य बमोजिम विदेश यात्रा नगरेमा सो विदेशी मुद्रा बैंकमा दाखिला गर्नेछु । साथै, यस पटकको विदेश भ्रमणको लागि राहदानी बापतको सटही सुविधा अन्य कुनै पनि बैंकबाट नलिएको व्यहोरा समेत अनुरोध गर्दछु । भुटा विवरण पेश गरी सटही लिएको ठहरेमा प्रचलित ऐन, कानून बमोजिम सजायको भागीदार स्वयं हुनेछु ।

भवदीय,

.....
दस्तखत

विवरण :-

राहदानी नं. : पुरा नाम :
एयरलाईन्सको नाम : ठेगाना :
(क) हवाई टिकट नं. : फोन नम्बर :
(ख) हवाई टिकट नं. : राहदानी जारी गरेको मिति :
उडान निश्चित भएको तारिख : राहदानी बहाली रहने मिति :

Specimen # 93

Nepal Rastra Bank
BOP Department
For the month of

Code No -11011-003
NCC Bank, Main Branch

Nrs. In '000
Annexure 1
F.N. Ne.So.1

Code No	Particulars	Op. Balance	Purchase	Sale	Cl. Balance
	From/ To Party				
	From/ To Bank(Inter Branch)				
	Total		-	0.00	-

Prepared By

Checked By

Specimen # 33

Nepal Rastra Bank
Balance of Payments Division
Monthly Statement of Foreign Deposit Liabilities
Month of

Annex -4
F.N. Ne. So.-3

NCC Bank, Ktm Main Branch
Code No.:11011-003

(Rs. In Thousands)

Code No.	Particulars	Op. Bal	Payments				Receipts			Total	Closing Bal		
			Inside Nepal	Outward Remittances & FC Cash Pmt.	Transfer Bet'n A/cs Within own offices-inter branch	Transfer Bet'n A/cs With other Banks	Total	BP Inward Remittance & FC Cash Receipts	Transfer Bet'n A/cs Within own offices-inter branch			With other Banks	From Profit & Loss A/cs
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
800000	Foreign Diplomatic & Aid Missions												
810000	Foreign Aid Projects												
820000	Foreign Organisations / banks		0			0							
830000	Foreign Pension Camps												
830100	British Gorkha												
830200	Indian												
840000	Foreign Airlines												
850000	Foreign Nationals		0					0					
860000	Foreign Employment Agencies												
870000	Forex A/cs of Local Banks		0			0							
880000	Other Deposits (Nepalese Fcy Deposit)												
	Total:	0	0	0	0	0	0	0	0	0	0	7+8+9+10=11	1+11-6=12

Prepared By _____

Checked By _____

Code No 11011-003
NCC Bank, Main Branch

Code No	Particulars	Purchase			Sale		
		FCY '1'	INR '2'	Total 1+2	FCY '1'	INR '2'	Total 1+2
100000	Export			-			-
100100	Advance Payments of Exports			-			-
100200	Payments of Export L/C Bills			-			-
100300	Other Export Payments			-			-
100301	Fuel Payment			-			-
100302	Export Insurance Claims			-			-
100303	Import Insurance Claims			-			-
110000	Transportation			-			-
110100	Local Airlines			-			-
110200	Land Transportation			-			-
120000	Travel			-			-
120100	Tourists			-			-
120200	Local Hotels			-			-
120300	Local Travel Agencies			-			-
120400	Local Trekking & Rafting Agencies			-			-
120500	Education			-			-
120600	Business Trips			-			-
120700	Medical Treatment			-			-
120800	Passports			-			-
120900	Refund From / To Travelers			-			-
121000	Others			-			-
130000	Income / Exps. On Labour & Capital			-			-
130100	Government Area			-			-
130101	Interest on Bank Investment			-			-
130102	Other Interest, Dividends			-			-
130200	Private Sector			-			-
130201	Interest on Bank Investment			-			-
130202	Interest, Dividend etc on other Investment			-			-
130300	Wages / Remuneration (salary of Nepal Police			-			-
140000	Govt. Transactions (MIE)			-			-
140100	Nepalese Diplomatic Missions Abroad			-			-
140200	Others			-			-
150000	Other Services			-			-
150100	Maintenance / Repair Services			-			-
150200	Insurance Services			-			-
150300	Construction Services			-			-
150400	Professional / Technical Services			-			-
150500	Communications / Information & Advertising			-			-
150600	Newspaper & Printing Exps.			-			-
150700	Commissions, Discounts, Fees, Seminar & Other			-			-
150800	Royalty			-			-
150900	Others			-			-
160000	Transfer			-			-
160100	Government Sector			-			-
160101	Indian Excise Refund			-			-
160102	Project Aid/ Grants			-			-
160103	Other Aid /Grants			-			-
160200	Private Sector			-			-
160201	Cash & Remittances to NGOs			-			-
160202	Personal Remittances			-			-
160203	Pension			-			-
160204	Charity, Donation, Gift etc			-			-
160205	Insurance Claims			-			-
170000	Foreign Direct Investment			-			-
170100	Capital / Equity Participation			-			-
170200	Capital / Equity Refund			-			-
170300	Migrant Transfer & Sale / Purchase of Assets			-			-
180000	Foreign Direct Loans			-			-
180100	Government Sector			-			-
180101	Foreign Loan			-			-
180102	Loan Repayment (Principal)			-			-
180200	Private Sector			-			-
180201	Foreign Loan			-			-
180202	Loan Repayment (Principal)			-			-
190000	Import			-			-
190100	Under L/C			-			-
190200	By means of Drafts / TT			-			-
200000	Foreign Deposits			-			-
210000	Interbank/branch			-			-
	Total			-			-

Prepared By

Checked By

