

Away from home, balance enquiries can be made and/or money sent to the loved ones or bills can be paid anytime 24x7!!! That is what **Nepal SBI Bank's Mobile Sakha** offers -convenient, simple, secure, anytime and anywhere banking.



Requirements

- A valid Customer Account maintained at NSBL
- A GSM mobile set
- NTC/Ncell GSM SIM cards (not previously registered for NSBL mobile Banking)

Registration

Registration forms are available at the CSD of any NSBL branch. On meeting the **KYC and AML** compliance, the customer is registered for the mobile banking services by the **branch itself**.

Upon registration, customer receives a message as follows:

Dear Customer, you are registered to Nepal SBI Mobile banking. Your access code is 4321. Kindly change your code as per your requirement. Thank you. Nepal SBI Bank.

Customers should change their Access code (pin code) and do not share and store the access code in order to prevent any unauthorized or fraudulent transaction.

Charges

- Customers are subject to **NPR 100.00** annually as service charge.
- **NPR 50.00** is charged for each instance of **modification** of customer details/**pin reset** in the mobile banking system.
- Also, customers are liable for any charges levied by Mobile Network Operator for the SMS delivery.

• Can multiple Accounts be assigned to same Mobile Number??

Yes! All accounts created under a particular customer ID can be registered under a single mobile number. However, for accounts under different customer ID, mobile banking service **cannot** be registered under same mobile number, but can be registered under different mobile numbers.

• Can multiple Mobile Numbers be assigned to same Account?

No. Each customer ID is registered only for a unique mobile number.

• Which features regarding the mobile banking can be changed?

Upon receiving the modification request from the Customer lodged at any NSBL branch, following features can be modified.

Features	Remarks
Mobile number change	Mobile number can be changed but the number should not be in current use for NSBL mobile banking service by any other user.
New pin request	In case customer forget the access code.
Account addition/deletion	The default account for mobile banking is primary. Other accounts (secondary) under same customer ID can be added or removed for alerts, enquiry and/or transaction purpose.
Primary account change	From more than one account registered, customer can choose to make any account as the default account for mobile banking.
Transaction right add/remove	Customers can enjoy the transaction service from their account(s) only when they've opted for the transaction right for their respective accounts.
Account alias modification	Alias is the shortcut to account number. By default the last three digit of account is given as alias but can be changed as per customer's request.
Favorite Account Add/Delete	Favorite Accounts are any valid NSBL accounts which customer intends to have financial transactions with.
Service Block/Deletion	Upon the customer's request, the mobile banking services can be blocked or deleted.

enables you to access NSBL mobile banking

Services.

The SMS codes pertaining to various mobile banking services are listed for your convenience

Your Primary account	17XXXXXXXXX001	Alias: abc
Your Secondary account	17XXXXXXXXX099	Alias: xyz
Linked account (different a/c holder for)	20XXXXXXXXX001	Alias: pqr

A. PIN CHANGE

Syntax	Example
<OLD PIN> PR <NEW PIN>	4321 PR 1234

B. INQUIRY SERVICES

Account	Syntax	Example
Primary	<PIN> BI	1234 BI
Secondary	<PIN> BIS <ALIAS>	1234 BIS xyz

Account	Syntax	Example
Primary	<PIN> LT	1234 LT
Secondary	<PIN> LTS <account alias>	1234 LTS xyz

Syntax	Example
<PIN> BH	1234 BH

Syntax	Example
<PIN> FOREX <currency code>	1234 FOREX USD

The <currency code> for various currencies are:

Currency	Currency Code	Currency	Currency Code
US dollar	USD	Japanese Yen	JPY
Euro	EUR	Singapore Dollar	SGD
Pound Sterling	GBP	Hongkong Dollar	HKD
Australian Dollar	AUD	Danish Kroner	DKK
Canadian Dollar	CAD	Chinese Yuan	CNY
Swiss Franc	CHF	Indian Rupees	INR

C. TRANSACTIONS SERVICES



1. Fund Transfer (Internal)

Account	Syntax	Example
Primary	<PIN> FT <amount> <receiving account alias>	1234 FT 2000 pqr
Secondary	<PIN> FTS <amount> <sending account alias> <receiving account alias>	1234 FTS 2000 xyz pqr

2. Utilities Payment



Landline Bills

Account	Syntax	Example
Primary	<PIN> PAY NTLL <amount> <landline number>	1234 PAY NTLL 700 14XXXX42
Secondary	<PIN> PAYS NTLL <amount> <landline number> <account alias>	1234 PAYS NTLL 700 14XXXX42 xyz

- Landline number must be of 8 digits including the area code. For example, area code of Jhapa is 023 and for a phone number is 4XXX42, use <landline number> as 234XXX42.
- Any mismatch in <landline number> results in debit of your account without successful payment.



ADSL Bills

Account	Syntax	Example
Primary	<PIN> PAY NTADSL <amount> <ADSL ID> <landline number>	1234 PAY NTADSL 1017 adsl4242444 142XXX42
Secondary	<PIN> PAYS NTADSL <amount> <ADSL ID> <landline number> <account alias>	1234 PAYS NTADSL 1017 adsl4242444 142XXX42 xyz

- Please confirm your <ADSL ID> before making payment. <ADSL ID> is case sensitive too.
- Landline number must be of 8 digits with area code. For example, area code of Jhapa is 023 and for a phone number is 4XXX42, use <landline number> as 234XXX42.
- Any mismatch in <ADSL ID> or <landline number> results in debit of your account without successful payment.



Postpaid Bills

Account	Syntax	Example
Primary	<PIN> PAY NTPP <amount> <postpaid number>	1234 PAY NTPP 500 9851XXXXX
Secondary	<PIN> PAYS NTPP <amount> <postpaid number> <account alias>	1234 PAYS NTPP 500 9851XXXXX xyz



Prepaid /Pro

Account	Syntax	Example
Primary	<PIN> PAY NCPP <payment amount> <Ncell number>	1234 PAY NCPP 55 980XXXXX11
Secondary	<PIN> PAYS NCPP <payment amount> <Ncell number> <account alias>	1234 PAYS NCPP 250 980XXXXX11 xyz

3. Recharge Pin Purchase



GSM/CDMA mobile

Account	Syntax	Example
Primary	<PIN> RC <denomination code>	1234 RC NC100
		1234 RC NG1000
Secondary	< PIN> RCS <denomination code> <account alias>	1234 RCS NG500 xyz
		1234 RCS NC200 xyz

❖ The <denomination code> for CDMA and GSM are:

Denomination	Code for GSM	Code for CDMA
Rs. 100	NG100	Not available
Rs. 200	NG200	NC200
Rs. 500	NG500	NC500
Rs. 1000	NG1000	NC1000



DISHHOME

Account	Syntax	Example
Primary	<PIN> RC <denomination code>	1234 RC DH1000
Secondary	<PIN> RCS <denomination code> <account alias>	1234 RCS DH500 xyz

❖ The <denomination code> for DISHHOME are:

Denomination	Code for DishHome
Rs. 100	DH100
Rs. 300	DH300
Rs. 500	DH500
Rs. 1000	DH1000



Internet/Telephone

Account	Syntax	Example
Primary	<PIN> RC < Package Code >	1234 RC BT1000
Secondary	<PIN> RCS < Package Code > <account alias>	1234 RCS BI500 xyz

❖ The <Package code> for Broadlink Internet Services and telephone services are:

Broadlink Telephone		Broadlink Internet	
Package	Package Code	Package	Package Code
Rs. 250	BT250	3GB	BI499
Rs. 500	BT500	Rs. 500	BI565
Rs. 1000	BT1000	Rs. 1000	BI1130
Rs. 2000	BT2000	Rs. 2000	BI2260
Rs. 5000	BT5000	Rs. 4000	BI4520
		Rs. 8000	BI9040
		Rs. 16000	BI18080