Citizens Bank
केन्द्रिय कार्यालय नारायणहिटी पथ, काठमाडौं नेपाल, फोन नं : ०१-४४२७८४२/४३/२४

CITIZENS
NEWS BULLETIN

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प्रमुख कार्यकारी अधिकृतको सन्देश



गणेश राज पोखरेल
प्रमुख कार्यकारी अधिकृत

आदरणीय ग्राहक महानुभावहरू नमस्कार ।
यहाँ र यहाँको परिवारका सदस्यहरू सकुशल नै हुनुहुन्छ भन्ने बिश्वास लिएको छु ।

नेपालमा कोरोना भाइरस (कोभिड-१९) बाट हाल सम्म ३२,००० भन्दा बढि व्यक्तिमा संक्रमण देखिएको र १५० जना भन्दा बढी व्यक्ति कोरोना संक्रमणका कारण मृत्यु भइसकेको यस भयावह स्थितिमा पनि बैंकको कारोवार संचालन गरि ग्राहकहरूलाई आवश्यक सेवा प्रदान गरिरहेका छौं । कोभिड-१९ ले राष्ट्रिय तथा अन्तर्राष्ट्रिय अर्थतन्त्रमा पारेको प्रतिकुल असरले बैंकको वित्तीय परिसूचकमा प्रतिकुल प्रभाव पारे पनि बैंकको कर्मचारीहरु तथा ग्राहकहरुको सुस्वास्थ ध्यानमा राखी बैंकले समयमै आवश्यक सावधानी अपनाई सामाजिक दुरीलाई प्रोत्साहन गर्दै **Digital** माध्यमबाट बैकिङ्ग कारोवार गर्न सबै ग्राहकहरुलाई सचेत गर्दै आईरहेको छ ।

आ.व. २०७६/७७ मा सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले ९२ अर्ब ५१ करोड रूपैयाँ निक्षेप संकलन गरी ८१ अर्ब २८ करोड रूपैयाँ कर्जा प्रवाह गरेको छ । वर्षभरीमा १ अर्ब ११ करोड रूपैयाँ खुद नाफा गरेको छ । बैंकको आ.व. २०७६/७७ को वितरण योग्य नाफा ९२ करोड ३६ लाख रूपैयाँ रहेको छ । बैंकको चुक्ता पुँजी ९ अर्ब ८ करोड तथा सञ्चित कोषमा ३ अर्ब ३९ करोड रूपैयाँ रहेको छ । बैंकको खराब कर्जा अनुपात १.४६ प्रतिशत छ । कर्जा निक्षेप अनुपात ७६.७९ प्रतिशत, आधार ब्याजदर ९.०४ प्रतिशत, कर्जा निक्षेप व्याज अन्तर (स्प्रेडदर) ४.०३ प्रतिशत छ । मूल्य आम्दानी अनुपात १४.५५ प्रतिशत रहेको बैंकको वार्षिक प्रतिशेयर आम्दानी १२.९२ रूपैयाँ छ ।

सिटिजन्स बैंकले हाल जारी निषेधाज्ञालाई लक्षित गरेर डिजिटल बैंकिङ्ग सहायता केन्द्रको स्थापना गरेको छ । हाल काठमाडौं उपत्यका लगायत मुलुकका विभिन्न स्थानमा निषेधाज्ञा लगायतका आदेश जारी भएको सन्दर्भमा सहज रूपमा आधारभूत बैंकिङ्ग सेवा प्रदान गर्नें र ग्राहक महानुभावहरूलाई सहज रूपमा डिजिटल माध्यमबाट कारोवार गर्न सहयोग पुऱ्याउने उद्देश्यका साथ सो केन्द्रको स्थापना गरेको हो । यस विषम् परिस्थितिमा बैंकले आफ्ना सिमीत शाखा कार्यालयहरूबाट अत्यावश्यक सेवा प्रदान गरेको र सोको जानकारी यस बैंकको वेबसाइट, भाइवर, फेसबुक लगायतका सामाजिक संजालका माध्यमबाट समेत गराइने व्यवस्था मिलाईएको छ । यहाँको निकटतम तथा प्रियजनहरूको सुरक्षा ध्यानमा राख्दै उपभोग्य सामाग्री र अन्य सेवाहरूको भुक्तानीको लागि डिजिटल बैंकिङ्ग संरचनाहरू (मोबाईल र इन्टरनेट बैंकिङ्ग) प्रयोग गरी सेवा लिनुहुन अनुरोध गर्दछु । सहजताको लागि यस बैंकको डेबिट कार्ड र अन्य कार्डहरूको प्रयोग गरि नेपाल भरि कुनै पनि बैंकको ए.टि.एमबाट पैसा झिक्दा लाग्ने अतिरिक्त शुल्क नलाग्ने व्यवस्था गरिएको छ ।

विश्वभरी फैलिएको कोरोना भाइरसले सृजना गरेको बिषम परिस्थितिको बाबजुद पनि कर्जालाई सरल र सहज तरिकाले ग्राहक सामु पस्कने उद्देश्यका साथ बैंकले घर कर्जा ९.५०% वार्षिक ब्याजदरमा एस.एम.ई कर्जा (साना तथा मझौला कर्जा) ९.५०% वार्षिक ब्याजदरमा र मोर्टगेज लोन (व्यक्तिगत कर्जा) १०.९९% वार्षिक ब्याजदरमा प्रवाह गर्ने योजना देशै भरी छरिएका बैंकका ११० शाखाहरूबाट संचालनमा ल्याएको छ । यसका साथसाथै सूचना प्रविधिको विकासक्रमलाई आत्मसाथ गर्दै बैंकको वेबसाइट मार्फत अनलाईन खाता खोल्न सकिने सुविधालाई थप परिष्कृतरूपमा तपाईहरू सामु प्रस्तुत गरिएको छ ।

सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले कोरोना भाइरसको रोकथामका लागि नेपाल सरकारले स्थापना गरेको 'कोरोना संक्रमण रोकथाम, नियन्त्रण र उपचार कोषमा रू २० लाख १५ हजार ५ सय ४ रूपैयाँ सहयोग गरेको छ । कोरोनाभाइरस (कोभिड-१९) ले विश्व नै आक्रान्त बनेको बेला बैंकले संस्थागत सामाजिक उतरदायित्व कार्यक्रम अन्तर्गत बैंकले सो सहयोग गरेको हो । यस अघि पनि कोरोनाभाइरस (कोभिड-१९) को संक्रमण रोकथाम, नियन्त्रण र उपचारका लागि संस्थागत सामाजिक उतरदायित्व कार्यक्रम अन्तर्गत बैंकले प्रत्येक प्रदेश सरकार अर्न्तगतको कोषमा रू ७ लाखका दरले रू ४९ लाख, विभिन्न स्थानिय निकायमा खडा गरिएको कोषमा करिव रू ६ लाख तथा विभिन्न संघ संस्थालाई रू ६ लाख गरि हालसम्म कुल रकम रू. ६१ लाखको सहयोग गरिसकेको छ । नेपाल सरकारले स्थापना गरेको कोरोना संक्रमण रोकथाम, नियन्त्रण र उपचार कोषमा रू २० लाख १५ हजार ५ सय ४ रूपैयाँ सहयोग गरे पश्चात कोरोना नियन्त्रणका लागि बैंकको सहयोग रू ८१ लाख पुगेको छ ।

अन्त्यमा, यस विषम् घडिमा उच्च मनोबल तथा धैर्यताका साथ जीवनयापन गर्नुपर्ने अवस्था रहेको छ । विश्वव्यापी कोरोना भाइरसलाई परास्त पार्न हामी सबैले दृढ इच्छा शक्ति र आपसी एकताका साथ लडनुपर्ने समयको माग रहेको छ । समस्त ग्राहक महानुभावुहरूलाई घरमै बसी सूचना प्रविधिको अधिकत्तम प्रयोग गरि बैंकिंग सेवाहरू लिन हार्दिक अनुरोध गर्दछु । यस प्रतिकुल घडिमा ग्राहकवर्गहरूको वित्तीय आवस्यकता पूरा गर्न हरसम्भव प्रयाश गर्ने प्रतिबद्धता जाहेर गर्दछु ।

जय सिटिजन्स बैंक !!!
धन्यवाद !

गणेश राज पोखरेल
प्रमुख कार्यकारी अधिकृत

Financial Highlights

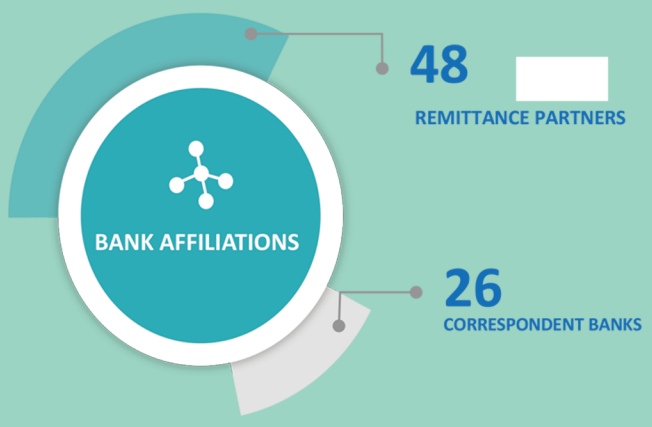
As on Ashadh End, 2077 (As per Published Unaudited Report)

EARNINGS PER SHARE NPR 12.92

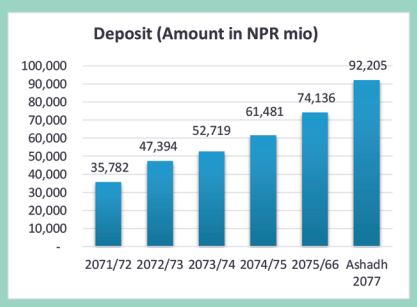
MARKET PRICE PER SHARE NPR 188

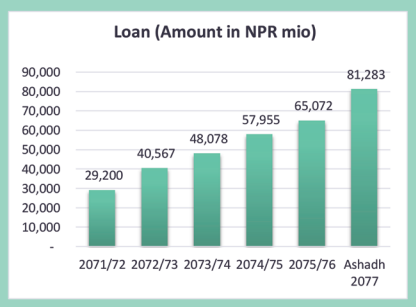
Amount in NPR

PROFIT AFTER TAX	PROFIT BEFORE TAX	OPERATING INCOME	TOTAL ASSETS
1,116,040,331	1,577,313,780	3,768,557,810	110,464,482,908

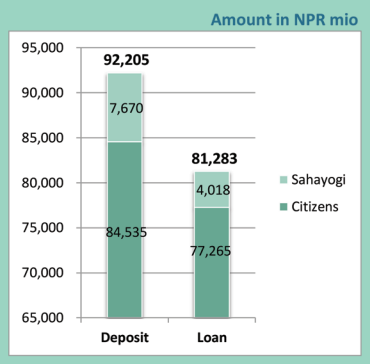


As on Ashadh End, 2076/77



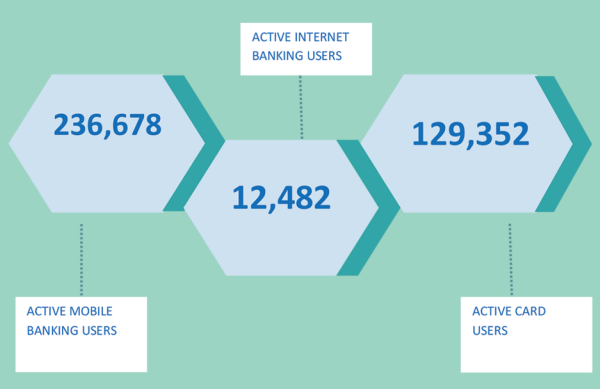


GROWTH THROUGH ACQUISITION OF SAHAYOGI BIKAS BANK

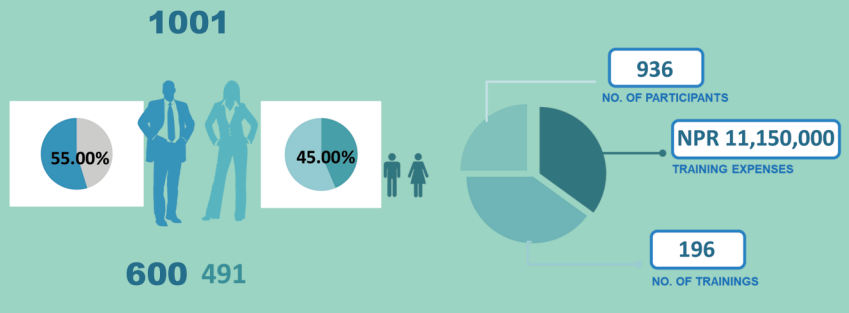


Branches	109 (⇧14)
ATMs	99 (⇧ 4)
Permanent Staffs	1091 (⇧ 43)

ELECTRONIC BANKING USERS



EMPLOYEE STRENGTH, TRAINING AND DEVELOPMENTS



CITIZENS BANK'S REACH



FINANCIAL CALENDAR 2019/20

JULY

AUGUST
Aug 27, 2019- Proposed Cash Dividend and Bonus Shares 12% and 3% respectively for FY 2018/19

SEPTEMBER
Sep 17, 2019- Book Closure period for AGM of FY 2018/19
Sep 27, 2019- Conducted AGM for FY 2018/19

OCTOBER
Oct 25, 2019- Published 1st Quarter Unaudited Financial Report

NOVEMBER
Nov 4, 2019- ICRA Nepal reaffirms issuer rating of [ICRANP-IR] BBB+ and rating of [ICRANP] LBBB+ for subordinated debenture of the Bank

DECEMBER
Dec 27, 2019- 2,511,319.43 units Bonus shares listed on NEPSE

JANUARY
Jan 14, 2020- Final Agreement with Sahayogi Bikas Bank for acquisition
Jan 20, 2020- Published 2nd Quarter Unaudited Financial Report

FEBRUARY
Feb 05, 2020- Received approval from SEBON regarding issuance of 10.25% Citizens Bank Bond

MARCH
Mar 03, 2020- Issue open of 10.25% Citizens Bank Bond
Mar 23, 2020- Conducted SGM for acquiring Sahayogi Bikas Bank with swap ratio 100:91.75

APRIL
April 28, 2020- Published 3rd Quarter Unaudited Financial Report

MAY

JUNE

JULY
July 5, 2020- Commenced Joint Operation after acquisition of Sahayogi Bikas Bank
July 09, 2020- 10.25% Citizens Bank Bond listed in NEPSE

Training and Development



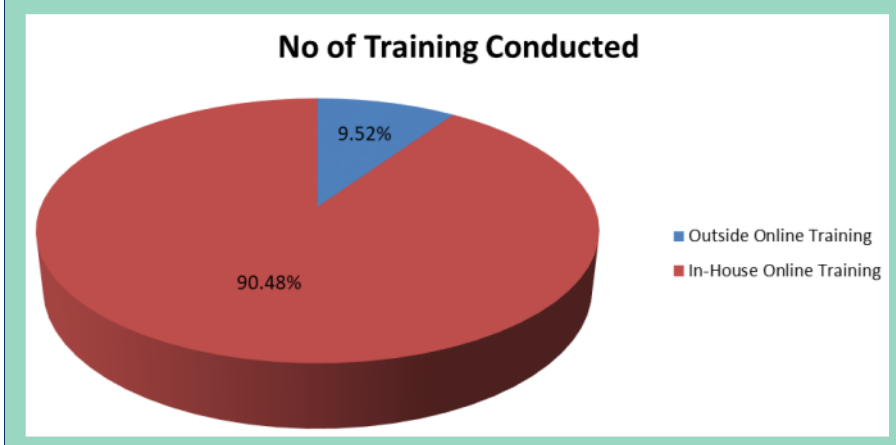
The employees are periodically provided with training opportunities in order to develop the necessary skills to not only survive, but also compete in this dynamic industry. The focus is provided such that long-term goals of the employees and the Bank are in line with each other. The structured, pragmatic and challenging training plans have enabled the Bank to extract maximum benefits from the available employees with maximum utilization of human resources with minimum diversions. The employees are further encouraged to share their knowledge with fellow colleagues to strengthen the technical expertise at hand. Furthermore, employees in specific departments are provided with precise technical knowledge to help them nurture in the specific field of knowledge.

Covid-19 is one of the biggest disaster mankind has ever faced in recent times, bringing disruption to the human life worldwide. With no vaccine currently in place, containment & social distancing has become the only solution to prevent the spread of highly contagious virus. Due to this, the biggest shift in training and development to the employees has been changed to online medium/webinars. We believe that employees are the core strength of the Bank in the current time and they play a very significant role in the success of the Bank. Complying with our Human Resource Core Value which is to nurture, empower human capital and achieve their full potential; the Bank has been providing online training.

In the fourth quarter of FY 2076/77 the training details i.e. the kind of training and the number of staff benefited from the training is mentioned below.

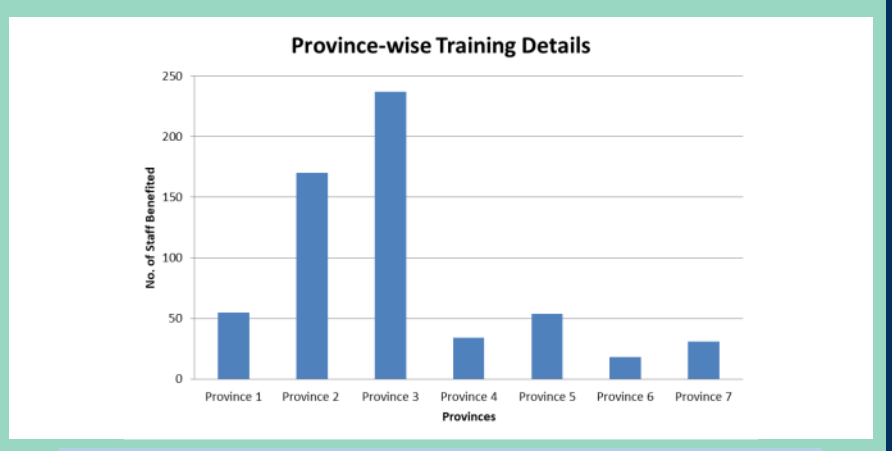
Training Provided on Fourth Quarter

S.N	Nature of Training	No of Training Conducted	No of Participants benefited
1	Outside Training	2	14
2	In-House Training	19	585
	TOTAL	21	599



Province-wise Training Details

S.No.	Provinces	No.of Staff Benefited
1	Province 1	55
2	Province 2	170
3	Province 3	237
4	Province 4	34
5	Province 5	54
6	Province 6	18
7	Province 7	31
	Total	599





संस्थागत शुसासनमा शून्य सहनशिलता

नारायण राज अधिकारी



कोभिड-१९ महामारीको मारमा परेका पेशा/व्यवसायका ऋणी र बैंक वित्तीय संस्था दुवै पक्षलाई यथासंभव राहत मिल्ने गरि केन्द्रिय बैंकबाट मौद्रिक नीति २०७७/०७८ र यसको कार्यान्यवन निर्देशन आइसेको छ । निर्देशनमा व्यवस्था भए अनुसार कर्जा भुक्तानी अवधिको म्याद कम्तिमा पनि ६ महिनासम्म कुनै किसिमको अतिरिक्त शुल्कहरू विना नै थप गर्न पाइने भएको छ । ऋणीको आवश्यकता र लिखित कार्य योजना अनुसार न्यूनतम १० प्रतिशत ब्याज असुल उपर गरी एक पटकको लागि कर्जा पुनरसंरचना तथा पुनर तालिकीकरण गर्न सकिने भएको छ । यसका लागि भने पौष मसान्तसम्म लिखित कार्य योजना लिनुपर्ने र उक्त ऋणीको ५ प्रतिशत कर्जा नोक्सानी व्यवस्था गर्नुपर्ने भएको छ । जुन साविकको व्यवस्था भन्दा धेरै कम हो । साविकको व्यवस्था अनुसार न्यूनतम २५ प्रतिशत ब्याज असुल उपर गरी न्यूनतम १२.५ प्रतिशत कर्जा नोक्सानी व्यवस्था गर्नुपर्ने हुन्छ । २०७७ असार महिनासम्म भुक्तानी अवधि भएका डिमाण्ड लोन, क्यास क्रेडिट लगायतका अल्पकालीन प्रकृतिका चालुपूँजी कर्जाहरूलाई बैंक तथा वित्तीय संस्थाले ऋणीको वित्तीय अवस्था विश्लेषण गरी २०७७ पुस मसान्तसम्म भुक्तानी गर्न सकिने गरी समय थप गर्न सकिने भएको छ ।

आर्थिक वर्ष २०७६/७७ को लागि बैंक वित्तीय संस्थाले ऋणीबाट नगदमा असुल भएको ब्याज रकमलाई ९० दिनसम्म नियामकीय कोषमा सार्नु नपर्ने सहुलियत पनि थपिएको छ । बैंक वित्तीय संस्थाहरूले आर्थिक वर्ष २०७६/७७ को खुद वितरणयोग्य मुनाफाकोख ३० प्रतिशतसम्म (उक्त संस्थाको २०७७ असार मसान्तमा कायम निक्षेपको भारित औसत ब्याजदर भन्दा बढी नहुनेगरी) मात्र नगद लाभांस घोषणा तथा वितरण गर्न पाइने भएको छ । तर कुल चुक्ता पुँजीको ५ प्रतिशत भन्दा कम खुद वितरणयोग्य मुनाफा भएका बैंक वित्तीय संस्थाले भने नगद लाभांस वितरण गर्न नपाउने भएका छन् । यसको कार्यान्यवनबाट बैंक वित्तीय संस्थाको आर्थिक वर्ष २०७६/७७ को वासलातमा खासै ठुलो असर पर्ने देखिदैन । तर चालु आर्थिक वर्ष भने निकै चुनौतीपूर्ण हुन सक्ने देखिन्छ किनभने महामारीको उग्ररूप के हुने हो भनेर अनुमान गर्न नै मुश्किल छ । प्रमुख व्यापारीक शहरहरू विराटनगर, विरगँञ्ज र नेपालगँजमा संक्रमणको विस्तारसंगै फेरी निषेधाज्ञा लगाउनुपर्ने भएको छ । काठमाण्डौमा पनि संक्रमितको संख्या दिनानुदिन बढ्दो क्रममा रहेको छ । यसले पेशा, व्यापार व्यवसायमा पक्कै खराव परिस्थिति आउने देखिन्छ ।

ऋणी र बैंक वित्तीय संस्था दुवै पक्षको अपेक्षाकृत राहतका साथ सार्वजनिक भएको मौद्रिक नीतिको बुँदा नं १६६ ले भने बैंक तथा वित्तीय संस्थालाई आ-आफ्नो मर्यादा रही काम गर्न फेरी एकपटक झकझक्याएको देखिन्छ । यस बुँदामा उल्लेख भए अनुसार इजाजत प्राप्त बैंक तथा वित्तीय संस्था र अनुमति प्राप्त अन्य संस्थाहरूमा यस बैंकले जारी गरेको संस्थागत सुशासन सम्बन्धी निर्देशनको अनुपालनामा शून्य सहनशिलता अपनाइने छ । यसको संकेत हेर्दा बैंक तथा वित्तीय संस्था र अनुमति प्राप्त अन्य संस्थाहरूमा हाल भएको संस्थागत सुशासन अनुपालनामा नियमाकीय निकाय सन्तुष्ट भएको देखिदैन । बेलैमा कमी कमजोरीहरू सुधार गर है हैन भने ऐन/निर्देशन अनुसार कारवाहीको भागीदार हुनुपर्नेछ भन्ने पूर्व चेतावनी दिएको जस्तो देखिन्छ । नेपाल राष्ट्र बैंकको पछिल्लो तथ्याँक अनुसार २०७७ आषाढ मसान्तसम्ममा "क" वर्गका २७, "ख" वर्गका २०, "ग" वर्गका २२, "घ" वर्गका ८९ र १ पूर्वाधार विकास बैंक गरी कुल १५९ वटा बैंक तथा वित्तीय संस्थाहरु नेपालमा सञ्चालनमा रहेका छन् । बैंक वित्तीय संस्थाले आम सर्वसाधारणहरूको विश्वास जित्दै बचतकर्ताको निक्षेप स्वीकार गर्ने अनि व्यापार व्यवसायमा आवश्यक पर्ने उद्यमी, व्यवसायीहरूलाई उचित प्रकारको ऋण प्रदान गर्ने प्रमुख काम हो । समग्र वित्तीय प्रणीमा स्थिररता कायम राख्नको लागि आम सर्वसाधारणहरूको विश्वास जित्नु अनिवार्य दायित्व हुन्छ । यस्तो दायित्व निर्वाह गर्नको लागि संस्थागत सुशासनको उल्लेख्य भूमिका हुने गर्छ । संस्थागत सुशासनले संस्थामा आवद्द सम्पूर्ण शेयरधनीहरू, सञ्चालक समिति, उच्च व्यवस्थापनका कर्मचारीहरूको आचरण कस्तो हुनुपर्ने, के गर्न हुने, के गर्न नहुने, आम सर्वसाधारणहरू प्रति संस्थाको के उत्तरदायित्व हुने जस्ता विषयमा उचित मार्ग निर्देशन दिने गर्दछ ।

बैंक तथा वित्तीय संस्था सम्बन्धी ऐन २०७४ ले यस्ता संस्थाको संस्थापना, सञ्चालन, व्यवस्थापन, काम कर्तव्य तथा अधिकारको बारेमा व्यवस्था गरेको छ । यस ऐनका अलवा समय समयमा नेपाल राष्ट्र बैंकबाट इजाजतप्राप्त क, ख र ग वर्गका संस्थाहरूलाई जारी गरिएको एकीकृत निर्देशनले दैनिक कार्य सञ्चालनमा थप मार्गनिर्देशन दिनगर्दछ । एकीकृत निर्देशनको निर्देशन नं ६ मा बैंक तथा वित्तीय संस्थाको संस्था गते सुशासन सम्बन्धी मार्गनिर्देशनको व्यवस्था वगरेको छ । यस निर्देशनमा मूलरूपमा २० टा दफाहरू रहेका छन् र उक्त दफाहरू भित्र विभिन्न उपदफाहरू समावेश गरि उचित मार्ग निर्देशन दिएको छ । जस अनुसार दफा नं १ मा संस्थाका सञ्चालकले पालना गर्नु पर्ने आचरण सम्बन्धी मार्ग निर्देशन गरेको छ । दफा नं २ ले सञ्चालक/सञ्चालक समितिको कर्तव्य र उत्तरदायित्वको बारेमा मार्गनिर्देशन गरेको छ । दफा नं ३ ले संस्थाका सञ्चालकहरूको शिक्षा कार्यक्रमको लागि मार्गनिर्देशन गरेको छ । दफा नं ४ ले संस्थामा कार्यकारी प्रमुखको नियुक्ति के कसरी गर्ने भन्ने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं ५ ले संस्थामा कार्यरत कर्मचारीहरूले पालना गर्नु पर्ने आचरण सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं ६ ले संस्थामा कार्यरत कर्मचारीहरूको दक्षता अभिबृद्धि के कसरी गर्ने भन्ने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं ७ ले संस्थाको सञ्चालक समितिले आफ्नो जवाफदेहीमा रहने गरी आवश्यक समिति/उप-समिति गठन गरी तिनीहरूको काम, कर्तव्य र अधिकार तोक्ने विषयमा मार्गनिर्देशन गरेको छ । यस अनुसार बैंक वित्तीय संस्थाले लेखापरीक्षण समिति, जोखिम व्यवस्थापन समिति, कर्मचारी सेवा सुविधा समिति र संम्पत्ति शुद्धीकरण निवारण सम्बन्धी समिति गरि जम्मा ४ समितिहरू गठन गर्न सक्ने छन् । दफा नं ८ ले संस्थाले कस्ता पदाधिकारीहरूलाई कर्जा दिनु हुन्न भन्ने विषयमा कर्जा प्रदान गर्न बन्देज सम्बन्धी व्यवस्थाको मार्गनिर्देशन गरेको छ । दफा नं ९ ले सुशासन ऐनको भावना अनुसार आ-आफ्नो संस्थामा आचारसंहिता निर्माण गरी आचारसंहिता तथा सुशासनको पालना गनुपर्ने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १० ले संस्थाको सञ्चालकले आफू वा आफ्नो परिवारका सदस्य तथा आफ्नो वा परिवारको स्वामित्वमा रहेको फर्म/कम्पनीको नाममा विभिन्न बैंक तथा वित्तीय संस्थाहरूबाट लिएको कर्जा सम्बन्धी स्वघोषणा तथा सम्पत्ती विवरण र संस्थाका प्रमुख कार्यकारी अधिकृत तथा अधिकृत स्तरका कर्मचारीहरू र निजका परिवारको नाममा रहेको चलअचल सम्पत्ति र बैंक वित्तीय संस्थाबाट लिएको ऋणको विवरण स्वःघोषणा गर्नुपर्ने सम्बन्धमा मार्गनिर्देशन गरेको छ ।

दफा नं ११ ले संस्थाको सञ्चालक समितिको अध्यक्ष, सञ्चालक, वैकल्पिक सञ्चालकहरूले संस्थाबाट प्राप्त गर्ने सेवा सुविधा सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १२ ले संस्थाले वित्तीय कारोबार गर्ने इजाजतपत्र प्राप्त नगरेसम्म सञ्चालक, प्रबन्ध सञ्चालक तथा प्रमुख कार्यकारी अधिकृत लगायतका अधिकारीहरूले कुनै पनि प्रकारको पारिश्रमिक, भत्ता तथा अन्य आर्थिक सुविधाहरू प्राप्त गर्न नहुने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १३ ले संस्थाको लेखा परीक्षक नियुक्ति सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १४ ले संस्थाको सञ्चालक, प्रमुख कार्यकारी अधिकृत तथा व्यवस्थापन तहको पदाधिकारीले कस्ता कस्ता व्यक्तिगत कर्जा लिन योग्य हुनेछन भन्ने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १५ ले संस्थाको एक प्रतिशत वा सो भन्दा बढी सेयर धारण गरेका सेयरधनी वा निजको व्यक्तिगत वा साझेदारी फर्मले लेखापरीक्षण गरेको फर्म/कम्पनी/संस्थालाई ऋण प्रदान गर्न बन्देज सम्बन्धी मार्गनिर्देशन गरेको छ । दफा नं १६ ले संस्थाले गर्नुपर्ने संस्थागत सामाजिक उत्तरदायित्वको सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १७ ले संस्थाको कोर बैंकिङ्ग कार्यका लागि आउटसोर्स मार्फत नियुक्त कर्मचारीबाट कार्यसम्पादन गर्न/गराउन पाइने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १८ ले संस्थाहरूले पुरस्कार वा सम्मान ग्रहण गर्ने, संस्थाका संचालक समितिका अध्यक्ष, सदस्य र प्रमुख कार्यकारी अधिकृतले विदेश भ्रमण गर्ने सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं १९ ले सञ्चालक समितिका सदस्य, प्रमुख कार्यकारी अधिकृत र नायव प्रमुख कार्यकारी अधिकृतहरूको नियुक्ति/पुनः नियुक्तिको बन्देज सम्बन्धमा मार्गनिर्देशन गरेको छ । दफा नं २० ले संस्थाका प्रमुख कार्यकारी अधिकृत तथा सञ्चालक बीच कुनै किसिमको कारोबार भए नभएको तथा भएमा उक्त कारोबारको विस्तृत विवरण कसरी जानकारी गराउने सम्बन्धमा मार्गनिर्देशन गरेको छ ।

समग्रमा भन्नपर्दा बैंक तथा वित्तीय संस्था एकीकृत निर्देशनको निर्देशन नं ६ ले बैंक वित्तीय संस्थाका सम्बन्धित सम्पूर्ण शेयरधनीहरू, सञ्चालक समिति, उच्च व्यवस्थापन लगायत अन्य कर्मचारीहरूको काम, कर्तव्य र पदमा रहदा पालना गर्नुपर्ने आचरणको उचित मार्गनिर्देशन गरेको छ । यस्ता संस्थामा आवद्द भईसकेपछि त्यसको अक्षरशः पालना गर्नु सम्बन्धित सबैको प्रमुख दायित्व हुन आँउछ नभए संस्था कमजोर हुन गई आम सर्वसाधारणहरूको विश्वासमा संकट पर्न सक्छ । विगतका दिनहरूमा केही संस्थाले संस्थागत सुशासनमा गरेको लापरवाहीका कारण आज ति संस्थाहरूको नामो निशान समाप्त भइसकेको उदाहरण बजारमय प्रशस्त सुन्न र देख्न पाइन्छ । तसर्थ मुलुकको समग्र बैंकिङ्ग तथा वित्तीय प्रणालीप्रति सर्वसाधारणको विश्वसनीयता अभिवृद्धि गर्न, निक्षेपकर्ताको हकहितको संरक्षण र सम्बर्द्धन गर्न, बैंक तथा वित्तीय संस्थाहरूबीच स्वस्थ प्रतिस्पर्धाद्वारा गुणस्तरीय तथा भरपर्दो बैंकिङ्ग तथा वित्तीय सेवा उपलब्ध गराई राष्ट्रिय अर्थतन्त्रलाई सवल एवं सुदृढ बनाउन तथा वित्तीय स्थायित्व कायम गर्नको लागि संस्थागत सुशासनमा शून्य सहनशिलता अपनाउनुपर्ने विषय आजको टडकारो आवश्यकता हो ।

Will you be a warrior or a worrier? -Choose now and choose well-



Dasrath Shah

Isn't it a universal truth, when things go as planned, we feel pleased but when life throws a GOOGLY ball, it generates nervousness and strain within us. Likewise, the current COVID-19 pandemic has pulled the carpet from under our feet knowingly and unknowingly at this moment. The pandemic is changing life as we know it. There are few, if any, aspects of day-to-day life - how we socialize, travel, and work - that have not in some way been altered for good or the foreseeable future. It has amplified uncertainty over the economy, employment, finances, relationships, and, of course, physical and mental health too.

Isn't it a universal truth, when things go as planned, we feel pleased but when life throws a GOOGLY ball, it generates nervousness and strain within us. Likewise, the current COVID-19 pandemic has pulled the carpet from under our feet knowingly and unknowingly at this moment. The pandemic is changing life as we know it. There are few, if any, aspects of day-to-day life - how we socialize, travel, and work - that have not in some way been altered for good or the foreseeable future. It has amplified uncertainty over the economy, employment, finances, relationships, and, of course, physical and mental health too.

We can tolerate some levels of uncertainty in life where some of us enjoy taking risks & others get overwhelmed by the unpredictability of life. No matter how bad the situation may be, there are many ways we can take to better equip our self to face the unknown with courage.

Of course, be a worrier by battening down the hatches, sitting tight, and waiting for this all to blow over. Worry so much about doing the wrong thing that instead you do nothing. Worry that a brighter future doesn't lie ahead and accept that things are awful and probably always will be.

Your thoughts shape your actions and your mindset. If you find yourself caught in worry-based unhelpful thought patterns, snap out of them before they shape your present moment and your future existence. So, get back to the good old days and wish they were back. Keep your fingers crossed for "normal". Daydream about how good things used to be.

As we all know, the world itself encompasses of pairs of opposites. Black & white, clockwise & counterclockwise, day & night, on & off, yesterday & tomorrow, pleasure & pain, joy & sorrow, honor & dishonor and so on are an integral part of our life long. So it takes time and things will change later, and for the better at the end. Moreover, the world is also constantly changing & this change is unpredictable.

While you have no control over the world, you have absolute control over your thoughts, feelings, and actions. You can face the situation with resilience, optimism, and confidence or you can gently surrender to negativity, pessimism, and fear. Forget about opinion and judgment. What you know for sure is that 80% of this is within your control, and the other 20% is anyone's guess. Focus on the 80%. Be open to learning, not closed to improvement.

The one freedom that can never be taken away from you is your 'attitude'. Deploy it, gain strength within and you will sail through the challenges and uncertainties of life. You have a choice. Use it judiciously to not just survive, but to thrive in the challenges.



Moreover, everyone wants happiness, no one wants pain, but you can't have a rainbow without pain and the pain is an essential part of life but you can choose not to suffer. Suffering happens when you identify with the incident and dwell on it. Bring your intellect, the rational aspect of you into the picture. Assess the situation, focus on what can be done, and do it without allowing irrational fears to traumatize you.

Likewise, be a warrior by waking up with the undoubtable belief that you are wholly equipped to get through whatever is thrown at you. Find the game in overcoming challenges and daring them to break you. Don't be surprised when they don't. Tell yourself that this is a test. Act accordingly.

Sleep soundly each night knowing that tomorrow is when you'll put your best thinking into action. Re-find the excitement and the passion.

Leave no stone unturned. Question everything. Why didn't that work? How can I improve? Find the ways in which you can advance. Continue with the dead certs and the remarkable ideas and park everything else. Think independently. Question, inquire, and reflect. Build inner reserves that can weather the storm. Look beyond yourself. Thought of self-increases fear and insecurity. Enlarge your vision from petty to lofty, mundane to divine, selfish to unselfish.

Yet as human beings, we need security ultimately. Fear and diffidence make you powerless and drain you emotionally. So, bathe your mind in positivity, affection, and consideration. Be grateful for all your blessings.

"When life gives you LEMONS, make ORANGE JUICE and make them wonder how you did it and that's how choose to be a warrior, not a worrier"

कोरोनाको समयमा बैकिङ्ग

- राजिब श्रेष्ठ



समय यस्तो पनि रह्यो,
तीन महिना लामो लकडाउन भरि, बैकिङ कारोबार ठप्प भयो ।
सम्पुर्ण कारोबार भैरहेको अवस्थामा,
कोरोनाको एक अफ्वाहले सम्पुर्ण संघ संस्था नै
बन्द रह्यो ।

समय यस्तो पनि रह्यो,
मान्छे मान्छेसँग डराँए, २ फिट पर टाडिँए ।
हातमा हात मिलाउने विदेशी चलन लाई छोडी
आफ्नो मौलिक नमस्ते लाई प्राथमिकता दिलाँए

समय यस्तो पनि रह्यो,
क्यास टु क्यास कारोबार भैरहेको अवस्थामा,
क्यास लेस, मोबाइल बैकिङ्ग, क्यु आर कोडले अवसर पाँए
इन्टरनेट बैकिङ्ग, आइ.पी.एस जस्तो नयाँ युगको सुरूवात भएँ ।

समय यस्तो पनि रह्यो,
बचत गरौं भविष्य सुनिश्चत गर्न भन्थ्यौं
अहिले अप्ठ्यारोमा अकास्मिक सेवा सुचारू गरी
बैंकहरूले आफ्ना ग्राहकलाई सेवा दिलाँए ।

समय यस्तो पनि रह्यो,
विभिन्न समस्यासँग लड्डै बैंक कर्मचारीले सेवा दिलाँए ।
लाग्छ बैक कर्मचारी डाक्टर सरह अपरेशन गर्दै, आफ्नो कार्यक्षेत्रमा
कोभिड १९ को बखत आफु सुरक्षित रहन मास्क, पन्जा लगाँए ।

अन्त :

समय जे जस्तो भए पनि सम्पुर्ण जगत नै कोरोनाबाट बचुन् ।
भविष्यमा आउने समस्याबाट बैंकिङ्ग क्षेत्रलाई अहिले नै बचाऔं ।
विदेशीएका नेपाली श्रमीकलाई नेपालमा नै रोजगारको सृजना गरौं ।
आफु बचौं, अरूलाई बचाऔं, चलीएमान अर्थतन्त्रलाई बचाऔं ।



Reward the Curiosity: Create a Learning Culture



Sudip Dhakal

Technology is disrupting every industry and area of life, and work is no exception. One of the main career implications of the digital revolution is a shift in demand for human expertise. For instance, LinkedIn's talent research shows that half of today's most in-demand skills weren't even on the list three years ago.



As a result, there is now a premium on intellectual curiosity and learnability, the desire and ability to quickly grow and adapt one's skill set to remain employable. What we know is less relevant than what we may learn andknowing the answer to questions is less critical than having the ability to ask the right questions in the first place. Unsurprisingly, employers such as Google makes learning an integral part of their talent management systems. "The single biggest driver of business impact is the strength of an organization's learning culture."

However, true learning cultures, defined by Council of Europe Development Bank - as "a culture that supports an open mindset, an independent quest for knowledge, and shared learning directed toward the mission and goals of the organization," are still the exception rather than the norm.

Here are four psychological recommendations to help us create a learning culture on our team in organization:

Reward continuous learning. It is impossible to trigger deliberate changes in our team's or organization's culture unless weput in place formal reward systems to entice them - and even then, there is no guarantee we will achieve change unless the rewards are effective. Sadly, even when managers understand the importance of learning - at least in theory - they are often more interested in boosting short-term results and performance, which can be an enemy of learning. Performance is highest when we are not learning. Equally, it is hard for employees to find the necessary time and space to learn when they are asked to maximize results, efficiency, and productivity. Note that rewarding curiosity is not just about praising and promoting those who display an effort to learn and develop; it's also about creating a climate that nurtures critical thinking, where challenging authority and speaking up are encouraged, even if it means creating discord. This is particularly important if we want our team to produce something innovative.

Give meaningful and constructive feedback. In an age where many organizations focus their developmental interventions on "strengths," and feel-good approaches to management have substituted "flaws" and "weaknesses" with the popular euphemism of "opportunities," it is easy to forget the value of negative feedback. However, it is hard to improve on anything when we are unaware of our limitations, fully satisfied with our potential, or unjustifiably pleased with self. Although one of the best ways to improve employees' performance is to tell them what they are doing wrong, managers often avoid difficult conversations, so they end up providing more positive than negative feedback. This is particularly problematic when it comes to curiosity and learning, since the best way to trigger curiosity is to highlight a knowledge gap - that is, making people aware of what they don't know, especially if that makes them feel uncomfortable. Note that people are generally unaware of their ignorance and limitations, especially when they are not very competent, so guidance and feedback from others is critical to helping them improve. However, negative feedback must be provided in a constructive and delicate way - it is a true art - as people are generally less receptive of it than of praise and appreciation, especially in individualistic/ narcissisticcultures.

Lead by example. Another critical driver of employee learning is what we, as a manager or leader, do. As illustrated by the leadership value chain model, leaders' behaviors - particularly what they routinely do - have a strong influence on the behavior and performance of their teams. And the more senior that leaders are, the more impactful their behaviors will be on the rest of the organization. Accordingly, if we want to nurture our team's curiosity or unlock learning in our organization, we should practice what we preach. Start by displaying some learning and unlocking our own curiosity. It is a sort of Kantian imperative: Don't ask your employees to do what you don't do yourself. If we want people to read more, then read - and make others aware of our voracious reading habits (share favorite books or most recent learnings with them). If we want them to take on novel and challenging tasks, then take on novel and challenging tasks by self at first. For example, learn a new skill, volunteer to work on something unrelated to main job, or take on tasks outside our comfort zone even if we are not good at it - we will be able to show that with a bit of curiosity and discipline we can get better, and this should inspire others. And if we want them to question the status quo and be critical and nonconformist, then don't be a sucker for order and rules!

Hire curious people. Too often with big management problems, we focus on training and development while undermining the importance of proper selection. But the reality is that it's easier to prevent and predict than to fix and change. When selection works, there's far less need for training and development, and good selection makes training and development much more effective because it is easier to augment potential than to go against someone's nature. Learning and curiosity are no exception: If we hire people who are naturally curious, and maximize the fit between their interests and the role they are in, we will not have to worry so much about their willingness to learn or be on their case to unlock their curiosity.

In sum, if we want to nurture curiosity and learning in our employees, there's no need to rely on our organization's formal learning and development programs. Reinforcing positive learning behaviors, giving constructive and critical feedback to align employees' efforts with the right learning goals, showcasing our own curiosity, and hiring people with high learnability and a hungry mind are all likely to create a stronger learning culture within our team and organization.

Behavioral Finance in Forex.



Angish Shrestha

After working in Treasury department, I have understood that financial markets are formed by investors and it is plausible to consider that investor's beliefs, fears, hope, expectation, ideas, greed and mathematical models about the trading and the behavioral patterns that derive from all those variables are reflected in markets movement. The human factor then, is a decisive element in the process of making and executing trading decision.



Leaving aside the traditional assumption that investors are rational decision makers looking for utility maximization, I realize that in order to trade in the markets, traders must design trading strategies not only to operate their positions but also have to find out how to deal with the weakness inherent to the internal rational processes. Furthermore, it seems clear that traders must seek how to restrain emotions to avoid misperceptions that can lead to adverse trading decisions. Behavioral Finance in forex trading studies the psychological factors involved in the trading decision making process under uncertain scenarios. Given that, Behavioral finance can be applied in trading forex not only to the decision process but also constructing trading strategies that lays special emphasis on the market pattern towards the forex market. The three main reasons which draw to invest in forex market are:

- Greed for money
- Fear of losing one's profits, &
- Emotional despair when caught in a wrong position.

The relationship between psychology and finance has been in existence since years now. Psychological factors like emotion, mood, stress and personality interfere with trading behaviors, stable emotions leads to good trades. Analyzing the forex market we can draw conclusions that any positive or negative trends of the market depends upon the decision taken by the trader. Therefore, the economist, Hank Pruden postulated the science of 'behavioral finance' after he studied the financial market. How does behavioral finance work?

1. The forex market is influenced by major two factors- greed of earning profits and fear of incurring losses. As the decision process is influenced by psychology, forex trading applies the same principle to buy or sell depending upon technical analysis and psychological drive.

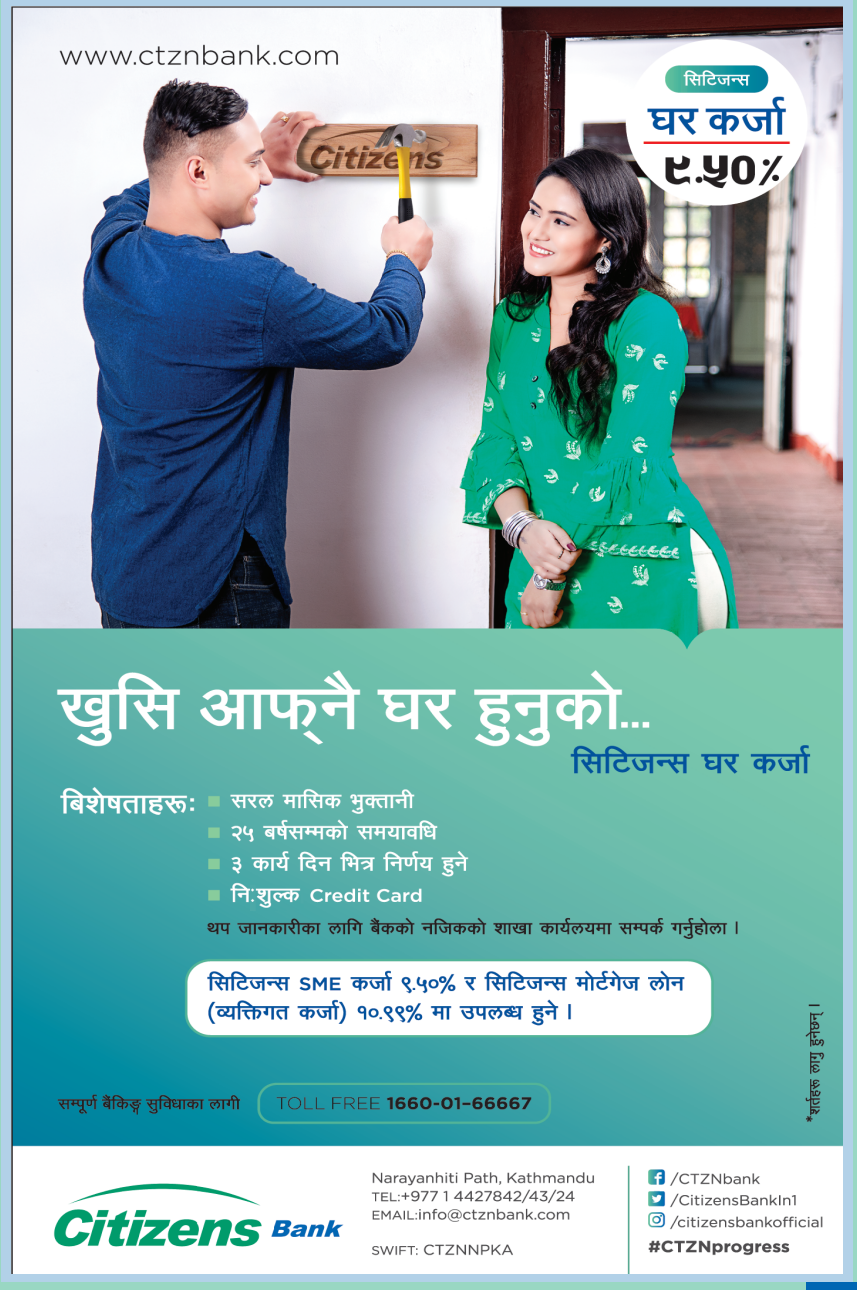
2. The very popular theory attributed to market psychology is the 'Theory of Moral Sentiments' which speculates that the individual do not circumspect while making decisions and that their decisions are rooted to the earlier decisions.

3. The forex market is a global market place for trading one currencies against another and is run by influx of money which has an unique aspect that there is no central market place and is conducted electronically online via networks 24 hours a day and 5 days a week. Once trade is executed and signals prove correct, the market begins to gain momentum and more investors are attracted towards these signals. The existing traders then decide to pull out of the market by selling their positions based on their presumption that the market which has already reached its peak might experience a fall.

4. The study of the financial market and the trading behavior are driven by two powerful emotions where not all the investors will make a reasonable decision while trading but their emotions have a profound impact and is the principal drivers that is greed and fear.

5. Therefore trading in financial market and human emotions go hand-in-hand. Human psychology is difficult to understand, but having a strategy in place helps us to recognize them when they arise and make profitable decisions.

'We simply attempt to be fearful when others are greedy and to be greedy only when others are fearful' - Warren Buffet. Therefore, the field of behavioral finance provides some useful lessons for dealing with the volatility of foreign exchange markets and managing risks.



Leadership in Crisis

Dhiraj Raj Joshi



Not everything runs normal for eternity. If normalcy is obvious, crisis is also obvious. The history of human civilization is full of crises. Many civilizations were devastated during the period of evolution, some at the peak of their glory due to natural disaster, famine, war, disease, etc. Despite severe hardships, the progress has never stopped. Rather, it has evolved to a greater and unprecedented scale after the crisis. Renaissance and industrial revolution can be taken as examples of the same at large. After being hit hard by the adversity, mankind has continuously strived to overcome such situations through every possible means.

Ups and downs are the part and parcels of everybody's life- be it a person or company or even the country. Those who can manage the distressed period better become more vibrant and get to see even higher avenues once the phase is over. How one takes the adverse situation makes all the difference. Many leaders have provided successful leadership during the period of harsh uncertainty. Not to go too far, everyone knows about the successful handling of Nepal Electricity Authority by Mr. Kulman Ghising amid such a hopelessness situation created by long hours of load shedding a couple of years ago. It is also seen that some leaders who could not deliver their best in their previous assignments could rise to the occasion in other positions and situations. P.V. Narasimha Rao, former Prime Minister of India was considered to be lackluster in his preceding roles in normal hours. Some used to mock him that he could be indecisive in 11 different languages (he was able to speak 11 languages, some say 17).

However, after assuming the office of Prime Minister during the economic downfall of 90s, he came up with completely new policies with the help of Finance Minister Manmohan Singh which led to long term economic transformation of India. While he took the helm, India was in big economic trouble with foreign debt of 69 billion dollars and no international institution was ready to provide additional debt. The government had to devalue its currency rapidly owing to continuously shrinking foreign reserves. India was only around 3 weeks away from defaulting on external balance of payment obligations.

In this dire situation, he decided to pledge 67 tons of the country's gold reserve for the loan of 600 million dollars. This was a very daring step of Rao considering the fragile political equation as he was heading the minority government. After dealing with this imminent disaster, he started major reforms such as withdrawal of trade barriers, open up the market to foreign direct investment, transformation of capital markets, deregulate domestic business, etc. These policies proved to be the major turning points for Indian economy later. Similarly, Finance Minister of then West Germany (from 1949-63), Ludwing Erhard is widely reckoned for his contribution to rise from the ashes of a war-ravaged country to the economic giant. He was ascended as Finance Minister at such a miserable time when the country had just gone through a great war (WWII). With the loss of the war under the command of Hitler, the country entered into the period of 'Zero Hour' and the society had to be rebuilt from scratch. After the war, the standard of living fell to the levels not seen before in modern times with acute shortage of food supply, high inflation along with other social mess. Productivity had declined dramatically as seven million forced laborers had left for their own country and most of the industries were for armament production, apparently useless after the war.

The Marshall Plan was implemented in West Germany to modernize business procedures and utilize the best practices along with mechanization. Sharp increase was made in human and physical capital accumulation, pro-growth government policy was adopted and the education sector was utilized effectively to develop skilled and productive workforce. Declining all the suggestions from so called experts, entire price controls and taxes on goods and services were lifted. Within a matter of a short period the economy started taking a fine course. The growth rate of industrial production was 25% in 1950 and 18.1% in 1951. Growth continued at a high rate for most of the 1950s, despite occasional slowdowns. By 1960 industrial production had risen to two-and-one-half times the level of 1950 and the unemployment rate fell from 10.3% to 1.2%. Not only the countries but many business entities have also done exemplary bounce backs. In recent years, Nestle had also faced a massive downturn in India, especially due to its brand Maggi which had market share of around 70% of India's noodle market. Government laboratory reported excess lead in samples of Maggi in April 2015. Followed by huge outcry, the government banned the product in June 2015 which continued for further 5 months. This forced Nestle to destroy 37,000 tonnes of noodles. All these rendered an eventual loss of INR 500 crore to the company and it was in loss in 2015 (Q2) for the first time in the last 17 years. In August 2015, Suresh Narayanan took charge as a Chairman and MD of Nestle India. The company stood up again with a market share of 60% within a year after adopting a series of revolutionary changes. It launched 43 new products in 16 months, focused on new healthcare products, substantially curtailed product development period, increased sales & marketing expenses from 4.5% (of sales revenue) to 7.5 to 8%, used online shopping platforms, adopted new marketing techniques such as initiating '#missumaggi' campaign in social media, tried to convince the customers through advertisements that the Maggi is always safe, took up nostalgia factors in commercial ads, changed organizational structure to reduce decision making time by 30 to 40%.

When Alan Mulally was appointed as CEO of Ford in 2006, the company was in complete misery. It had the worst year in its history with $12.7 billion loss. It was expected that Ford would ultimately file for bankruptcy. The company's debt was "Junk", stock price had fallen to $8.39 from its highest $17.34 in 2004.



He assessed that development of new cars had to be accelerated at any cost, requiring more funds for investment. However, his finance team cited that it was already tried but banks were no longer accepting their plan. He then personally presented the plan to the banks, and ten days later $23.6 billion was in the company's account. The amount was adequate enough for designing new cars and later it provided a cushion to the company during the financial crisis of 2007-8. During the recession, General Motors and Chrysler, major rivals, were struggling to find additional funds to survive and had to seek for government's conditional bail out, Ford refused to get the assistance. With relentless implementation of "One Team, One Plan, One Goal, One Ford" strategy, Mulally turned the company around with 19 profitable quarters in a row. By his retirement in 2014, Ford had once again regained its former glory. The list of such charismatic leaders is very long indeed. Each crisis is generally unique and hence may require a different and untested approach to deal with it. That's what makes such leaders stand out from the crowd. Though each case and dealing perspective is unique, basic characteristics of such heroic leaders can be concluded as; they show confidence even in the face of uncertainty, take swift decisions, measure the situation more realistically and project accordingly, have ability to communicate properly to lessen the panic and chiefly, they can start quick and bold reforms as per their comprehensive plans.

RESPONSE TO COVID-19: ROLE OF MACROECONOMICS TOOLS

– Garima Acharya



Severe acute respiratory syndrome coronavirus 2 referred to as "SARS-COV-2 or COVID-19" has severe consequences in terms of economy, health, socio-culture and as well as ecology that devastated the human lives resulting to death and other major disruptions such as reductions in income, a rise in unemployment, supply shortages, business loss creating recession across the globe. It has affected the global economy due to business closures, trade disruptions, supply-chain disruptions, reduction in productivity, and loss of lives and shut down of travel and tourism industries that have resulted in the financial crisis. As the outbreak of disease is the consequence of globalization,



urbanization, and changes of the environment, causing global threats; collective response along with preventive and preparedness measures are required to protect health and economic prosperity. As said by WHO- it has been found 13,575,158 confirmed cases along with 584,940 deaths cases of covid-19 (17th July 2020). Furthermore, according to WHO- more than 150 countries have participated in the vaccine development program; 75 countries joined the COVAX facility to help the world to cope up with the COVID-19 cases through rapid, fair and equitable access to COVID-19 vaccines worldwide. The world has to adopt proactive measures as the virus is increasing alarmingly however it has been found government being reactive till date. As discussed above, severe health crises and increasing death cases all over the world have devastated the entire economy. It is necessary to understand the macro economic measures that help to cope up with the recent economic downturn caused by COVID-19 pandemics. The word macro itself comprises "large" and therefore it is concerned with the large economic activities covering the whole economic system. As it is well known COVID-19 outbreak affected both demand side and supply side economy causing demand and supply side shock in major economies; therefore policy response is essential for recovery purposes. The fact of macroeconomics liesin terms of large aggregates like national output, totalinvestment, total consumption, and total savings, aggregate supply, aggregate demand, general price level(inflation, deflation),wage level and cost structure. In order to revive the Global Economy most of the developed and developing economies have adopted economic stimulus packages at recession period that aimmacroeconomic goals. Fiscal policy as to prevent failure of banks and business houses, reviving financial markets, creating job opportunities for the unemployed to control the further downturn of the economy. For instance-The Global Recession of 2008-2009 resulted in sharp fall in growth rate and GDP, loss of jobs, decline in production, income, international trade and flow of capital and labor in the economy as a whole. As a response to the recession most of the countries declared fiscal packaged and monetary measures to control the devastating economy.

The Fiscal policy and monetary policy plays a crucial role in shaping the economy from downturns for achieving certain a macroeconomic tool helps in formulating government policy relating to budget, income and expenditure of the government, taxation and policy relating to output and employment. In COVID-19 case as discussed earlier supportive fiscal packages should be formulated for people and businesses. The tax exemption to SMEs for temporary periods, distribution of food packages and programs to vulnerable groups, subsidized credit to banks to provide funding to small and medium business houses, packages for health equipment to prevent and control the virus outbreak has been essential and most prioritized for economic recovery. Unnecessary expenses that are not prioritized for COVID-19 must be cut off so as to use the budget packages in more prioritized and essential sectors as a quick response strategy.

The Monetary policy adopted by the central bank should focus on limiting enactments relating several financial regulations so as to reduce current economic downturns. Moreover, reductions in reserve requirements, restructuring loans by providing new loans to business affected by the outbreaks, interest rate cut off, providing sufficient liquidity to financial institutions that provides fund to small and medium sized enterprises can be the major steps that the central banks of the developed and developing countries should take as a remedies for COVID-19 outbreaks. In conclusion, urgent health equipment, action oriented economic policies, global cooperation and social awareness are major concerns highlighted by COVID-19 pandemic. The pandemic has adversely affected the world causing urgent socio-economic responses. The cooperation between the International Organizations and the countries are essential to mitigate the crisis caused by the pandemic. The role of government and the central bank are crucial so as to respond to the disrupted global economy through the fiscal policy schemes and unconventional monetary policy for the recovery phase.

सिटिजन्स बैंक र साबिकको सहयोगबी विकास बैंकको एकीकृत कारोबारको शुभारम्भ



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले नेपाल राष्ट्र बैंकबाट ख वर्गको इजाजत प्राप्त श्री सहयोगी विकास बैंक लिमिटेड (जनकपुर केन्द्रीय कार्यालय रहेको) लाई नेपाल राष्ट्र बैंक तथा कम्पनी रजिष्ट्रारको कार्यालयको स्वीकृति पश्चात प्राप्ति गरी मिति २०७७ साल असार २० गते बाट एकीकृत कारोबार शुभारम्भ गरेको छ । सिटिजन्स बैंक इन्टरनेसनल लिमिटेड र साबिकको सहयोगी विकास बैंक लिमिटेडका सञ्चालक तथा उच्च व्यवस्थापनका कर्मचारीहरू सहभागी भएको एक विशेष समारोह बीच सिटिजन्स बैंक इन्टरनेसनल लिमिटेडका सञ्चालक समितिका अध्यक्ष श्री राजन सिंह भण्डारीले संयुक्त कारोबारको शुभारम्भ गर्नुभयो ।

'१०.२५% सिटिजन्स बैंक ऋणपत्र २०८६' (नेप्से) मा सूचिकृत



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले निष्काशन गरेको रू.२ अर्ब ५० करोड बराबरको ऋणपत्र "१०.२५% सिटिजन्स बैंक ऋणपत्र २०८६" लाई नेपाल स्टक एक्सचेन्ज (नेप्से) मा सूचिकृत गर्ने सम्बन्धी समझदारीपत्रमा हस्ताक्षर भएको छ । मिति २०७७ साल असार २५ गते आयोजित एक विशेष समारोहका बीच उक्त समझदारीपत्रमा बैंकका तर्फबाट प्रमुख कार्यकारी अधिकृत श्री गणेश राज पोखरेल तथा नेपाल स्टक एक्सचेन्ज (नेप्से) तर्फबाट प्रमुख कार्यकारी अधिकृत श्री चन्द्र सिंह साउदले हस्ताक्षर गर्नुभई उक्त "१०.२५% सिटिजन्स बैंक ऋणपत्र २०८६" सूचिकरण भएको छ । अब उपरान्त उक्त ऋणपत्र नेप्से मार्फत कारोबार गर्न सकिनेछ ।

सिटिजन्स बैंक इन्टरनेसनल लिमिटेडकोशाखा रहित बैंकिङ्ग सेवा दोलखा जिल्लाको मागा देउराली, बाघखोरमा



सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले देशका विभिन्न दुर्गम स्थलका बासिन्दाहरूलाई सर्वसुलभ तथा अत्याधुनिक बैंकिङ्ग सेवा पुऱ्याउने उद्देश्यका साथ शाखा रहित बैंकिङ्ग सेवा विस्तार गरेको छ । यसै क्रममा बैंकले दोलखा जिल्लाको मागादेउराली-०३ बाघखोरमा यहि असार ३ गतेबाट १०४ औं शाखारहित बैंकिङ्ग सेवा प्रारम्भ गरेको छ । सो स्थानमा सेवा संचालनका लागि स्थानीय व्यवसायी गोविन्द श्रेष्ठ लाई व्यवसायिक प्रतिनिधि नियुक्त गरिएको छ ।

सिटिजन्स बैंकको मोरङ्गको सलकपुर शाखा संचालनमा





सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले शाखा विस्तार गर्ने क्रममा मिति २०७७ साल असार १५ गते बाट सलकपुर शाखा संचालनमा ल्याएको छ । कोभिड-१९ का कारण पर्न सक्ने सम्भावित असर एवं लकडाउनलाई मध्यनजर गर्दै सम्पूर्ण सुरक्षात्मक उपायहरु अवलम्बन गरी बैंकले पूजा पाठ गरी मोरङ्ग जिल्लाको सलकपुर शाखा संचालनमा ल्याएको हो ।नेपाली जन माझ आफ्नो उपस्थितिलाई दरो बनाउन तथा आम नागरिकलाई अत्यावश्यक वित्तीय सेवाको पहुँच प्रदान गर्ने उद्देश्यका साथ बैंकले उक्त शाखा विस्तार गरेको हो ।

सिटिजन्स बैंकको तेह्रौ वार्षिकोत्सव भर्चुअली सम्पन्न



नेपालीहरूलाई वित्तिय सेवा सुविधा प्रदान गर्ने उद्देश्यका साथ मिति २०६४ बैशाख ७ गतेदेखि २० औं वाणिज्य बैंकको रूपमा स्थापना भएको सिटिजन्स बैंक इन्टरनेसनल लिमिटेडले तेह्र वर्ष पूरा गरी चौध वर्षमा प्रवेश गरेको छ । कोरोनाभाइरस (कोभिड(१९) ले विश्व नै आक्रान्त बनेको बेला अत्याधुनिक प्रविधिलाई अपनाउँदै उच्च स्तरिय बैंकिंग सेवा प्रवाह गर्दै आएको बैंकले यस पालिको वार्षिकोत्सव भर्चुअली मनाएको छ । विगतमा विभिन्न समारोहहरूको आयोजना गरी हर्षोल्लासका साथ मनाउँदै आएको वार्षिकोत्सव कार्यक्रम यस वर्ष बैंकले विश्वभरी फैलिएको कोरोना भाइरस **(COVID-19)** को जोखिम र लकडाउनका कारण भर्चुअली मनाएको छ । यस बैंकको आज बसेको ३३२ औं सञ्चालक समितिको बैठकले यस सुखद् अवसरमा समस्त आदरणीय ग्राहकवर्ग, शेयरधनी महानुभाव, नियामक निकाय तथा शुभचिन्तकज्यूहरूमा हार्दिक कृतज्ञता व्यक्त गरेको छ । यही अवसरमा १३ वर्षको अवधिमा बैंकद्वारा हासिल विभिन्न उपलब्धि तथा प्रमुख वित्तीय सूचकाङ्कहरू समावेश गरेर तयार पारिएको डिजिटल प्रस्तुति सार्वजनिक गरेको छ । यो प्रस्तुति यस बैंकको धभदकष्तभ तथा ँबअभदययप लगायतका सामाजिक सञ्जालमा समेत राखिएको व्यहोरा बैंकले जानकारी गराएको छ ।