

## Citizen Charter

S.N.	Task	Duration	HODs	2nd Staff	3rd Staff
1	Underwriting	Same Day	Sabina Shrestha, HOD(NB Underwriting), Mobile : 98513-65586	Hemant K Labh (Senior Associates)	Bishal Dhakal (Senior Associates)
2	Claim Settlement	15 days after the receipt of application along with dully filled up forms & discharge voucher	Shreekhand Shrestha HOD(Claims) , Chanchala Joshi Manager (Claims) Mobile : 98513-65587	Pratibha Shakya (Dy. Manager)	Dilli Raj Rana (Senior Associates)
3	Survival Benefit	45 days prior to due date	Shreekhand Shrestha HOD(Claims) , Chanchala Joshi Manager (Claims) Mobile : 98513-65587	Pratibha Shakya (Dy. Manager)	Roshani Karna (Senior Associates)
4	Maturity	45 days prior to due date	Shreekhand Shrestha HOD(Claims) , Chanchala Joshi Manager (Claims) Mobile : 98513-65587	Pratibha Shakya (Dy. Manager)	Roshani Karna (Senior Associates)
5	Revival	Within 3 days	Mamta Poudyal HOD(PS/RI) Mobile : 98513-65588	Arpana Pokhrel (Dy Manager)	Swaichchha Bhandari (Senior Associates)
6	Policy Loans	Same day with complete document	Mamta Poudyal HOD(PS/RI) Mobile : 98513-65588	Arpana Pokhrel (Dy Manager)	Manish Shrestha (Senior Associates)
7	Policy Surrender	Within a week	Mamta Poudyal HOD(PS/RI) Mobile : 98513-65588	Arpana Pokhrel (Dy Manager)	Manish Shrestha (Senior Associates)
8	Policy Servicing	Same Day	Mamta Poudyal HOD(PS/RI) Mobile : 98513-65588	Arpana Pokhrel (Dy Manager)	Swaichchha Bhandari (Senior Associates)
9	SSS Scheme	Same Day	Mamta Poudyal HOD(PS/RI) Mobile : 98513-65588	Arpana Pokhrel (Dy Manager)	Anjana Adhikari (Senior Associates)
10	Agent Commission	Each month of 1st week	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
11	MR Incentive	Each Quarter within 7 days after ending of the quarter	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
12	Agency Loan	Within 3 days	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
13	Agent Club Loan	Within 3 days	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
14	Agency Appointment	Same Day	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
15	Senior Agent & MR Appointment	Same Day	Prakash Bhakat Upadhayaya HOD(Marketing) Mobile : 98513-65589	Shobha Munamkarmi (Dy Manager)	Ratan Ketu Shakya (Senior Associates)
16	AGM	Within 6 months after closing fiscal year	Sudarshan Giri (CS), Mobile : 98513-65592	Jyoti Rai (Assistant Manager)	Sushmita Jha (Associates)
17	Quarterly Financial Reports	Published on national daily newspapers as per directive of beema samiti & NESB	Damodar Paudyal HOD(F&A) , Mobile : 98513-65591	Sudeep Shrestha (Dy Manager)	Shrijan Dongol (Senior Associates)