



JULY 2019

VOL 3 ISSUE NO. 1

BANKING FACTS

Quarterly Newsletter Published by Nepal Bankers' Association

समृद्धिसँग जोडौं नाता:
सबै नेपालीको बैंक खाता



Survey on "CUSTOMER SATISFACTION INDEX"

From 23rd June to 12th July 2019 NBA conducted a survey on "CUSTOMER SATISFACTION INDEX". The outcome of the survey is expected to promote and reinforce fair and responsible practices among banks. [More on Page 7](#)



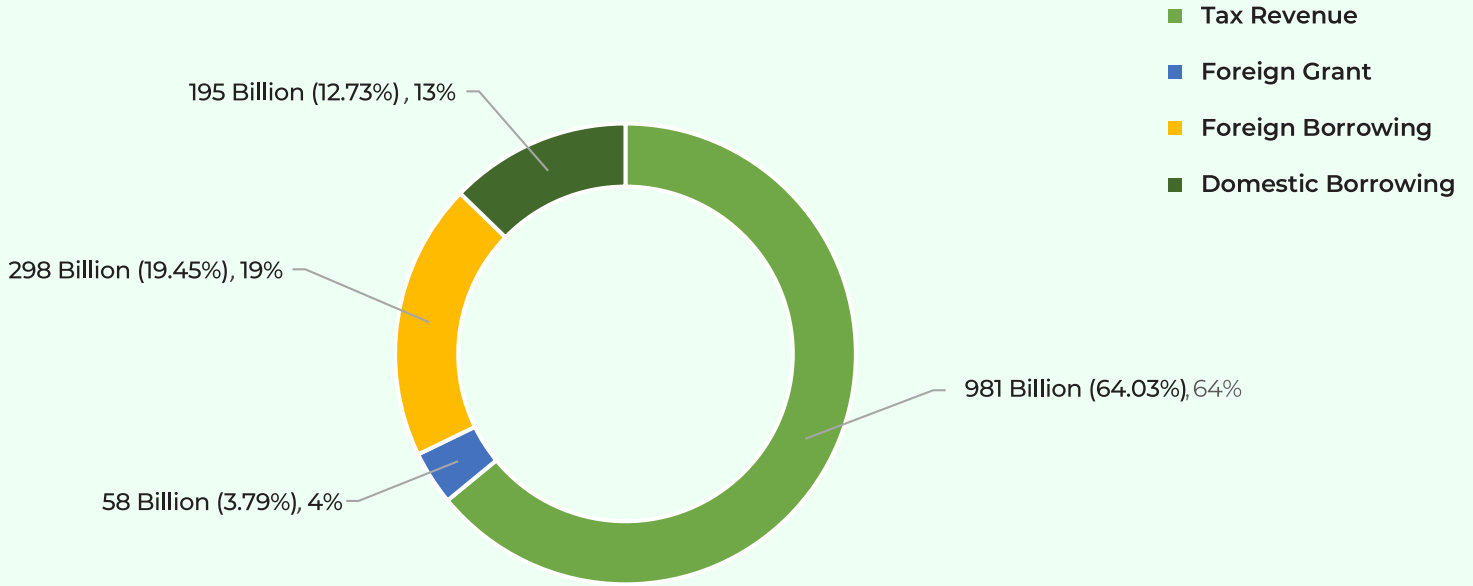
PRE-DISCUSSION ON "MONETARY POLICY 206/77"

IBN Media in association with Nepal Bankers' Association, Nepal Rastra Bank and FNCCI organized an extensive "Monetary Policy Pre-Discussion Program" for the upcoming fiscal year 2076/77.

[More on Page 5](#)

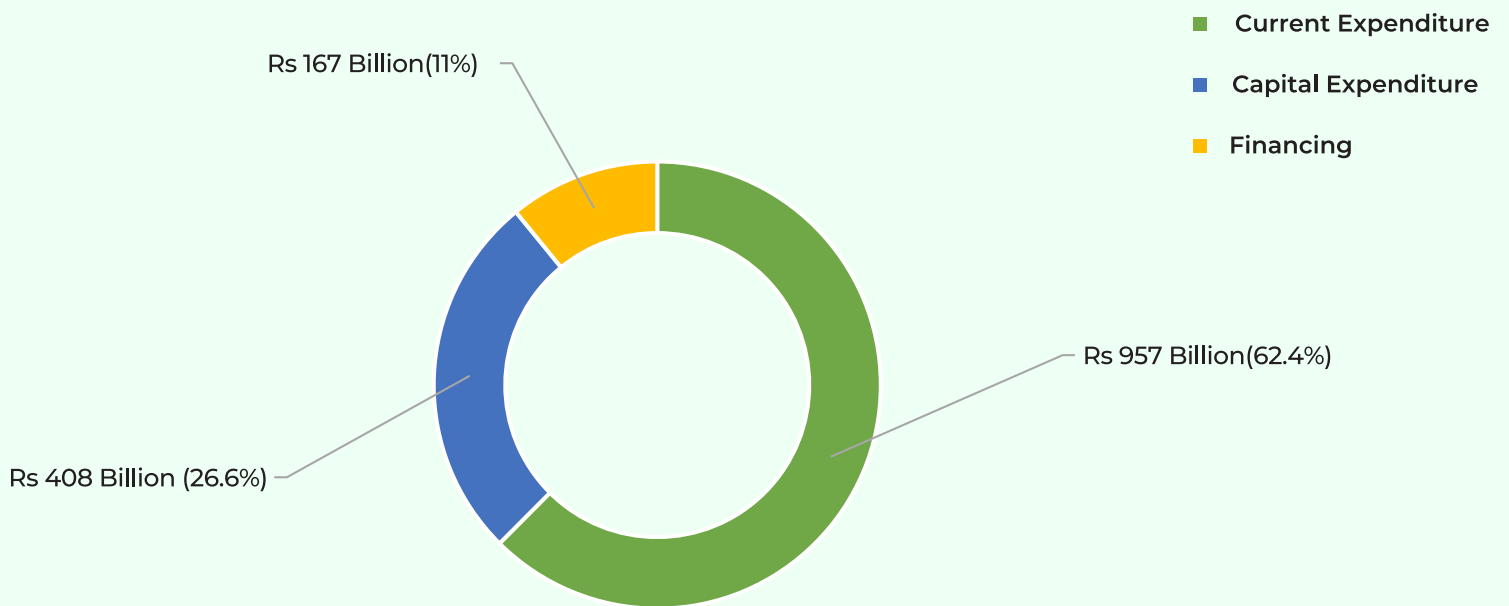


SOURCE OF BUDGET 2019/20



Source: MoF Budget 2019/20

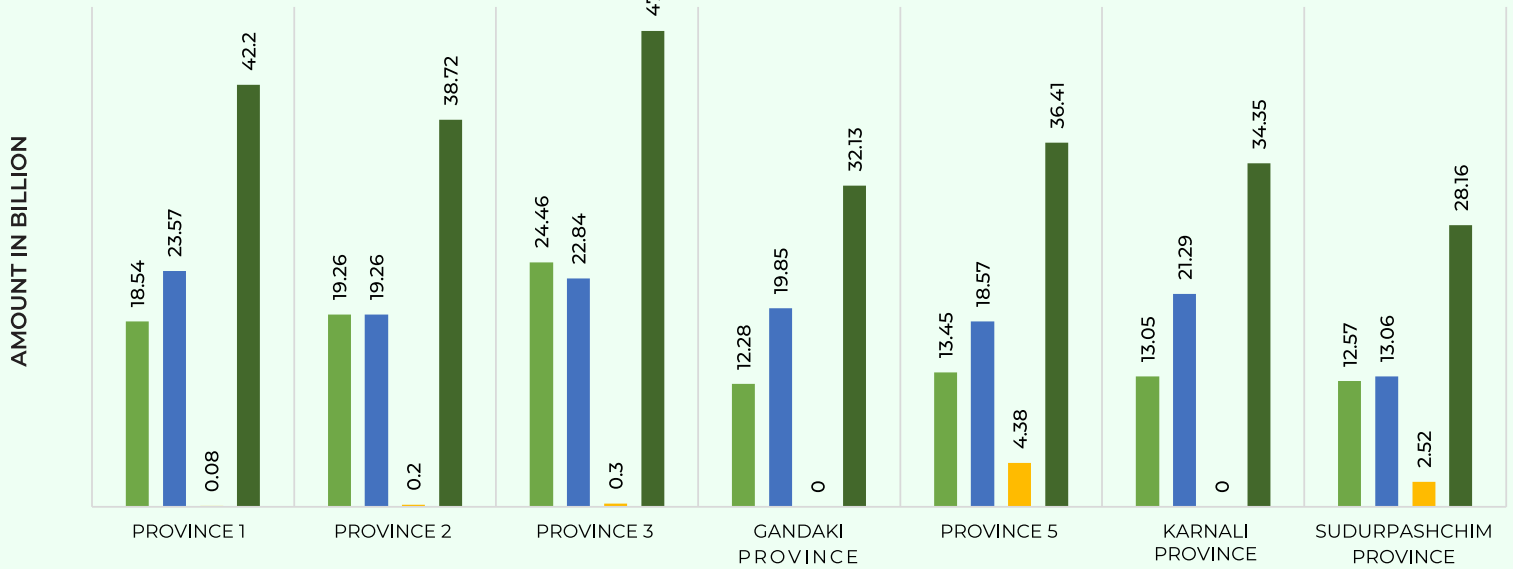
ALLOCATION OF BUDGET 2019/20



Source: MoF Budget 2019/20

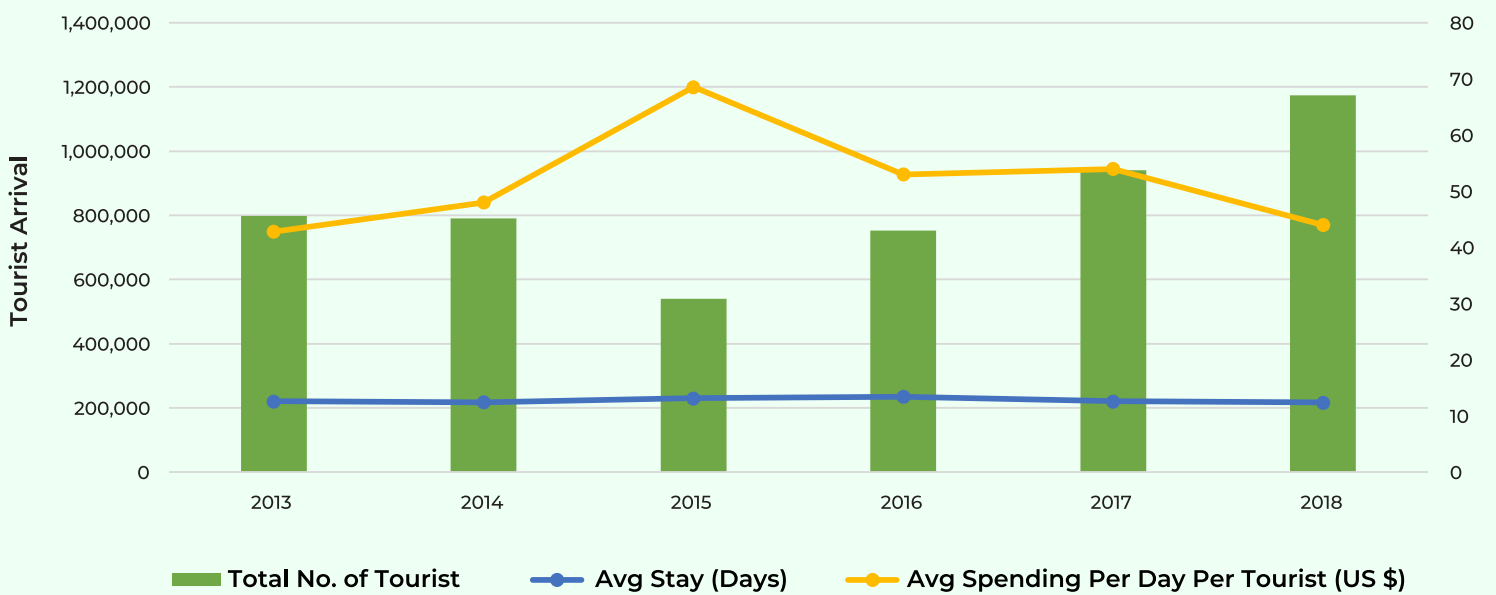
PROVINCIAL BUDGET FOR FY 2019/20

■ Total Budget ■ Recurrent Expenditure ■ Capital Expenditure ■ Financing



Source: Various Provincial Economic and Planning

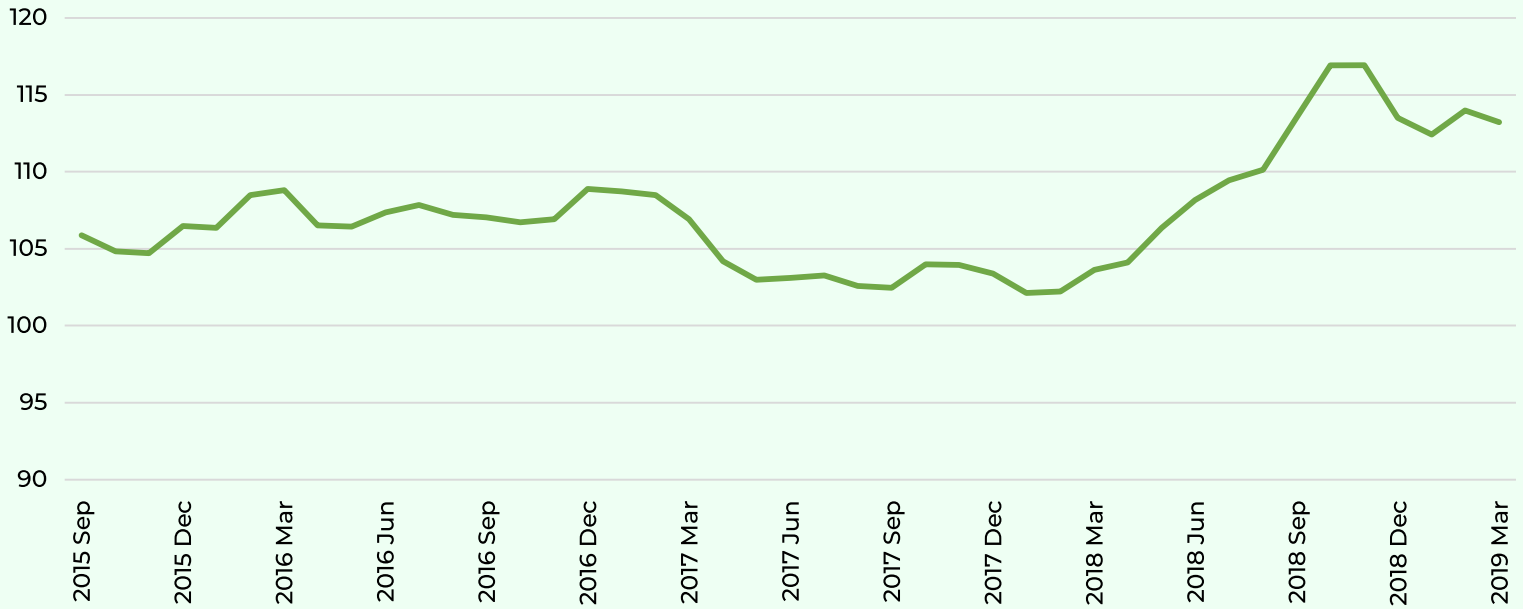
TOURISM IN NEPAL



Source: Source: Nepal Tourism Statistics 2018

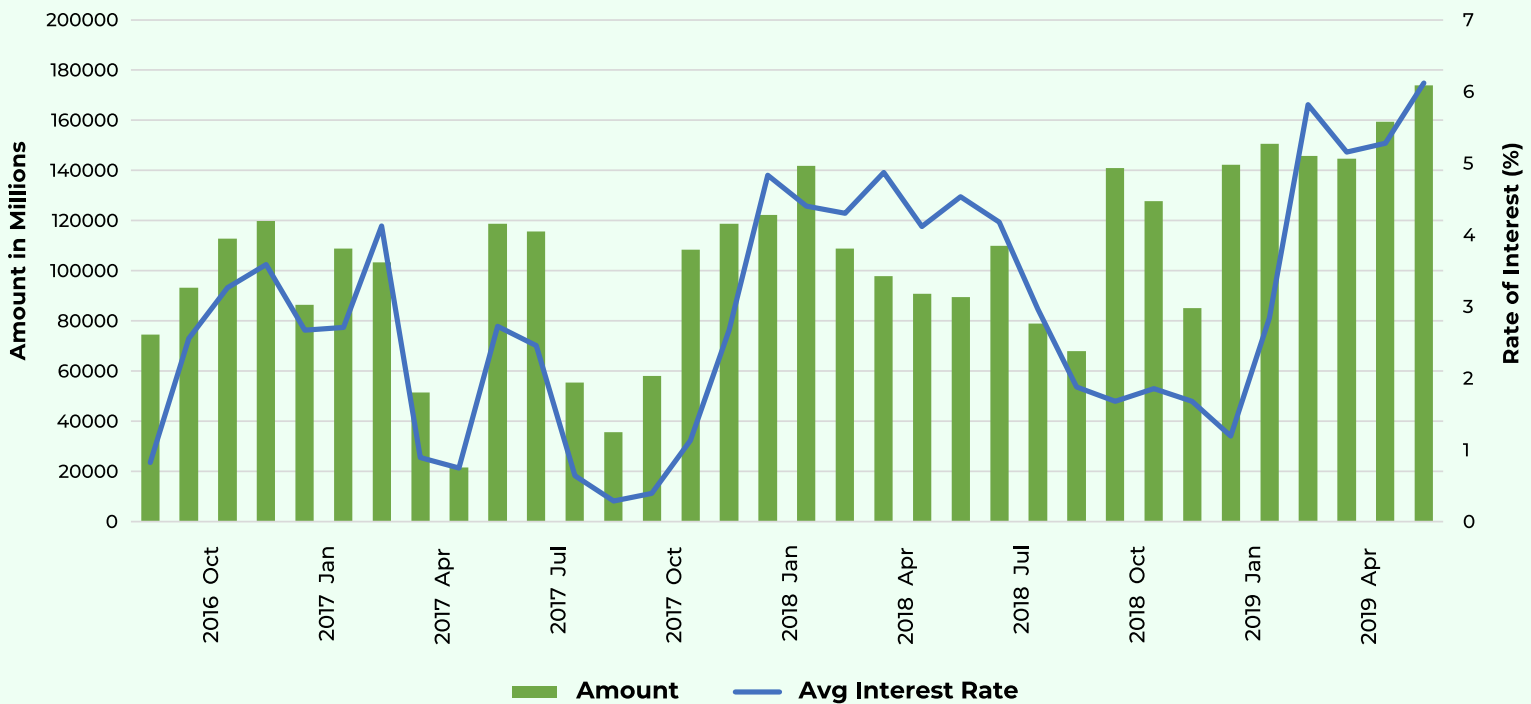


Average Monthly US\$ Exchange Rates



Source: Nepal Rastra Bank

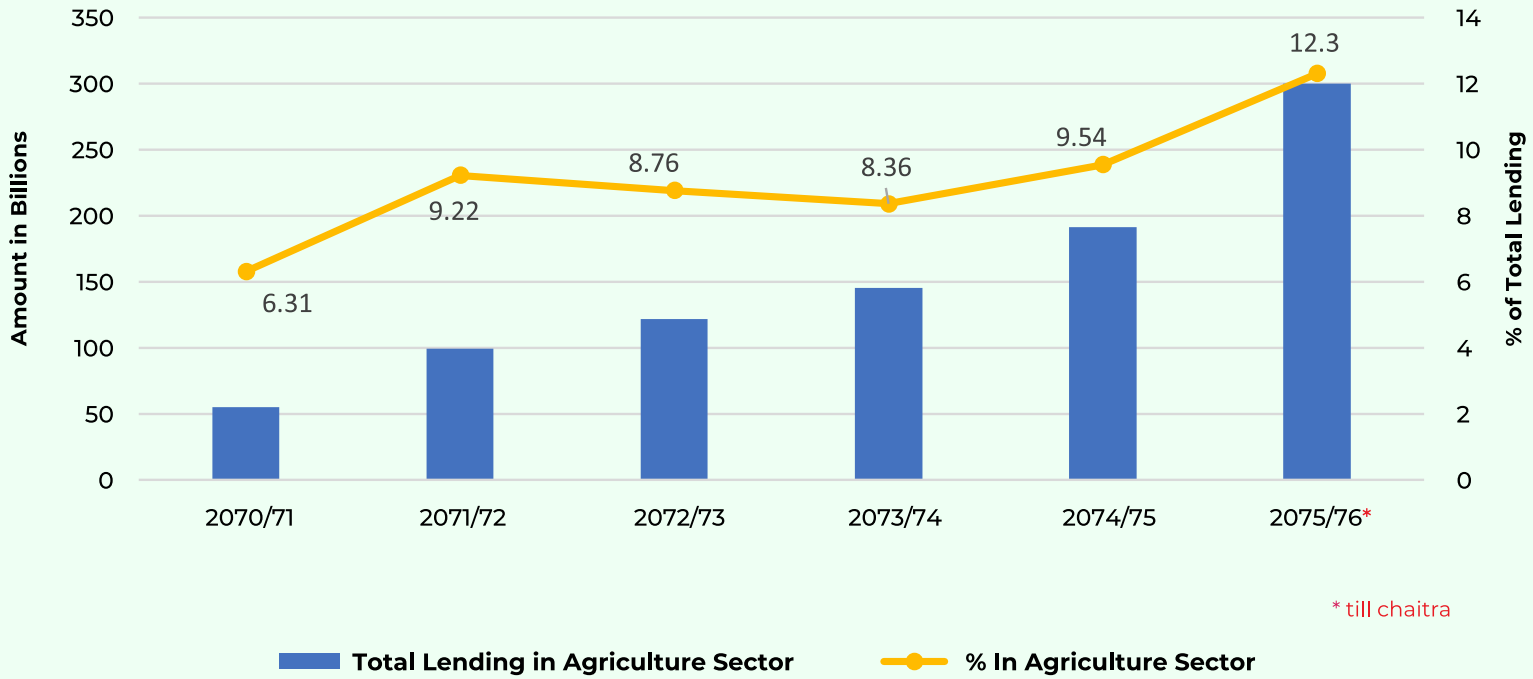
Interbank Transaction Among Commercial Banks



Source: Nepal Rastra Bank

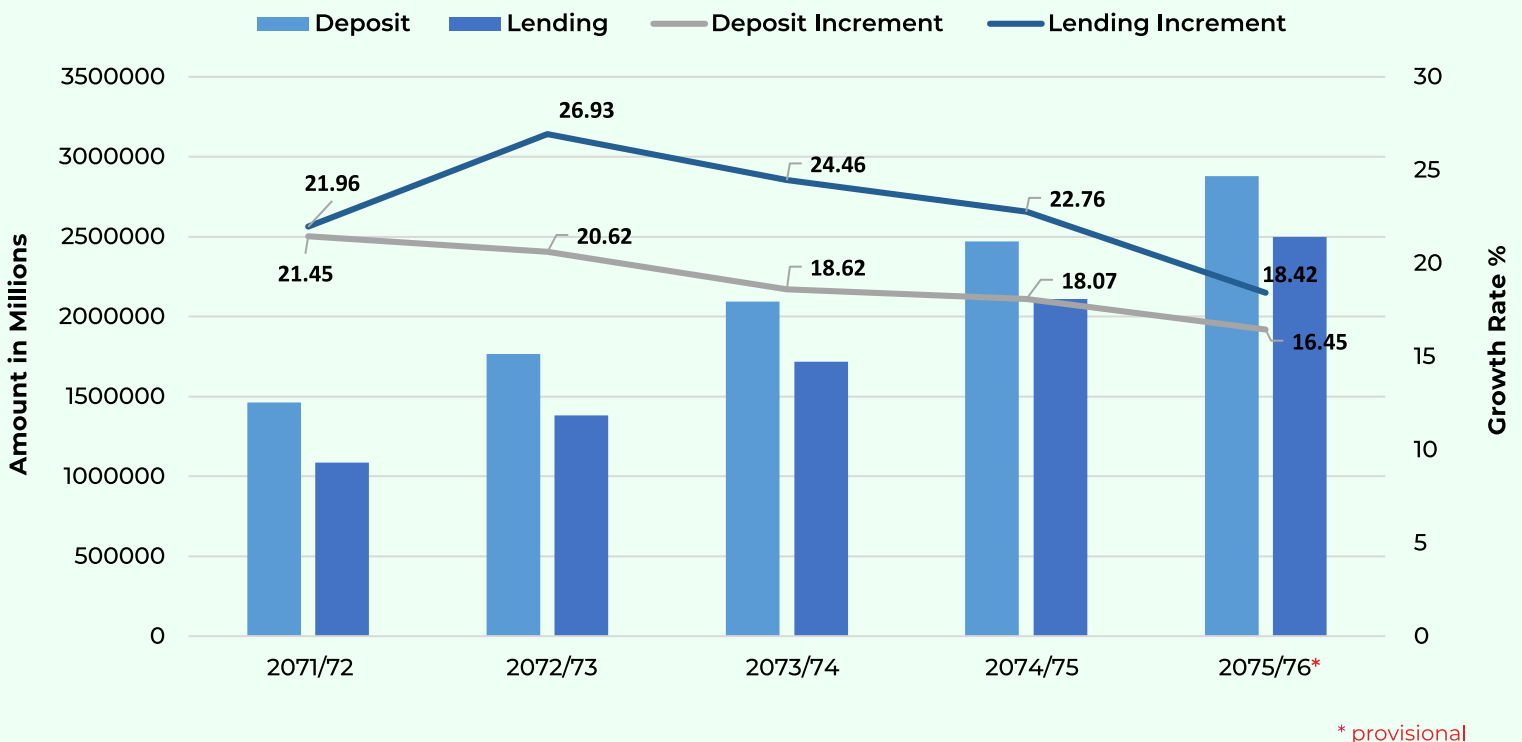


Agriculture Sector Lending of Commercial Banks



Source: Nepal Rastra Bank

Trend of Deposit and Lending of Commercial Banks





PRE-DISCUSSION ON “MONETARY POLICY 206/77”

21st June, 2019, Kathmandu: IBN media in association with Nepal Bankers' Association, Nepal Rastra Bank and FNCCI organized an extensive “Monetary Policy Pre-Discussion

Program” for the upcoming fiscal year 2076/77. The Program was graced by the Governor of Nepal Rastra Bank Dr. Chiranjibi Nepal as the Chief Guest. Chairmen and CEOs from different banks and several prominent personalities from various organizations attended the program.



POTENTIAL COLLABORATION BETWEEN NEPAL POLICE AND BANKING INDUSTRY

16th March, 2019, Kathmandu: NBA held an interaction session in coordination with the Nepal Police Kathmandu Metropolitan Range to discuss on the “Potential collaboration between Nepal Police and Banking Industry” in the presence of SSP Uttam Raj Subedi, DSP Rajendra Pokhrel, DSP Bishnu Prasad Soti and other officials from Nepal Police, where representatives from the commercial banks were also invited.

During the session, SSP Subedi highlighted the current scenario of security in Nepal and the challenges faced; shared the concept of Community-Police Partnership program; issues related to Banking Offence and training for security personnel of the banks.

The officials from Nepal Police also handed a ‘Letter of Appreciation’ to the banks who had already contributed to support the Community-Police Partnership Campaign in different ways by providing necessary resources to them.



MOU SIGNED BETWEEN NEPAL BANKERS' ASSOCIATION AND POKHARA UNIVERSITY SCHOOL OF BUSINESS

23rd May, 2019 Kathmandu: Nepal Bankers' Association (NBA) and Pokhara University School of Business (PUSOB) signed a Memorandum of Understanding (MoU) whereby the two organizations had an understanding to carry out Financial Literacy Campaigns in coordinated way in the rural areas of Nepal. The MoU was signed by Mr. Gyanendra Prasad Dhungana, President of

NBA and Dr. Rabindra Ghimire, Director of PUSOB. This initiative is expected to help in improving the financial literacy and promoting banking habit among the people living in the rural areas of Nepal. It is expected that this initiative shall also play a significant role in promoting the "Lets Open Bank Account" Campaign launched by the Office of the Prime Minister and the Council of Ministers.



SIGNING CEREMONY BETWEEN NCHL AND COMMERCIAL BANKS FOR RTGS IMPLEMENTATION

13th May, 2019, Kathmandu: NCHL signed an agreement with several Commercial Banks in coordination with Nepal Bankers' Association to integrate the Real Time Gross Settlement (RTGS) in their Core Banking System.



Survey on “CUSTOMER SATISFACTION INDEX”

From 23rd June to 12th July 2019 NBA conducted a survey on “CUSTOMER SATISFACTION INDEX”. The outcome of the survey is expected to promote and reinforce fair and responsible practices among banks.



The main outcome of the survey is:

- Assess costumers' expectation and actual experiences related to quality of banking services.
- Establish the BENCHMARK CSI for the banking industry which sets measurable standards of the customer service.
- Enhance quality of services provided by the banking institutions in Nepal by promoting and fostering healthy competition amongst the banking institutions in delivering better services to customers.

All the 28 Commercial Banks of Nepal participated in the survey. 3 branches from Kathmandu, Lalitpur and Bhaktapur were selected for the survey of each participating bank. 75 customers from each bank of Kathmandu, Lalitpur and Bhaktapur branch were randomly selected to participate in this Survey. A total of 2,100 respondents were interviewed, with responses from 2,000 respondents is being utilized for analysis. The Survey was conducted through face-to-face interview



NEPAL BANKERS' ASSOCIATION

📍 2nd Floor, Central Business Park,
Thapathali, Kathmandu-11

☎ +977-01-4101542/4101543

✉ nba@nepalbankers.com.np