Citizens Bank
केन्द्रिय कार्यालय नारायणहिटी पथ, काठमाडौं नेपाल, www.ctznbank.com

CITIZENS NEWS BULLETIN

Year 7 | Issue 27 | August 2026

CEO'S MESSAGE



Ganesh Raj Pokharel

As Citizens Bank celebrates another milestone in its journey including our 19th Anniversary and surpassing more than two million deposit customers we should all take pride in what we have accomplished together. Let us also continue to uphold the values that define us. Our "Namaste Culture," professional discipline, and respectful customer service remain integral to the Citizens experience. Every interaction reflects our identity as a trusted financial institution.

Over the past few months, I had the privilege of visiting branches and Learning Centers across the provinces. I was inspired by your enthusiasm, professionalism, and pride in our achievements especially the excitement surrounding our consecutive "Bank of the Year 2024 & 2025" recognition. The valuable suggestions received from Province Managers and branch teams have been carefully reviewed with the Executive Committee and Heads of Department and are being incorporated into our strategic planning for the upcoming fiscal year. As we prepare for FY 2083/84, our strategic direction is clear: faster decision-making, technology-driven operations, disciplined recovery, quality credit growth, and a high-performance culture. Our focus will be on accelerating quality retail and MSME lending, strengthening recovery and NPL management, expanding low-cost deposits (CASA), developing our people through continuous learning, and building transparent, performance-based HR systems. These initiatives will help us transform Citizens Bank into a faster, more customer-centric, and technology-enabled institution while creating sustainable value for our shareholders.

The Government's new budget has introduced several important reforms for the banking sector, including greater digital payment integration, stronger governance, improved loan quality assessment, and measures to support productive sectors. We will carefully align our business strategy with these opportunities while remaining mindful of challenges such as liquidity management and changing market dynamics.

As we continue our journey together, I would like to express my sincere appreciation to every member of the Citizens Bank family for your dedication, teamwork, and commitment. Your remarkable efforts during the fiscal year-end closing, the successful 8th Special General Meeting, and our recent provincial learning programs demonstrated the strength of our collective spirit.

At the same time, I would like to remind everyone that maintaining customer trust remains our highest priority. Protecting customer information, safeguarding deposits, ensuring strict compliance, and closely monitoring all customer transactions are responsibilities we all share. Equally important is improving productivity across every branch and province through accountability, collaboration, and operational excellence.

Finally, I encourage each of you to take care of your physical and mental well-being while supporting one another as one team. Together, with integrity, innovation, and shared commitment, I am confident we will achieve even greater success in the year ahead.

Our guiding things for FY 2083/84 remains: "Faster Decisions, Effective Recovery, Empowered People, and Sustainable Quality Growth."

Thank you for your continued dedication. Together, we will continue building a stronger Citizens Bank.

Financial Highlights

As on Ashadh End, 2083 (As per Unaudited Financial Report)

EARNINGS PER SHARE

NPR 13.53

MARKET PRICE PER SHARE

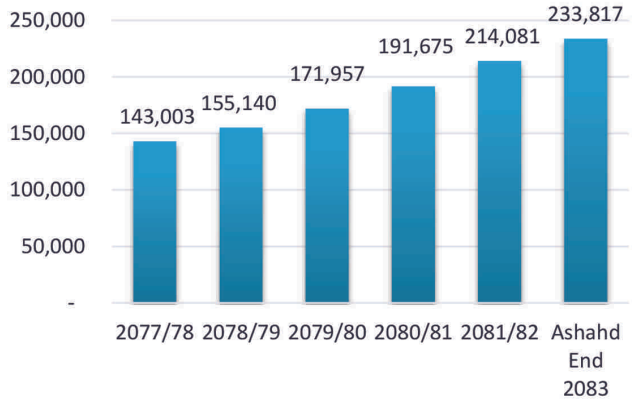
NPR 196.90

Amount in NPR

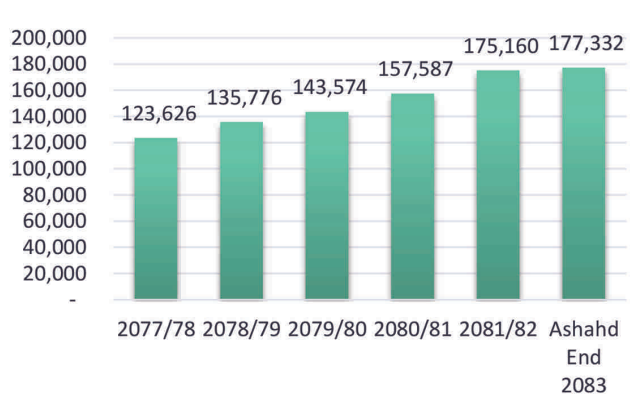
PROFIT AFTER TAX	PROFIT BEFORE TAX	OPERATING INCOME	TOTAL ASSETS
2,098,603,031	3,060,490,402	8,349,176,418	268,685,134,647

As on Ashadh End 2083, FY 2082/83

Deposit (Amount in NPR mio)



Loan (Amount in NPR mio)



Number of Deposit Accounts
2,046,925

Number of Loan Accounts
44,293

ELECTRONIC BANKING USERS

Active Mobile Banking Users: 726,611	Active Internet Banking Users: 101,075	Active QR Merchants: 43,223
Active Card Users: 473,156	Active e-Com Card Users: 7,756	Active POS Merchants: 507
Active Remittance Users: 308,889	Active Demat Users: 260,289	Active Mero Share Users: 230,098

CITIZENS BANK'S REACH



	BRANCHES	ATMs	BLBs
Koshi	28	17	5
Madhesh	29	25	6
Bagmati	56	65	15
Gandaki	15	15	3
Lumbini	51	32	10
Karnali	11	7	2
Sudur Paschim	10	7	1
Total	200	168	42

EMPLOYEE STRENGTH, TRAINING AND DEVELOPMENTS

Male **987** 56.69%



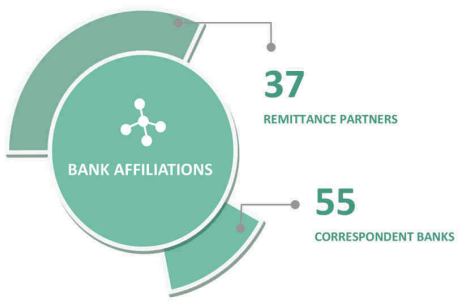
Female **754** 43.33%

Number of Employees
1741

Number of Trainings: 330

Number of Employees' Participation: 1807

Training Expenses: NPR 43721,027.63



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.

The Bank opted in both physical as well as offline training modules during the fourth quarter of the Fiscal Year 2082/83.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 as well as physical trainings.

In the fourth quarter of FY 2082/83 the training details i.e. the kind of training and the number of staff benefited from the training is mentioned below.

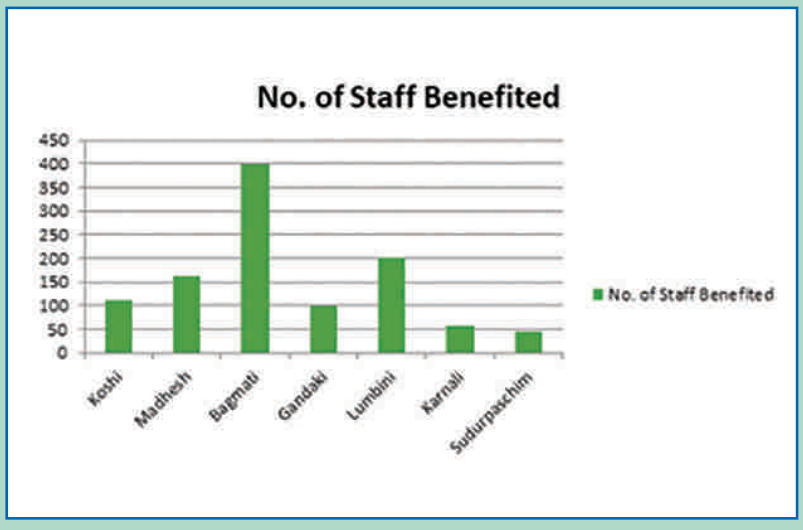
Training Provided in Fourth Quarter

S.N	Nature of Training	No of Training Conducted	No of Participants Benefited
1	Certification Course	1	1
2	India Trainings	1	21
3	In House Online Training	2	152
4	In House Physical Training	13	465
5	Interaction	3	4
6	Orientation Program	1	4
7	Outside Online Training	3	154
8	Outside Physical Training	82	272
9	Overseas/International Training	1	1
	TOTAL	**107**	**1074**



Province-wise Training Details

S.No.	Provinces	No.of Staff Benefited
1	Koshi Province	112
2	Madhesh Province	163
3	Bagmati Province	398
4	Gandaki Province	98
5	Lumbini Province	200
6	Karnali Province	57
7	Sudur Paschim Province	46
	Total	**1074**



INDIA TRAINING



Banking for Every Generation: Supporting Financial Goals at Every Stage of Life

Smarica Tiwari
Corporate Communication Department



Financial needs evolve as people move through different stages of life. From a student's first savings account to a retiree's focus on financial security, banking plays an essential role in helping individuals achieve their goals. Understanding these changing needs allows banks to provide solutions that support customers throughout their financial journey.

Students: Building Strong Financial Foundations

For students, banking is often the first step toward financial independence. Simple savings accounts, digital banking services, and financial literacy programs help young individuals learn the importance of budgeting, saving, and responsible money management. Access to convenient mobile banking and digital payment solutions also enables students to manage their finances efficiently while focusing on their education and future aspirations.

Professionals: Growing and Achieving Milestones

As individuals enter the workforce, their financial priorities expand. Managing salaries, building savings, purchasing homes, financing education, and planning for future investments become increasingly important. Professionals seek banking solutions that offer convenience, flexibility, and opportunities for financial growth. Digital banking platforms, loan facilities, investment options, and personalized financial advice help customers navigate important life milestones with confidence.

Entrepreneurs and Families: Creating Opportunities

Many professionals transition into entrepreneurship or focus on supporting their families. At this stage, access to business financing, savings products, insurance services, and long-term investment opportunities becomes crucial. Banks play a key role in supporting business growth, encouraging innovation, and helping families achieve financial stability through tailored financial solutions.

Retirees: Preserving Wealth and Ensuring Security

Retirement brings a shift in financial priorities from wealth creation to wealth preservation. Retirees often seek secure savings options, regular income streams, and easy access to banking services. Reliable customer support, safe digital transactions, and financial planning services provide peace of mind and help retirees maintain financial independence while enjoying the rewards of their lifelong efforts.

A Lifelong Banking Partnership

Banking is more than transactions it is a partnership that evolves with customers throughout their lives. By understanding the unique needs of each generation, banks can provide relevant products, trusted guidance, and innovative services that empower individuals to achieve their financial goals.

As communities continue to grow and change, the commitment to serving customers at every stage of life remains at the heart of modern banking. Together, we can build stronger financial futures for every generation.

Pradeep Chaulagain
Narayanghat Branch



अप्रकाशित लघुउपन्याका पानाहरू बाट

दृश्य १.

...रातको ११ बजे जब शहर निदाउथ्यो तब उस्को सपनाहरू ब्युझिन थाल्थे । किनकी उसले बिहान ३ बजे उठेर पत्रीका वितरण, बिहान ६-८ नजिकै बच्चाहरूलाई होम ट्युसन, बिहान ८ देखि राती ९ बजेसम्म एउटा निजि पसलमा काम जहाँ सेल्स ब्वाय देखि स्टोर किपर अनि हिसाबकिताब हेर्ने सम्म । त्यसको अतिरिक्त घरबेटी को घर सरसफाइ अनि पानी टंकिमा पानी भर्ने । राती ९ बजे सबै काम सकेर कोठामा आएर खाना खाई सबै धन्दा सक्दा करिब ११ बज्छ । यो उसको दैनिकी हो ।...

दृश्य २.

...राति ११ बजेपछिको सडक सुनसान हुन थाल्छ, तर उसका लागि दिन भर्खर सकिएको हुन्थ्यो । पसलको हिसाबकिताब मिलाएर, सटर तानेर उ जब आफ्नो सानो कोठामा पुग्थ्यो, उसको शरीर फलाम झैं गल्थ्यो । तर, उसको आँखाअगाडि सधैं एउटा दृश्य नाच्थ्या- गाउँको त्यो साहुले बस्न दिएको ओसिलो गोठ, जहाँ उसका वृद्ध आमाबुबा अर्काको दयामा रात काटिरहेका थिए । सायद उसका वृद्ध आमाबुबा एउटै आशामा रात काट्थे कि एक दिन छोराले त्यो ओसिलो गोठबाट बाहिर निकाल्नेछ । क्रमश....



The Ghost Within, Are Your Departments Serving Each Other?



Anil Singh Karki
Bhaisepati Branch

Customers also exist within organizations. In any organization, there are several departments that need to serve each other to meet the greater organizational goal, the vision that the organization has created, the dream for which people have given their blood and sweat. Each department has an important role to play. No single department alone can deliver a complete service to the customer. If that were possible, there would be no need for multiple departments in the first place. Departments need to coordinate with each other, only then will a customer receive service or a product faster, easier, and more efficiently. But does it happen the way it should? No.

There is a problem. Silos exist among coworkers, between departments, and across hierarchical levels. People do not work the way they should. They view others as competitors or want to appear superior, resulting in delays in service to the actual customer. They want to seem more important, to gain advantage, or simply out of fear of losing their recognition. Due to these issues, an organization's actual performance always drifts away from the vision and goals. Each department and each individual exists for the company, but their behavior often tells a different story. Sometimes departments or staff withhold information that is crucial for the company, just to protect their own performance. This results in failure. Prospects may not be realized, and customers may spread negative comments about the organization. Is this why organizations hire employees? No.

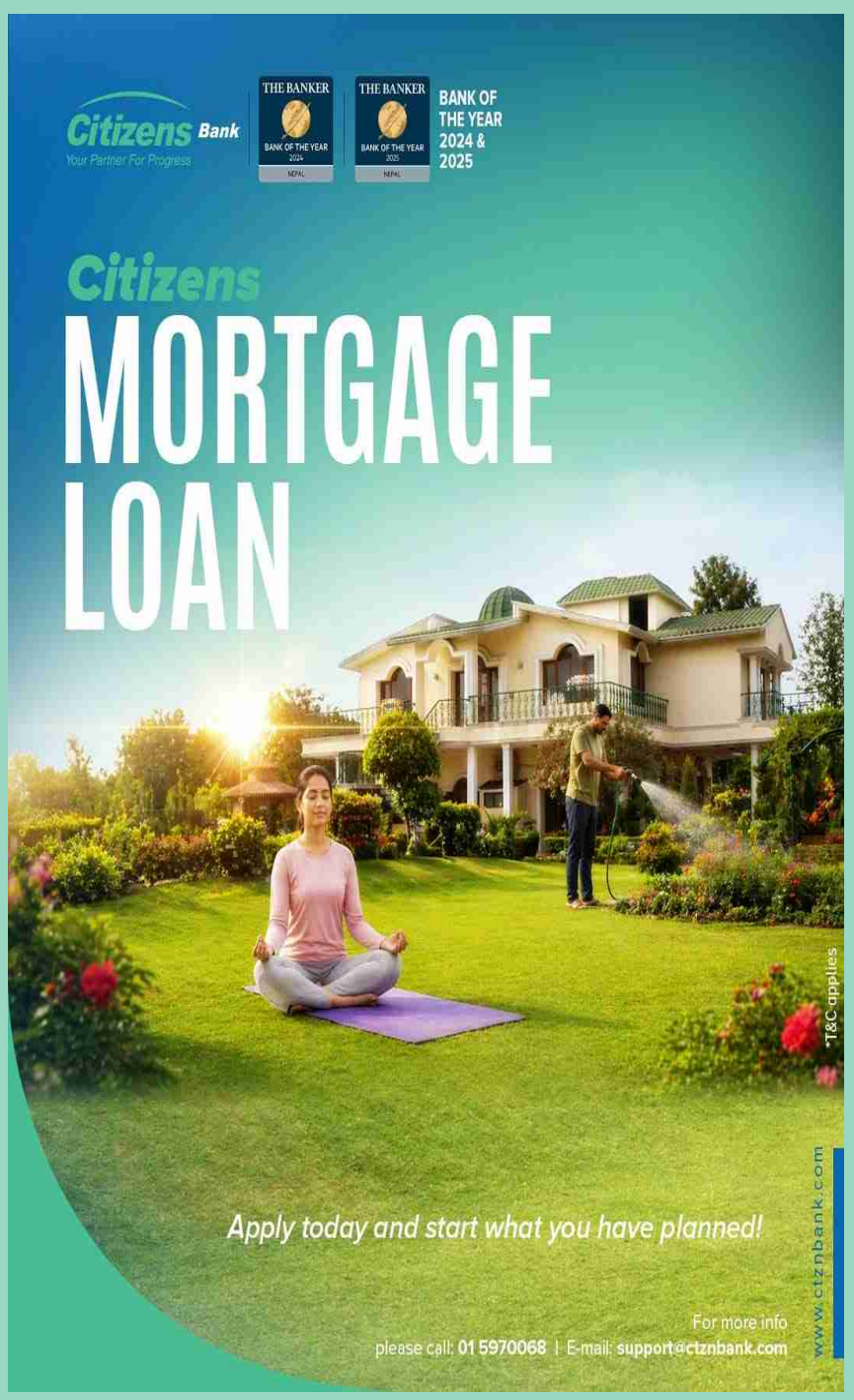
Nepalese have a habit of saying "Bholi" or "Ek Chhin", tomorrow, or just a moment. This practice is deeply embedded in Nepali organizations, most notably in the bureaucracy. Staff feel no urgency to complete any task and have little regard for deadlines. They always have an excuse for not doing something right now. They work at their own pace and rarely offer proper solutions to problems. If they do not know something, they make no real effort to find the answer, they simply ignore it or tell you to ask someone else. If a junior staff member asks for help, they are often mocked, and unnecessary obstacles are created. Knowledge and information are treated as personal power.

Why is coordination important? Why does mutual support matter? Consider this, the A department may carry out a update believing it will greatly benefit the front desk staff. But the actual requirement of the front desk may be something completely different, perhaps something far simpler, and the update may serve no real purpose at all. Resources are used and time is wasted. There are always dots to connect, and every dot counts.

This is not only a Nepali issue. Organizations throughout the world face the same challenge. According to Coach Pedro Pinto, 68% of organizations worldwide cite departmental silos as their top concern in 2024, a 7% increase from the previous year, resulting in a loss of around 350 hours per year per organization. Forbes also reports that more than half of companies say their customer service operations are siloed. Yes, this is an international issue, and we Nepalese have truly mastered it.

Does anyone benefit from this situation? Yes, your competitor. Employees who want to work hard and give their 100% become frustrated. They get demotivated and their performance drops. In the process, the organization also loses time, energy, and resources. In this era of AI, where every second is critical, an organization may lose the chance to do something truly innovative. This is where the manager must step up, the one who truly manages. A good manager should not be one of those who hoard knowledge or create silos. Instead, they should be the one who genuinely cares about the organization. They should share knowledge and information openly and encourage others to do the same. Internal departments should treat each other as customers and with high priority. A proper system should be developed to make information flow fair, transparent, and accessible to all.

Silo mentality is the ghost for the organization. You cannot always see it, but you can feel its presence in every delayed decision, every withheld piece of information, every frustrated employee and every lost customer.



Why Deposit Withdrawals are more critical Than Bad Loans

Shreedhar Koirala
Deposit Marketing Department



Understanding the Hidden Fragility of Nepal's Banking System

As a first impression when we say the word "Bank" an image comes on mind, a huge pile of cash stored in a vault. The very definition of bank has become the institution who accumulates a lot of money. The image of a Bank from the outside appears stable and powerful; big buildings, their balance sheets show billions in assets, and they project confidence and security.

Yet history repeatedly demonstrates that banks rarely collapse because all their loans suddenly become bad. More often, they fail when depositors rush to withdraw their money at the same time. This distinction lies at the heart of modern banking risk. Bad loans usually weaken a bank gradually over months or years, but a sudden wave of deposit or withdrawals can destroy even a healthy institution within days or, in today's digital era, within hours.

In a country like Nepal, where public confidence in the financial system are deeply tied to economic stability, understanding this difference is critically important.

The Reality of a Bank's Balance Sheet

A bank's balance sheet has two main sides:

- **Assets -** the money the bank owns or has lent out, such as loans and investments.
- **Liabilities -** primarily customer deposits, which the bank must repay when requested.

The core vulnerability of banking lies in the mismatch between these two sides. Bank assets are generally long-term; Banks provide long-term financing for:

- Home loans,
- Business financing,
- Infrastructure projects,
- Vehicle loans.

However, deposits are liability, which can often be withdrawn at any time the customer wants.

Asset Crisis vs. Liability Crisis

Banks are generally designed to absorb losses from bad loans. Financial institutions prepare for credit losses through:

- Capital reserves,
- Loan-loss provisions,
- Collateral requirements,
- Diversified lending portfolios.

Nevertheless, deposit withdrawals are a very different challenge. In many aspects the difference are clearly visible;

Aspect	Bad Loans (Asset Crisis)	Deposit Withdrawals (Liability Crisis)
Main Risk	Credit Risk	Liquidity Risk
Speed	Gradual	Sudden and severe
Impact	Reduces profitability	Threatens survival
Protection	Capital reserves	Limited cash availability
Systemic Threat	Long-term pressure	Immediate risk of bank runs

A bank can continue operating despite some bad loans. However, if depositors simultaneously demand their money back, the bank may simply not have enough cash on hand.

Why Liquidity Crises Are So Dangerous

When deposit withdrawals accelerate, banks are forced to raise cash immediately. This often means:

1. Selling government bonds or investments quickly,
2. Borrowing from other financial institutions,
3. Liquidating assets at discounted prices.

These emergency measures frequently create losses and further weaken public confidence.

The situation can quickly become a self-reinforcing cycle:

- Fear triggers withdrawals,
- Withdrawals create financial stress,
- Financial stress generates even greater fear.

More importantly, even a fundamentally solvent bank can collapse if it cannot secure enough liquidity in time.

A bank may still have valuable assets, but if it cannot convert them into cash quickly enough, it can fail.

That is where the problem of bad loan lies too. There are not any big loans without collateral still banks are facing huge NPL because they cannot convert collateral into cash that easy, it takes time and a lot of effort.

In the meantime, irrespective of bad loan and NPL rising, liquidity is to be maintained by bank balancing Cost of fund. Moreover, adding deposit might be easy, compared to being able to lose deposits without losing customers.

Lessons from Global Banking Crises

Modern financial history repeatedly illustrates this vulnerability. The Global Financial Crisis demonstrated how rapidly confidence disappears once liquidity dries up.

More recently in 2023, the collapse of Silicon Valley Bank showed how digital banking has dramatically accelerated the speed of bank runs. Customers were able to transfer billions of dollars within hours.

The failure was driven not initially by collapsing assets, but by the speed and scale of deposit withdrawals. The very digital advancement of payment systems; easy payment, easy large volume transaction etc. We take pride on can become threat to Bank itself.

Nepal's Banking Context

Nepal's banking sector has expanded rapidly over the past two decades. Commercial banks have played a major role in:

- Channelling remittance inflows,
- Financing real estate,
- Supporting trade,
- Funding infrastructure development.

However, the system also faces several structural pressures:

- Concentration of deposits,
- Exposure to real estate risks,
- Liquidity imbalances,
- Heavy dependence on public confidence.

These challenges reveal the underlying sensitivity of Nepal's banking system.

Why Liquidity Matters Most

This is why central banks around the world - including Nepal Rastra Bank - place enormous emphasis on liquidity management. Key safeguards include:

- Liquidity Coverage Ratios (LCR),
- Capital adequacy requirements,
- Stress testing,
- Reserve requirements,
- Emergency lending facilities.

Deposit insurance systems also help reassure depositors that their savings remain protected even if a bank faces difficulties.

The Real Fear in Banking

Bad loans hurt profits, but Deposit withdrawals threaten survival. The business of Banks is built on trust. Customers trust the bank and keep their money. And if once trust begins to disappear, no financial model can stop the panic.

बैंकका गतिविधिहरू

आज बाट सिटिजन्स बैंक १९ वर्ष पुरा भई २०औं वर्षमा प्रवेश



सिटिजन्स बैंकद्वारा राखु भगवती स्वास्थ्य चौकी म्याग्दीलाई सहयोग



सिटिजन्स बैंकको अगुवाईमा ५० मेगावाटको मर्स्याङ्दी बेसी जलविद्युत आयोजनाको वित्तव्यवस्थापन



सिटिजन्स बैंकद्वारा सातवटै प्रदेशमा वित्तीय साक्षारता र सामाजिक उत्तरदायित्वका विभिन्न कार्यक्रमहरू सम्पन्न



सिटिजन्स बैंकको ८ औं विशेष साधारण सभा सम्पन्न २ अर्ब बराबरको प्रिफेरेन्स शेयर जारी गर्ने निर्णय संगै ४ सञ्चालक निर्वाचित ।



सिटिजन्स बैंकको १ खाता, १ रूख अभियान अन्तर्गत : विश्व वातावरण दिवसको उपलक्ष्यमा वृक्षारोपण



बैंकका गतिविधिहरू

सिटिजन्स बैंक र एपीआई बैंकिङ प्लेटफर्म र्यापिडबीच सहकार्य, बैंकका कर्पोरेट ग्राहकलाई अब आँनै ईआरपीबाट सबै बैंकिङ सुविधा

rapid







बैंकका गतिविधिहरू

सिटिजन्स बैंकद्वारा दृष्टिविहीन बालबालिकाका लागि ब्रेल शैक्षिक सामग्री सहयोग

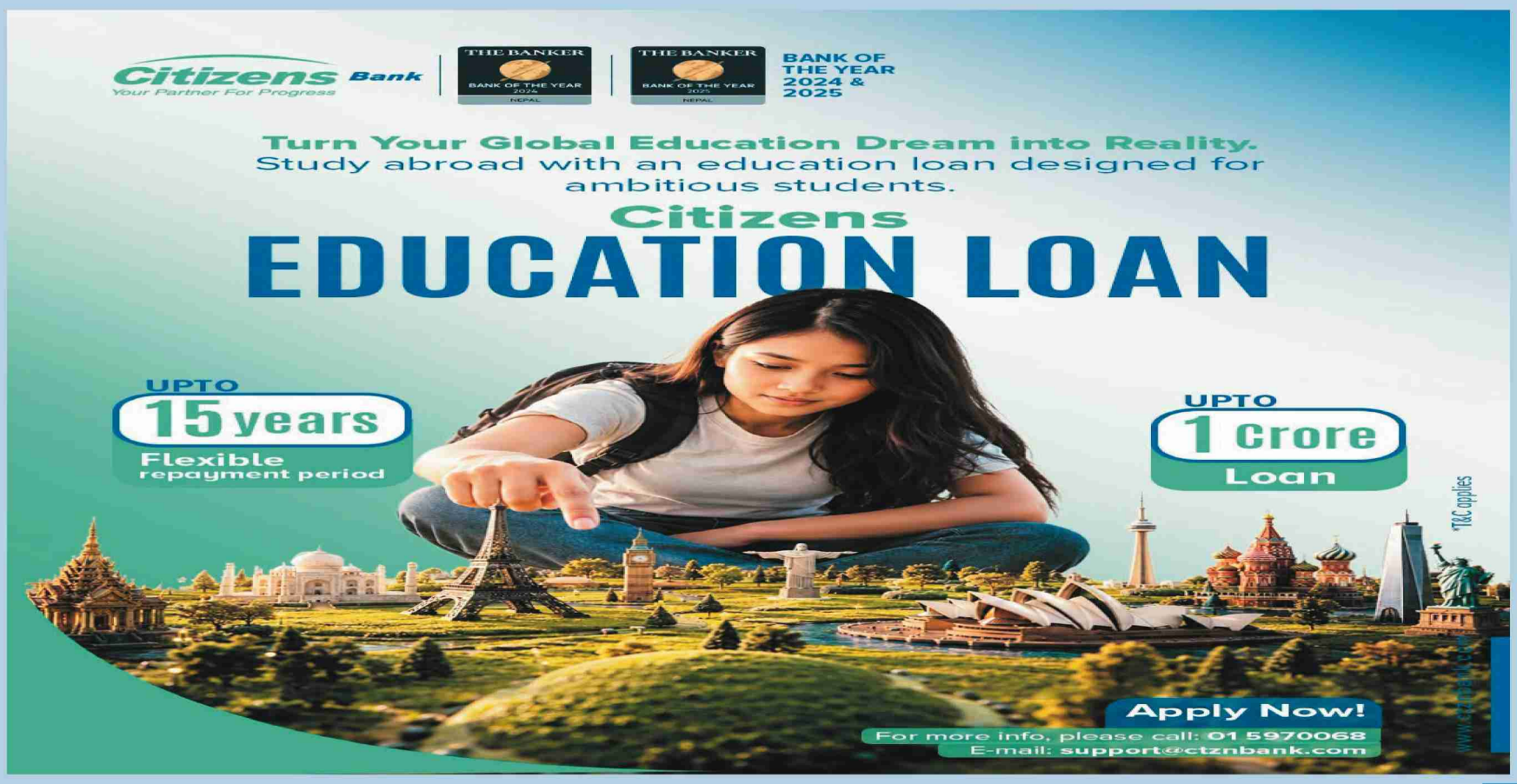


सिटिजन्स बैंकद्वारा बिश्रामपुर, बारामा निःशुल्क आँखा परीक्षण शिविर सम्पन्न



Welcome and Farewell to Board of Director





CEO's visit to Different Province



Koshi Province



Madhesh Province



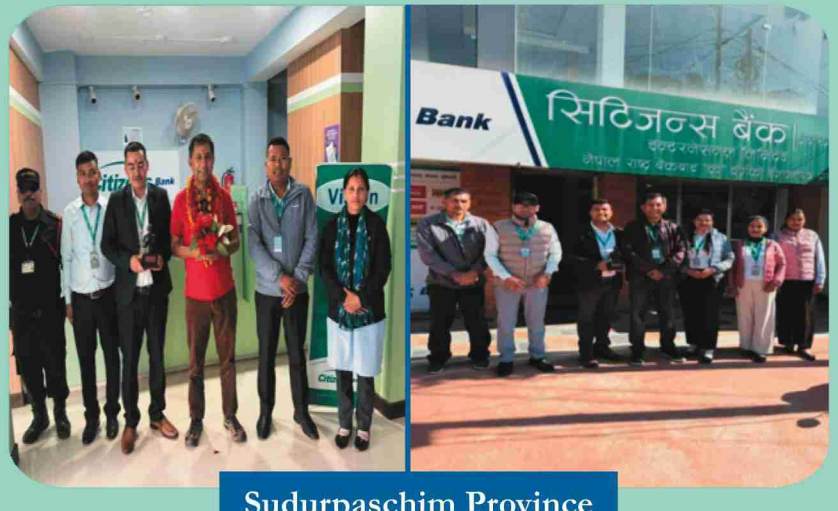
Gandaki Province



Lumbini Province



Karnali Province



Sudurpaschim Province



CEO's visit to Different Branches



Nepalgunj Branch



Charikot Branch

Pre Budget Alignment Workshop





12th Citizens Bank Open Tennis Tournament





Closure Ceremony of SEDRA Project





Citizens Bank Tree Plantation Program 2026 across all 7 Provinces



Koshi Province



Madhesh Province



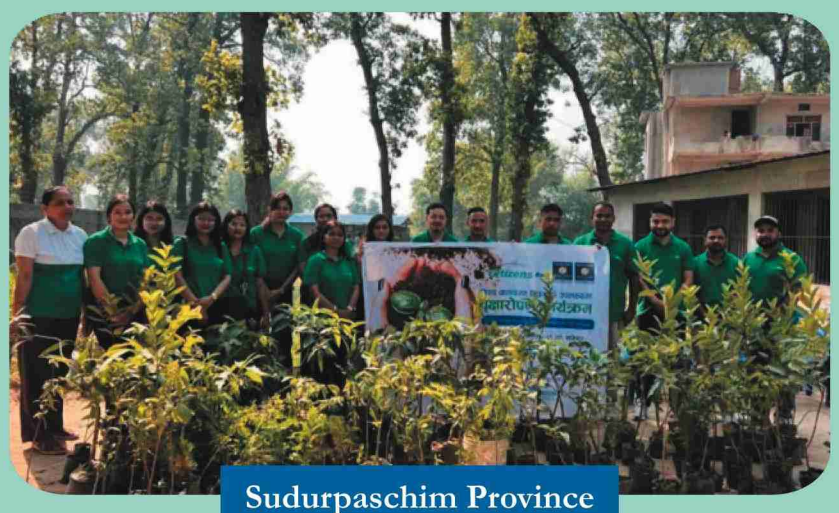
Bagmati Province



Gandaki Province



Lumbini Province



Sudurpaschim Province



Karnali Province



Bank of The Year 2024 and 2025 Celebration



Trade Department



Credit Administration Department



Finance Department



Recovery Department



General Service Department





Branch Category up Graduation



Harisiddhi Branch



Panipokhari Branch



Kamaladi Branch



Thankot Branch

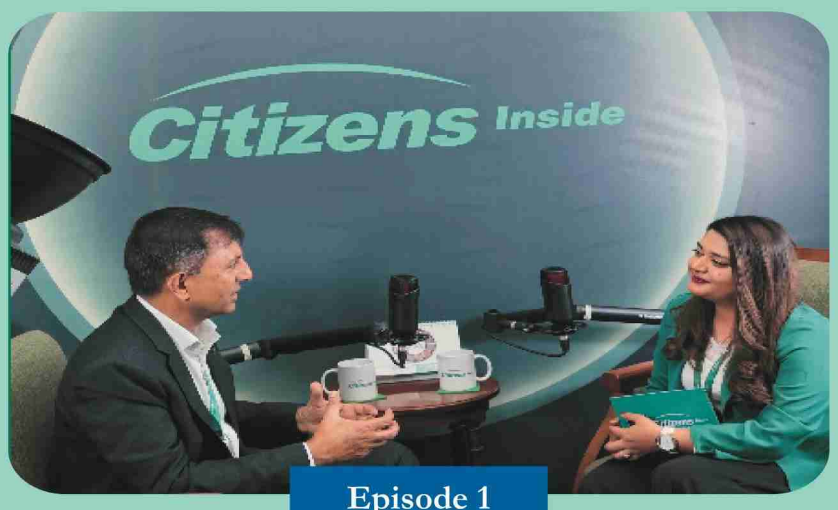
Tansen Branch

Arunkhola Branch

Meeting with Al Dahab Exchange team



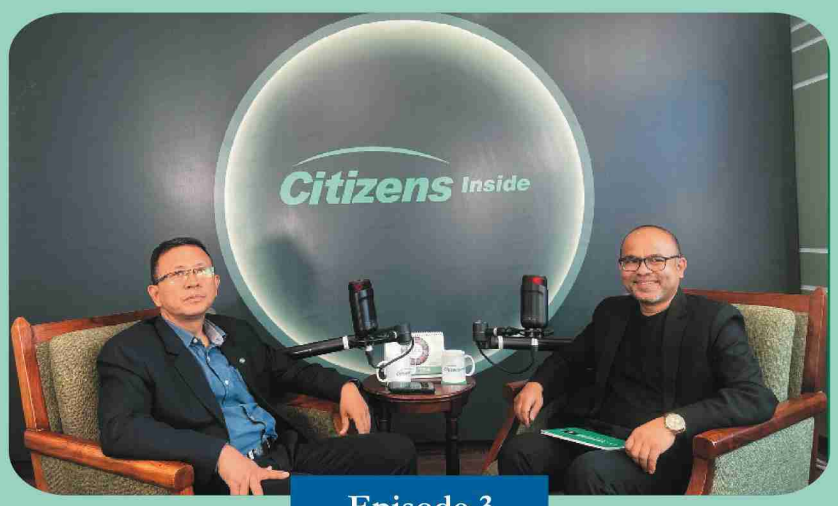
1st Anniversary of Citizens Inside Podcast



Episode 1



Episode 2



Episode 3



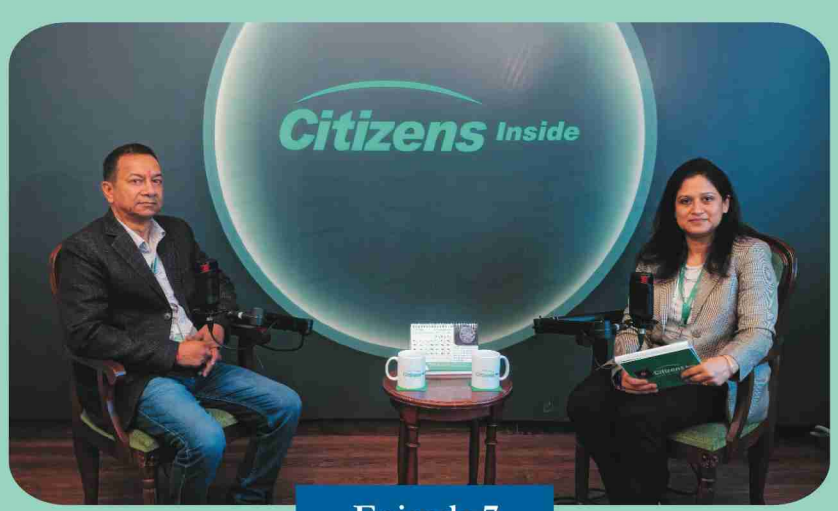
Episode 4



Episode 5



Episode 6



Episode 7



Episode 8

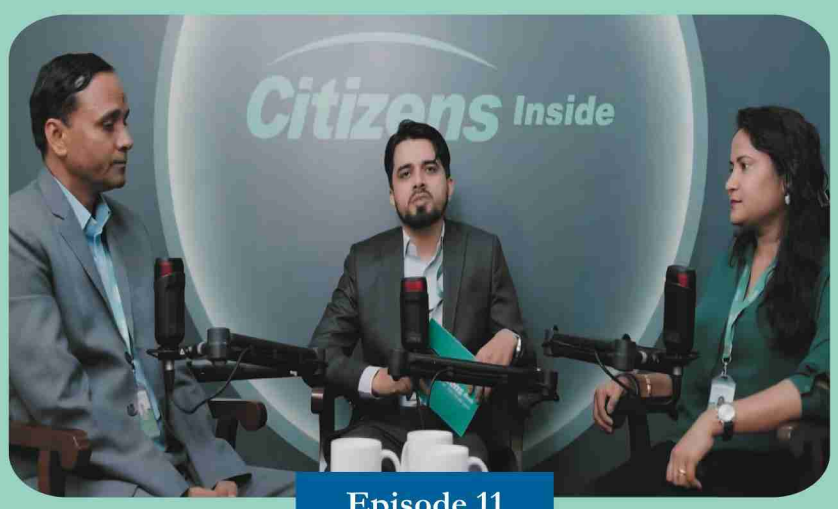
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Episode 9



Episode 10



Episode 11



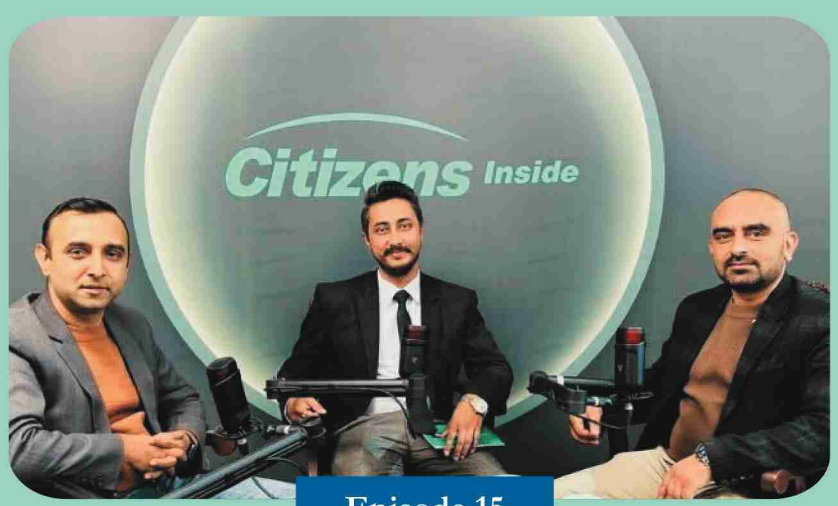
Episode 12



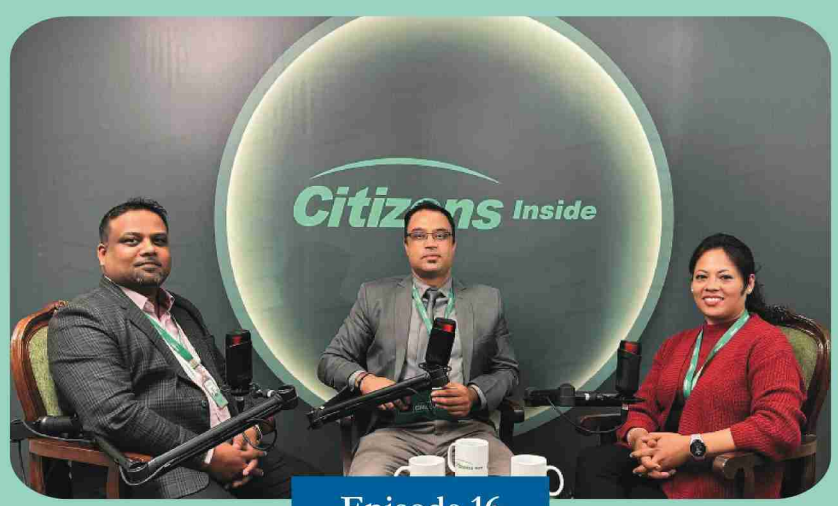
Episode 13



Episode 14



Episode 15



Episode 16

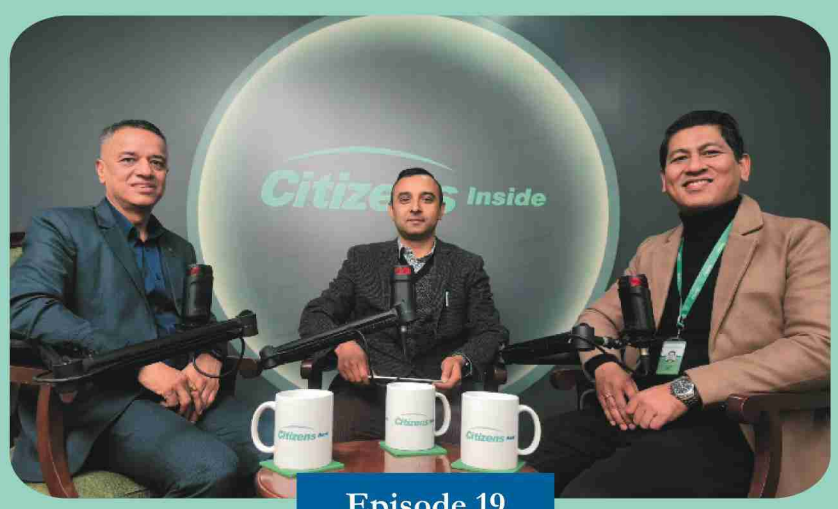
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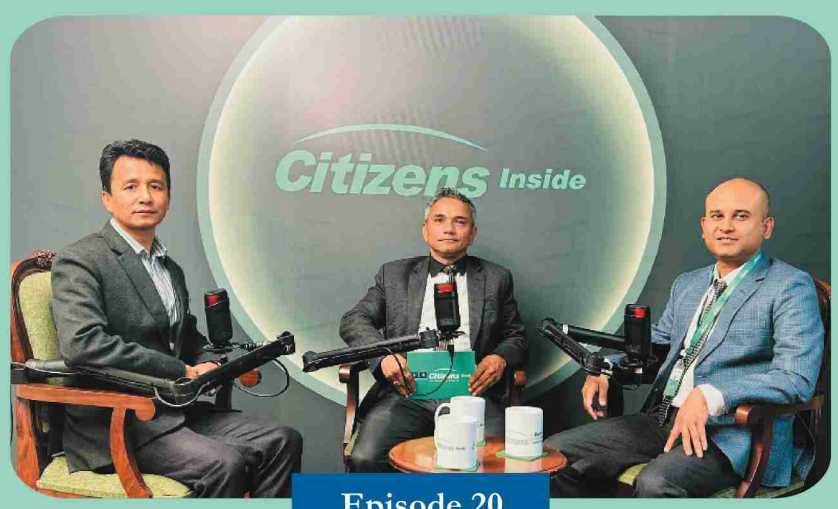
Episode 17



Episode 18



Episode 19



Episode 20



Episode 21



Episode 22



Episode 23



Episode 24

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Episode 25



Episode 26



Episode 27



