

DOCUMENT HANDLING

&

RETENTION POLICY

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1. Preamble

1.1 All records in offices whether current or non-current are required to be taken proper care of. It is essential to have proper storage, retrieval and disposal controls of such records, as the banks deal day in day out with high risk security documents. Current as well as non current records to be preserve carefully, so that they are available for any reference in future. Therefore, handling of documents / records assumes great significance.

The General Manager/ Department Head of Inspection Department will be the custodian of the Policy.

2. Purpose

2.1 The purpose of this policy is to create a formal written guideline on day to day work flow about proper storage of old records, its retrieval & withdrawal for reference, redeposit and ultimately its disposal. The guidelines have been drawn up after taking into consideration above aspect and given in the following contents.

3. Scope

3.1 The scope of this policy is to learn and implement standard procedures for document storage, retrieval and disposal of all important documents including documents to be preserved as per statutory/ regulatory requirements as amended by time to time, to be followed in the organization by Head Office, Corporate Office, Zonal Office, all branches and other offices. These guidelines are applicable for all the documents kept including electronic mode/ scanned form. The guidelines are applicable to HO, CO, ZO and branches explaining about:

- i. Records to be preserved permanently
- ii. Records to be preserved for not less than 10 years
- iii. Records to be preserved for not less than 8 years
- iv. Records to be preserved for not less than 5 years
- v. Records to be preserved for not less than 3 years
- vi. Records to be preserved in respect of Govt. transactions.

3.2 Records arise on account of transactions/functions performed by the bank and relate to the data and information arising there from. Records include vouchers, ledgers, registers, forms, reports, returns/statements, office notes, etc. The record may be paper based or in electronic form. The provisions of the policy shall apply irrespective of the media in which records are maintained.

3.3 The determination of Record Media will be based on the following:

- i. Compliance with the statutory/regulatory requirements.
- ii. The need to ensure that media chosen does not conflict with accessibility requirements of RBI inspectors/Internal/External auditors.
- iii. Physical condition under which the record will be stored.
- iv. Appropriate controls over the conversion process when records are converted from paper form to non-paper form including certification for authenticity at the time of conversion, with adequate security/precautions.

3.4 For the purpose of preservation, micro film/micro fiche may also be used.

3.5 Generally, Record Location will be in the same branch/office where the records were generated / used. In case the location is to be at a different place, prior permission from the controlling authority shall be obtained. The overriding principle is that records continue to be available to management on a timely basis.

3.6 Should there be a need to maintain records in offshore locations, the department concerned at Corporate Office shall take up with CO: International Division, who will in turn take up with RBI for its prior approval subject to the norms spelt out in Annexure 1.

3.7 A chart depicting the scope for Record Maintenance is enclosed in Annexure 2.

4. Time limits for preservation of records

4.1 The Government of India has by an order laid down certain regulations for the preservation of old records and documents of Banks. Under these regulations, certain records and documents are to be preserved permanently while some others are to be preserved upto 10 years, 8 years, 5 years, and 3 years. The different types of documents to be preserved permanently are given in **Annexure 3**.

4.2 Similarly, the items to be preserved for a period of not less than 10 years, 8 years, 5 years and 3 years, immediately proceeding the current calendar year, which are non-permanent ones, are given in same *annexure no.3* at the end. Every care has to be taken for the preservation of records.

4.3 Any reference to the records can be resorted to only if the preservation is made systematically and in an orderly manner.

4.4 The prescribed period for destruction of old records under the Banking Companies (period of preservation of records) Rules, 1985 is applicable only to those records and registers where no liability is outstanding.

4.5 In case of unclaimed deposits, the liability continues to be outstanding and the banks are required to maintain / preserve the records. Banks cannot destroy the same and will have to take necessary care in preserving the records pertaining to the unclaimed deposits till the outstanding is paid and rounded off.

4.6 Limitation period in respect of repayment of a deposit with a bank would start against the bank from the date of demand by the customer and is enforceable within a period of 3 years. Therefore, under the present law, the starting of limitation period is linked to the date of demand by the depositor and not the date of maturity.

5. Place of Storage

5.1 Bank has to identify and should have approved place of storage to keep all old records of the branch safely. Such place should be zone-wise, convenient and easily accessible to all the branches. Care to be taken that selected place is top grade constructed, fire proof and well secured. All the records, older than three years to be sent to such identified place for storage. Proper record to be maintained for the documents sent for preservation purpose by the branch. However, all documents requires dual control to be kept with the branch like security documents for future reference with proper indexing and all remaining documents to be forwarded to place of destination for storage.

5.2 Proper care has to be taken that, current records placed in the branch are also well secured.

5.3 Bank may outsource document storage activity, however approval from the Board to be taken after due diligence and verification.

6. Reference/Indexing

6.1 All the records kept under preservation with store room or within the branch, should be given serial references / index number based on the number of years of storage is required. Separate references/indexing to be used depending upon the year of preservation.

6.2 However, such reference shall be only with the authentication of authorized official nominated for the branch / office etc. the same number only to be referred to any of items in the records.

7. Procedure to be followed for storage, Retrieval of old records

7.1 Branch should submit the request for required document with clear purpose. Request to be sent to ZO with proper authentication and one copy to be addressed to concerned store room. Request to be considered for processing by the concerned office within the 24 hrs.

7.2 For the purpose of authentication, the Register of Movement of Old Records to be maintained by the bank. In the said register, there should be necessary columns for all items taken out, withdrawal, description, initials of the authorized official, receiver's signature, date of redeposit and signature of the authorized official.

7.3 Withdrawal of any item from the records has to be carefully made and it is to be ensured that, after reference, the item is placed back in the records without any delay, with necessary authentications.

7.4 In all cases, where records are to be taken possession by the Police/Governmental authorities, a written requisition has to be taken and an acknowledgement obtained from the recipient in respect of the particular record to be taken possession of or delivered to retaining copies of the records delivered.

7.5 Information Security Management Systems (ISMS) : All ISMS records shall be readily accessible to authorised individuals requiring information contained in the record on approval of AGM (ISSC) /CISO

8. Procedure for different Types of Documents

8.1 Management Control of Records

8.1.1 Being in the front line of business activities and customer interface, branches need to ensure an efficient system of record maintenance leading to a better working environment. Records are generally created during the course of business transactions

as evidentiary material and include Vouchers, Ledgers, Registers, Reports, Books, Forms, Files, Correspondence, etc. Branches should maintain a register of records to have a control over the storage and movement of the various records. Record Maintenance System should help in exercising effective management control of records which inter alia should ensure that records are:

- i. Maintained systematically for ready reference.
- ii. Preserved with due care so as to prevent loss, damage or mutilation.

8.1.2 However, it should also be ensured that records are not retained beyond their period of usefulness as maintenance of records involves cost.

8.2 Vouchers

8.2.1 On completion of the checking the vouchers of daily transactions with the front end reports generated at the branches, Electronic Voucher Verification Report and other reports pushed by the CDC, all the vouchers of each day's transaction should be made into one bundle by means of cross tying with thick twine with a label in front showing the date of transaction, the total number of vouchers along with major section wise break up. In branches where the number of vouchers is significantly high, DDs account vouchers should be bundled and stitched separately for the purpose of easy retrieval at the time of attending to unmatched entries. At very large and exceptionally large branches, current account, savings bank, DD's account and all other vouchers (miscellaneous) of each day's transactions may be made into separate bundles with a label attached to each bundle, the date and number of vouchers being noted thereon. The vouchers of transactions relating to other branches i.e. Host branch transactions and multicity cheques should be arranged alphabetically in the branch wise order and kept at the end of the voucher bundle and stitched. Branch shall refer Corporate Office circulars issued from time to time, regarding maintenance of vouchers at branches and follow the guidelines in total including any subsequent amendments issued from time to time. A Register/Pass book may be maintained giving

the date and number of vouchers in two columns for control/statistical purposes.

8.2.2 Vouchers of daily transactions in bundles may be placed in the records room/cabinet once in a week or fortnight according to convenience with the relative entry in the Register of Records, reading as 'Vouchers of Daily Transactions from to ' and so on. Until such time, vouchers are transferred to records, they should be kept in the custody of a supervisory official who should ensure that they are placed under lock and key and that references to such vouchers by members of the staff are made only with specific permission and in his presence.

8.3 Ledgers, Registers, Books, Forms, Reports etc.,

8.3.1 Branches have to maintain ledgers, registers, books, forms, both front-end and back-end reports etc as prescribed. Ledgers, registers, books, forms, reports relating to each section shall generally be held in the custody of the officer-in-charge of the section who will ensure that they are made available for use at the counter and are returned to his custody at the end of the day. All loose leaf ledgers (old) should be locked intact at all times. Generally forms are maintained in separate files. At the end of the day, all the records including ledgers, registers, books and files should be placed in steel cabinets and locked.

8.3.2 All ATM cards and pin mailers which are pending for more than 60 days, without valid reasons, must be destroyed after recording with card details and date of destruction and the details must be reported to CO: ATM Cell immediately for further action at their end.

8.4 Filing

8.4.1 Filing is an important aspect of the office administration. The objective of the filing system is to ensure timely availability of papers and avoid any uncertainty about their location in the office. A good filing system helps to maintain track on the progress/developments on any subject matter and is a valuable tool for Management in decision making. Each branch should evolve a good filing system best suited to its needs. All inward letters and all copies of outward letters should be filed on the

same day they are received or disposed of to ensure chronological order of filing.

8.4.2 Separate files should be maintained for each subject and for each customer enjoying sanctioned limits. Similarly, separate files should be maintained for CIF/ opening forms of each type of deposits like Current Account, Savings Bank, Fixed Deposits, Recurring Deposit, Net Banking request etc., Stock statements relating to Cash Credit Accounts, copies of returns to controlling office, etc., Separate personal files should be maintained for each member of the Staff working in the branch. Letters of a confidential nature should be filed separately and they should be kept under lock and key of the Branch Manager. The system of filing Head Office circulars main file wise and subject file wise is already in place. The circulars, circular letters and DO letters issued by Zonal Offices should be filed in the serial order in separate files and be bound year wise and kept in the custody of the Branch Manager / Asst. Branch Manager for ready reference.

8.4.3 Files should be uniquely numbered with suitable alpha prefixes to indicate clearly the subject covered. The manner of numbering and alpha prefixing shall be decided by the branch management. A subject wise index of files shall be maintained to facilitate referencing requirements. The index should be periodically updated. Further, the papers within a file shall also be numbered serially in order to ensure that all the papers relating to the file remain intact and that the papers have been filed in chronological order.

8.4.4 All files should be housed in fire resistance filing cabinets and held in the custody of the officer concerned. The files shall be kept arranged in the order as per the index to facilitate easy retrieval. The movement of files shall be authorized by the officer responsible for their custody.

8.5 Loan Documents

8.5.1 The formats of loan documents and the instructions governing mode of execution, numbering and recording in Document execution register etc. are available in the Documentation Manual. All FX documents, bills, guarantees etc., may be treated as part of Loan documents. All the live documents shall be kept in thick covers (wrapper/ plastic/cloth lined as may be available)

prescribed for the purpose and held in the custody of the officer-in-charge of loans section. Loan documents shall generally be preserved in a separate fire proof steel cabinet in the strong room. Documents relating to closed loan accounts other than those requiring to be returned to the parties concerned should be filed separately and preserved for the period applicable for closed files.

8.6 Branch Documents

8.6.1 Some of the important documents of the branch which do not pertain to advances, guarantees, etc., are to be entered in the Branch Documents Register immediately on their receipt at the branch. The format of Branch Documents Register is given in Annexure 4. Proper maintenance of this register will enable

- i. Easy location of the important documents/records whenever required at a future date.
- ii. Verification of important documents/records of the branch by incoming branch managers, inspecting officials, etc.

8.6.2 The list of documents to be entered in Branch Documents Register is furnished in Annexure 5. With a view to facilitate easy reference, separate folios may be allotted for -

- i. Documents/certificate of holding from CO, sanctions relating to premises, safes and other assets of the branch
- ii. Power of Attorneys of officers and those executed by customers in favour of the Bank
- iii. Test key and specimen signature booklets
- iv. Indemnities obtained from customers towards issue of duplicate term deposit receipts, demand drafts and foreclosure of deposits in the names of minors
- v. Manuals and other reference materials
- vi. Documents relating to AMC
- vii. Other miscellaneous items

8.6.3 Documents which are recorded in Branch Documents Register should be serially numbered according to date sequence and entered in the Register under the signatures of the Branch

- Manager and the officer in charge. Each document should be put in a cover/file which should bear the serial number and a short description of the document. They should be kept under lock and key in a place of safety in the custody of the Branch Manager/Asst. Branch Manager/Officer in charge.
- 8.6.4 The remarks column of the register must indicate the place of custody/ preservation of document for easy location/identification. For example, the safe custody receipt related to duplicate keys of the safes/strong room should be kept in the personal custody of the Branch Manager/Asst. branch manager outside the strong room.
- 8.6.5 Generally, branch documents are records of a permanent nature. However, in the case of indemnities executed for issue of duplicate DDs/Gift Cheques and refunds made in lieu of lost travellers cheques, the period of retention shall be 5 years from the date of issue of duplicate/refund as the case may be. At the time of withdrawal/delivery/disposal of documents suitable remarks should be made in the remarks column of the Branch Document Register under the signature of the Branch Manager/Asst. Branch Manager/ Officer-in-charge. The serial number of the document removed for disposal/ shifted to another branch/office should be rounded off.
- 8.6.6 Branch Manager/Asst. Branch Manager/Officer in charge, at the end of every calendar quarter must make a physical verification of documents enlisted in the Register and certify to that effect in the remarks column by their signature. Whenever there is change in the Branch Manager, the incoming manager should verify the entries in Branch Document Register with the documents/records and certify in the Register itself. During the course of branch inspection, the Inspecting officials shall scrutinize this aspect and make a record of their observations in their report.
- 8.7 Records required as evidence
- 8.7.1 Vouchers which are required as evidence in any matter of investigation or which have to be produced in a court of law should be detached from the bundle of the day's vouchers and retained separately by the Branch Manager. Exact authenticated copies or Photostat copies of vouchers so removed should be placed in the bundle with a note as to the circumstances under

which the original vouchers were removed. The note should be signed by the Branch Manager/officer concerned.

- 8.7.2 Whenever other records such as ledgers, registers, books, forms, etc., are required in evidence whether they are currently in use or preserved as old records, the provisions under Bankers Book Evidence Act will be applicable. All records which may be required in connection with investigations or court cases shall be kept in a safe/separate cabinet within the strong room and held in the custody of the Branch Manager.
- 8.7.3 Written Requests received from external agencies such as CBI, State Police etc., for production of records should be immediately brought to the notice of CO: Vigilance Department. Unless demanded, only photocopies should be given and the originals should be kept in the safe custody of Branch Manager. If originals are called for, photocopies should be taken and kept with the branch in safe custody before the originals are handed over. In all cases, acknowledgements should be obtained from the officials concerned and a copy of the same should be forwarded to the General Manager (Vigilance) / CVO along with the report mentioned above.

8.8 Old Records

- 8.8.1 All records currently not in use shall be termed as old records and include bundles of vouchers of each day's transactions, documents in respect of closed advance accounts other than those to be returned to parties, loose-leaf sheets removed and kept in separate binders, etc. All old records should be placed under the control of an officer. The old records should be neatly arranged chronologically, department wise and placed on the racks in the safe room or in the strong room or in any other convenient room which should be kept locked; where such accommodation is not available, they may be kept in an almirah specially intended for the purpose and kept locked. The registers and ledgers should be labelled on top with period of coverage from To The maintenance of old records should be in good order so as to facilitate retrieval for any immediate reference in case of need.
- 8.8.2 The branch manager should examine/arrange for examining the old records of the branch periodically, say, once in 3 months to ensure that they are properly arranged and protected against damage by dampness, rats, white ants and other pests. To

prevent such damages, arrangements may be made with Pest Control Authorities / Organisations for regular servicing with prior sanction from the concerned controlling authority. Necessary arrangements should also be made for keeping fire fighting equipments in the records room.

8.8.3 A 'Register of Old Records' should be maintained by the branches. Necessary particulars like books, files, vouchers, etc., the period during which they were in use and the initials of the officer in charge should be available in the register. Separate folios should be allotted for each important book, file as well as for vouchers. Miscellaneous non-standard books may be entered in one folio as 'Sundry Books'.

8.8.4 The items entered in the register should be indexed. Issue and replacement of old records for the purpose of verification/inspection should be made under the authority of the officer in charge. Entry of withdrawals and deposits of old records should be made in a register, the format of which is given in Annexure 6.

8.9 It is duty of the branch to see that, items/ documents which are all taken out from dual control are once again placed inside at the end of the day.

8.10 Record Maintenance at Administrative Office

8.10.1 Offices other than branches include controlling offices viz., Zonal office, various departments at Corporate Office and their extensions such as Inspection Centres, Training Centres, etc., The need for maintenance of records at various offices will generally depend on their functions, emerging requirements, etc., Considering the diversity of records maintained at various offices, it is felt that making out a list of all records in this policy document is nether appropriate nor desirable. However, records may be broadly classified as follows.

1. Files.
2. Registers.
3. Returns.
4. Others.

8.10.2 The procedure with regard to maintenance of records under each category is dealt with in the following paragraphs. The procedure shall be read with the policy parameters towards compliance.

8.10.3 Files

Files can be further classified as documentary and non-documentary files. The term 'Document' has been more fully described in Para 8.10.4 below. Documentary file shall contain documents while non-documentary files shall contain papers / materials other than documents.

8.10.4 Documents

- a) Documents can be classified as internal and external. Records which contain sanctions / approvals accorded, instructions / guidelines issued by competent authorities, etc., are classified as internal documents. It may be noted here that in case of sanctions / approvals, the note / record containing the sanction/ approval of the competent authority alone shall be treated as internal documents and all back papers / reference material attached thereto such as reports, correspondence, etc., along with Photostat copy of the approved/ sanction note shall be filed in the concerned non-documentary file. However, directives / guidelines of RBI / Government of India based on which the note is put up shall be treated as part of the document. The document shall provide a cross reference to the relevant non-documentary file. External documents are usually record of contracts entered into with external agencies such as Insurance policies, guarantees / warrantees/AMCs etc.,
- b) Internal documents are to be preserved permanently.
- c) An illustrative list of Internal and External documents is furnished below.

I Internal Documents

- Approved policy documents (applicable to departments at CO)
- Sanctions / approvals accorded by competent authorities
- Circulars / Circular letters issued by the department
- Manuals of Instructions

➤ Profile of the Department

II External Documents

- Agreements / MoUs with outside agencies / institutions
- Insurance Policies
- Guarantees / Warranties / AMCs
- Indemnities.

d) All documents shall be numbered serially and entered in a "Register of Documents" before being filed in the Documentary file. The register shall contain columns for entering Document No, Date of entry, Brief description of the document, corresponding non-document file no, Remarks. The entries in the register shall be duly authenticated by the officer in whose custody the document is held. At controlling offices and other administrative offices, the register may be maintained centrally by CM/SM in-charge of Administration and the document numbers may be prefixed with the name / abbreviation of the department concerned. However, the documents shall be held in the custody of the officer in charge of the Department concerned.

8.10.5 Non-Documentary Files

- a) All papers other than documents as indicated in Para 8.10.4 above are to be filed in the non-documentary files. The need for maintenance of files for different subjects dealt with, shall be decided by the respective departments taking into account the referencing requirements / convenience. Illustratively, these files will include back papers for approved notes, Agenda/minutes of the meetings held, survey/study reports, Inspection / audit reports of the departments / officers, staff files, Main and sub files of circulars issued by Corporate Office etc.,
- b) Files should be numbered to facilitate easy reference and an Index of files should be maintained and kept updated periodically. Filing of papers should be made then and there. Further, the papers within a file shall also be numbered serially in order to ensure that all the papers relating to the file remain intact and that the papers have been filed in chronological order.

8.10.6 Returns

All offices / departments receive as well as submit various returns periodically. These returns may be statutory, statistical, for the purpose of control or as a part of management information system. Some of the returns may have to be retained permanently due to statutory or other requirements. Wherever considered necessary and feasible, the returns may be collected and kept in electronic media by creating a data warehouse.

8.10.7 Registers

Depending on their need, the offices/departments have to maintain various registers. Registers may include those relating to functional area of the department / office concerned or establishment related such as Attendance Register, Leave Register, Permission Register, Expenditure Register etc.,

9. Preservation, maintenance and elimination of records and files for written off loan accounts

9.1 Written off loan accounts for which, DICGC claims have already been settled and adjusted to the loan accounts, the loan papers, files, registers etc., be maintained for a period of 5 years from the date of closure and later eliminated, provided there is no chance of recovery.

9.2 Written off loan accounts for which, claims have been lodged with DICGC but are pending for settlement, the loan papers, files, registers etc., be maintained for a period of 5 years from the date of settlement of the claim.

9.3 Non-DICGC loans (General Category) which, have been fully written off, the loan papers, files and registers for these loan accounts, be maintained for a period of 5 years from the date of closure and later eliminated, provided there is no chance of recovery.

9.4 Written off loan accounts for which DICGC claims have already been settled and adjusted to the loan accounts, the loan papers, files, registers etc., be maintained for a period of not less than 5 years from the date of closure of account, of current calendar year.

9.5 Written off loan accounts for which, claims have been lodged with DICGC but are pending for settlement, the loan papers, files, registers etc., be maintained for a period of not less than 5 years from

the date of settlement of the claim of the current calendar year or date of closure whichever later.

9.6 Non-DICGC loans (General Category) which, have been fully written off, the loan papers, files and registers for these loans accounts be maintained for a period of not less than 5 years from the date of closure of the account, in the current calendar year.

9.7 Any written off loan account in which, fraud has been detected, or investigation is in progress and staff accountability is ascribed, in such cases prior permission be obtained from CO: Vigilance Department for elimination of records irrespective of the period since they are maintained.

10. Removal and Disposal

10.1 As time passes, the period for preservation lapses and such items are permitted to be withdrawn from the records and disposed. If the process of elimination of records is systematically done every year, the total quantum of records for disposal is not sizeable and will avoid accumulation and demand on space. The process of elimination of records can be conveniently taken up by the branches preferably in the month of July/August, when relatively the other work is not heavy. Method of Shredding can also be used as it is safer and has realizable value too.

10.2 No record or document shall be disposed notwithstanding the fact that the periodicity for which it is to be preserved has lapsed, if any enquiry, claim or litigation is pending in respect of any information contained in such document or record.

10.3 Papers in all correspondence files both inward and outward should be scrutinized and only such of the papers as are not of any importance may be destroyed. Papers which are of a permanent nature should be filed again in a file to be marked "File of a permanent nature" for the years from _____ to _____.

10.4 Subject to the aforesaid conditions and keeping in view the time limits prescribed for preservation referred to above, annually a list of records proposed to be destroyed should be drawn up and shall be submitted to the concerned Zonal Office for seeking approval on or before 31st August every year. The list should be drawn up giving the complete details of the records to be destroyed viz. the period to which it belong, stipulated retention period for that record and period reckoned from the close of the year to which the record pertains. The

said list should be duly signed by the Branch Manager and the officer-in-charge, along with a certificate that all the relevant books of accounts have been tallied with GL/BGL/CGL head concerned. As soon as the list of records proposed to be destroyed is submitted by the branch, it has to be scrutinized at the Zonal Office and permission accorded to the branch after due scrutiny of the list submitted by the branch.

10.5 The destruction shall be by means of burning the same, if the quantity is too small for sale or disposal to waste paper dealers. Branches are required to call for rates from 2 or 3 waste paper dealers locally and dispose off the records duly tearing into pieces in the presence of the Head of Branch or a person designated by him for the said purpose.

10.6 The Bank should collect reasonable compensation depending upon the rates prevailing locally for waste paper from them. After fixing the rate, records should be torn in to small shreds, by coolies or workers, under the supervision of the officer in charge. No record should be allowed to be taken outside the premises without being torn in to small shreds. The purchaser should be asked to take away the records after payment of the amount. The proceeds should be credited to Miscellaneous Income Account, giving full details as to weight of the records, rate etc.

10.7 If the branches cannot identify a waste paper dealer locally, such of those branches may write to the concerned Zonal Office, for engaging a reliable coolie to torn in to shreds under the supervision of the Officer-in-charge, for further instructions in the matter.

10.8 Before causing any record to be destroyed, it will be the responsibility of the branch manager/officer in whose custody the record is held to ensure that all the relevant books of accounts have been tallied with GL/BGL/CGL head concerned.

10.9 After disposal of the records, a certificate has to be sent to the concerned Zonal Office about having destroyed the old records in predefined format.

10.10 In respect of old records of Zonal Offices and Departments at Corporate Offices, CO: Stationery Department is the competent authority to permit the elimination. Administrative Offices shall ensure compliance.

10.11 The procedure for elimination of old records prescribed for branches as above is applicable to Administrative Offices also, while seeking permission from CO: Stationery Department, for elimination of old records pertaining to them.

11. Registers for Preservation

11.1 A proper labeling of each of the items at the time of placing in the records will facilitate easy location and handling of items in old records. The register to be maintained should be complete and to be updated with all details regularly.

11.2 A permanent register is to be maintained wherein, the list of items that are destroyed, Zonal Office sanction No. with date, date and mode of destruction should be recorded under the signatures of the Branch Manager and the Officer-in-charge. During the course of branch inspection, the inspecting officials shall scrutinize this aspect and make a record of their observations in their report.

11.3 Zonal Managers / Officials from Zonal Office during their branch visits should verify compliance of these instructions by the branches.

11.4 Reporting System

11.4.1 After disposal of the records, branches / Zonal Offices should send a certificate to the concerned Sanctioning Authority about having destroyed the old records. The format of the certificate is given as Annexure 7.

11.4.2 In case such certificates are not received within a reasonable time, sanctioning authority shall send a reminder to the branches for confirming whether the records permitted to be destroyed are destroyed or not and to call a certificate to that effect.

11.4.3 Zonal Inspectorate has to send a copy of the inspection report to the concerned sanctioning authority, in case of any irregularities finds place in the inspection report about the storage of records, for follow-up actions.

11.4.4 On receipt of the communication regarding the irregularities, the sanctioning authority shall take up with the branches / Zones and shall ensure that they rectifies the irregularities within a reasonable time and report compliance to the sanctioning authority.

11.4.5 All the sanctioning authorities shall furnish the information regarding grant of permission for disposal of old records to CO: Stationery Department, as at the end of July / August every year.

12. Prevention of Money Laundering Act, 2002 - Rules for Maintenance of Records

12.1 These rules may be called the Prevention of Money-laundering (Maintenance of Records of the Nature and Value of Transactions, the procedure and Manner of Maintaining and Time for furnishing information and verification and maintenance of records of the identity of the clients of the Banking Companies, Financial Institutions and Intermediaries) Rules, 2005. This has come into force from 1st July 2005.

12.2 Definitions

12.2.1 In these rules, unless the context otherwise requires:-

- a. "client" means a person who engages in a financial transaction or activity with a banking company, or financial institution or intermediary and includes a person on whose behalf the person who engages in the transaction or activity, is acting;
 - b. "transaction" includes deposit, withdrawal, exchange or transfer of funds in whatever currency, whether in cash or by cheque, payment order or other instruments or by electronic or other non-physical means
 - c. "suspicious transaction" means a transaction as referred above, including an attempted transaction, whether or not made in cash, which to a person acting in good faith -
 - i. gives rise to a reasonable ground of suspicion that it may involve proceeds of crime or
 - ii. appears to be made in circumstances of unusual or unjustified complexity; or
 - iii. appears to have no economic rationale or bonafide purpose; or
 - iv. gives rise to a reasonable ground of suspicion that it may involve financing of the activities relating to terrorism.
- ✳ Explanation: Transaction involving financing of the activities relating to terrorism includes transaction involving funds suspected to be linked or related to, or to be used for terrorism, terrorist act or by a terrorist, terrorist

organization or those who finance or are attempting to financing of terrorism.

12.2.2 All other words and expressions used and not defined in these rules but defined in the Act shall have the meaning respectively assigned to them in the Act.

12.3 Maintenance of Records of Transactions (nature and value)

According to this Rule, Bank shall maintain a record of -

12.3.1 All cash transactions of the value of more than Rs.10 lakhs or its equivalent in foreign currency;

12.3.2 All series of cash transactions integrally connected to each other which have been valued below Rs.10 lakhs or its equivalent in foreign currency where such series of transactions have taken place within a month;

12.3.3 All transactions involving receipts by non-profit organizations of value more than rupees ten lakh, or its equivalent in foreign currency;

12.3.4 All cash transactions where forged or counterfeit currency notes or bank notes have been used as genuine and where any forgery of a valuable security or a document has taken place facilitating the transactions;

12.3.5 All suspicious transactions whether or not made in cash and by way of-

- a. Deposits and credits, withdrawals into or from any accounts in whatsoever name they are referred to in any currency maintained by way of -
 - i. cheques including third party cheques, pay orders, demand drafts, cashiers cheques or any other instrument of payment of money including electronic receipts or credits and electronic payments or debits, or
 - ii. travellers cheques, or
 - iii. transfer from one account within the same banking company, financial institution and intermediary, as the case may be, including from or to Nostro and Vostro accounts, or
 - iv. any other mode in whatsoever name it is referred to;

- b. credits or debits into or from any non-monetary accounts such as d-mat account, security account in any currency maintained by the banking company, financial institution and intermediary, as the case may be;
- c. money transfer or remittances in favour of own clients or non-clients from India or abroad and to third party beneficiaries in India or abroad including transactions on its own account in any currency by any of the following:
 - 1) payment orders, or
 - 2) cashiers cheques, or
 - 3) demand drafts, or
 - 4) telegraphic or wire transfers or electronic remittances or transfers, or
 - 5) internet transfers, or
 - 6) Automated Clearing House remittances, or
 - 7) Lock box driven transfers or remittances, or
 - 8) Remittances for credit or loading to electronic cards, or
 - 9) Any other mode of money transfer by whatsoever name it is called;
- d. loans and advances including credit or loan substitutes, investments and contingent liability by way of:
 - i. subscription to debt instruments such as commercial paper, certificate of deposits, preferential shares, debentures, securitised participation, inter bank participation or any other investments in securities or the like in whatever form and name it is referred to, or
 - ii. purchase and negotiation of bills, cheques and other instruments, or
 - iii. foreign exchange contracts, currency, interest rate and commodity and any other derivative instrument in whatsoever name it is called, or
 - iv. letters of credit, standby letters of credit, guarantees, comfort letters, solvency certificates and any other instrument for settlement and/or credit support.

- e. collection services in any currency by way of collection of bills, cheques instruments or any other mode of collection in whatsoever name it is referred to.

12.4 Records containing information

The records referred to in Para 12.3 above shall contain the following information:

- a. the nature of the transactions;
- b. the amount of the transaction and the currency in which it was denominated
- c. the date on which the transaction was conducted, and
- d. the parties to the transaction

12.5 Procedure and manner of maintaining information

Bank shall maintain information in respect of transactions with its client referred to in Para 12.3 in hard and soft copies in accordance with the procedure and manner as may be specified by its Regulator (Reserve Bank of India or Securities and Exchange Board of India etc.), as the case may be, from time to time.

12.6 Retention of records of transactions

- a. The Bank shall maintain for at least five years from the date of transaction between the bank and the client, all necessary records of transactions, both domestic or international, which will permit reconstruction of individual transactions
- b. Bank shall ensure that records pertaining to the identification of the customer and his address (e.g. copies of documents like passports , identity cards , driving licences , PAN Card, utility bills etc) obtained while opening the account and during the course of business relationship are properly preserved for at least five years after the business relationship is ended
- c. Bank shall ensure that records relating to all complex, unusual large transactions and all unusual large transactions and all unusual pattern of transactions , which have no apparent economic or visible lawful purpose are preserved for five years

The provisions are to be read in cross reference to KYC/ AML/ CFT Policy

13. Protection Clause

13.1 During the currency of preservation, reasonable care is expected to be taken of all records. For the purpose, it is necessary that frequently the records have to be kept sprayed with insecticides so as to prevent occurrence of termites, silver fish, white ants or any other type of insect and consequent destruction of records.

13.2 The branch manager should examine/arrange for examining the old records of the branch periodically, say, once in 3 months to ensure that they are properly arranged and protected against damage by dampness, rats, white ants and other pests. To prevent such damages, arrangements may be made with Pest Control Authorities / Organisations for regular servicing with prior sanction from the concerned controlling authority. Necessary arrangements should also be made for keeping fire fighting equipments in the records room.

13.3 Neglecting the care of records may ultimately result in a regret as by law, it is necessary that due care has to be taken of the records.

13.4 Law does not afford any protection in respect of any negligence in the matter of preservation. The only protection available is in case of records destroyed by fire, inundation, flood, earthquake or any other Act of God. Where such a circumstance comes about, a list has to be made in respect of the items that are missing and an endorsement has to be made on the register stating that the record Item No are destroyed by fire, inundation, earthquake etc.

13.5 This is the only protection available in case of circumstance beyond human control.

14. Inspection System

14.1 After a reasonable time from the date of permission for destruction / disposal is accorded, the sanctioning authority has to send a reminder as to whether the records permitted to be destroyed are destroyed or not and to call for a certificate to that effect as per annexure 7.

14.2 Register to be maintained at Zonal Office / CO: Stationery Dept

Sanctioning authority shall maintain a register containing individual list of the sanctions accorded by them with complete details of the records to be destroyed, for the purpose of enabling them to know the position at any time. This register serves as a Watch

Register to ensure compliance of the instructions given to the branches / Zones /Administrative Offices for elimination of stale records.

14.3 Inspection and follow-up

14.3.1 When in the inspection report mention is made about the storage of records and the irregularities therein, CO: Inspection Department / Inspection Centre will send a copy of the inspection report to the Zonal Office for follow-up actions.

14.3.2 Such irregularities will have to be taken up with the branch by the Zonal Office and it has to be ensured that the branch rectifies the irregularities within a reasonable time and reports to the Zonal Office.

14.3.3 On a periodical basis, as at the end of January and July the Zonal Office shall furnish the information to CO: Stationery Department in structured format in respect of grant of permission for disposal of old records.

15. Review of the Policy

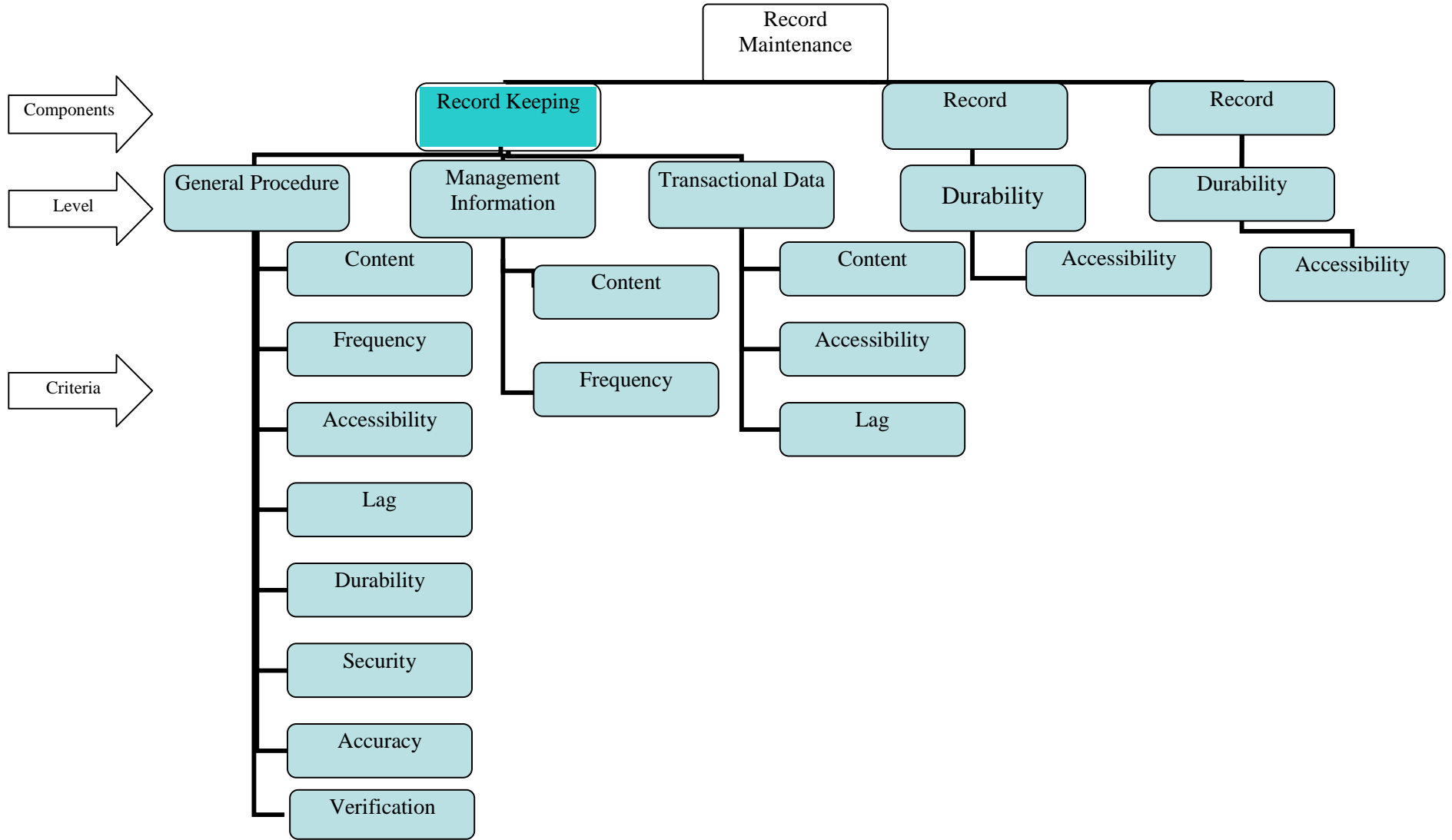
The policy shall be reviewed annually in tune with the regulatory guidelines / internal requirements or as and when considered necessary. Policy to be modified in tune with regulatory requirements issued from time to time.

Chairman & Managing Director is empowered to approve changes/ amendments/ relaxations/exemptions, if any, required to be made in the Policy. Such approvals are to be reported to the Board.

Norms for Maintenance of Records in Off Shore Locations

- a. The records and data are available to management in India on a timely and reasonable basis;
- b. Adequate back up facilities are available for electronically stored data;
- c. Security is maintained during cross border transfers;
- d. RBI inspectors (and external auditors) will be permitted to visit and carry out examinations at the off shore locations.
- e. Where the off shore service provider is a regulated entity, the relevant off shore regulator will not obstruct the arrangement nor object to RBI inspection visits;
- f. If data processing at the off shore location is out sourced to a service provider which is not a regulated entity, the controllers, directors and managers of the service provider are fit and proper people to be providing such services to a bank in India.
- g. The availability of records to management and the RBI will withstand the liquidation of either the off shore custodian or the bank in India.
- h. The regulatory authority of the off shore location does not have access to the data relating to Indian operations of the bank simply on the ground that the processing is being undertaken there (not applicable if off shore processing is done in the home country of the bank).
- i. Secrecy and confidentiality of data is maintained.
- j. The jurisdiction of the courts in the off shore location where data is maintained does not extend the operations of the bank in India on the strength of the fact that the data is being processed there even though the actual transactions are undertaken in India; and
- k. All original records will continue to be maintained in India.

Scope Chart



Periodicity for Books, Accounts, Reports, Data and Other Documents

Illustrative list of Documents to be preserved are given below

A. Records / Reports / Data / other Documents to be preserved permanently (CO, ZO, Branch and all other Offices)

- 1) Register of Members.
- 2) Register of Directors.
- 3) Minutes Book of Directors.
- 4) Book of Minutes on meetings of Shareholders.
- 5) Return of Annual list of Members and summary of capital.
- 6) Director's approval Book.
- 7) Dividend Warrants Register and Dividend files.
- 8) Transfer Deed Files.
- 9) Counterfoils of Share Certificates.
- 10) Register showing the Beneficiary Position – BENPOS (Shares lying in Register).
- 11) Share Renewals, Sub division, Duplicates and consolidated Register.
- 12) Share application forms.
- 13) Register of Mortgages and Charges.
- 14) Provident Fund Registers.
- 15) Provident Fund Loan Ledgers.
- 16) Provident Fund General Ledgers.
- 17) Provident Fund Day Book.
- 18) Provident Fund Investment Register.
- 19) Trustees' Minutes Books.
- 20) Investment Registers.
- 21) Staff Security Registers.
- 22) Staff Service Records.
- 23) Salary Summary.
- 24) Staff File Index book (Permanent but with the department until new one is prepared).
- 25) Register for Power of Attorney, Succession Certificates, Death Certificates etc.
- 26) Records relating to transactions which are in dispute.
- 27) Premises and properties files and records.
- 28) Loans, Cash Credits, Overdraft Registers which contain particulars of Title deeds relating to accounts which are in force.
- 29) Powers of attorney (Current and Savings Bank).
- 30) Account opening forms of Current and Savings Bank and other Accounts including ATM, Credit Card, Net Banking etc. with copy of proof of identity and address and other documents.
- 31) Leave Record Register.
- 32) Memorandum of Letters of Lockers and Specimen Signature cards.
- 33) Safe Deposit Locker Register / Agreements.
- 34) Key Movement Register (Key Register).

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- 35) KCC Godown Key Movement Register.
- 36) General Ledger.
- 37) Specimen Signature files or books.
- 38) Confidential Files and files relating to Industrial Disputes and Writ Petitions/ Files pertaining to CBI/ Court Cases
- 39) Corporate Office Circulars.
- 40) Claims Files.
- 41) Corporate Office Correspondence.
- 42) Sundry Assets Files.
- 43) Credit Information Book.
- 44) Office Order Book.
- 45) Furniture files.
- 46) Indemnity Bonds.
- 47) ATM Card / Debit Card issue – Registers/Applications.
- 48) Default Account intimation for funds transfer, utility payment in respect of Tele Internet banking Registers/Applications.
- 49) Acknowledgement for receipt of PIN/ Password/User ID.
- 50) Vendor Agreements / Third party Agreements.
- 51) Pre- migration Data Backup (Physical).
- 52) User Identification Register.
- 53) Register indicating Records held in Electronic Form.
- 54) FEDAI Circulars.
- 55) International Division Circulars.
- 56) Specimen Signatures of Foreign Bank Officials (to be destroyed within 6 month after new book is received).
- 57) Booklet supplied by RBI to identify the names of the parties black listed and necessary amendments.
- 58) Claim application on account of deceased Non Resident (Ordinary) / Non Resident (External)/ FCNR (B) account holders.
- 59) Records pertaining to unpaid Export Bills along with correspondence and GR Form.
- 60) REPO Register.
- 61) EM Register.
- 62) Jewel Appraiser's File.
- 63) Data processing Policy along with account related records pertaining to purchases/orders.
- 64) Hardware/Software Register.
- 65) RBI Inspection Reports/Notes.
- 66) Bonus Register / File.
- 67) Complaint Register / File.
- 68) Document Execution Register
- 69) Branch Document Register.
- 70) Register of Old Records and Movement of old records.
- 71) Register of Old Records sanctioned for destruction.
- 72) Register of Old Records destroyed.
- 73) Register of documents.
- 74) Library Books Register.
- 75) Internal Documents (Sanctions / Approvals etc.) of the Administrative Offices.

B. Records / Reports / Data / other Documents to be preserved for a period of not less than 10 years immediately preceding the current calendar year (CO, ZO, Branch and all other Offices)

- 1) Current, Savings, Term Deposits (R.D., Cash Certificates, Fixed, Short, Special term, Call Deposit etc.) Registers.
- 2) Overdraft Registers.
- 3) Loans, Advances and Cash Credit Registers.
- 4) Registers of Sundry Small Balances – Overdue (matured) deposit, suspense, unclaimed deposit, collection accounts, bills margin etc.
- 5) Drafts, TTs and MTs Paid Registers/ statements.
- 6) Drafts, TTs and MTs issued Register.
- 7) Record/Ledgers of Accounts with other Banks.
- 8) Bills purchased & discounted register.
- 9) Bills for collection received and sent registers.
- 10) Clearing cheques Register.
- 11) Local Cheques Collection Register.
- 12) Foreign Bills for collection Register.
- 13) Foreign Bills for negotiations Registers.
- 14) Cash Receipts and Payment Books. (Scrolls)
- 15) Clearing House Books.
- 16) Pay slips issued book.
- 17) All vouchers of the day's transaction including pay-in-slips, Cheques and voucher relating to Deposits, Loans, Overdrafts, Remittances, Bills, payment to nominees etc.
- 18) Register/book of Purchase, Sale and auction of goods and other securities.
- 19) Counterfoils of Tiny Deposit Cards.
- 20) Interest on Deposit register.
- 21) Remittance Register.
- 22) Cable Transfer Orders.
- 23) Mail Transfer Orders.
- 24) NRO / NRE / FCNR / RFC and Non Resident Deposit Registers / System generated hard copy.
- 25) Paying-in-slips and paid cheques.
- 26) Clean Cash Book and Funds Book / Report.
- 27) All information data, records whether paper or electronic relating to Payment System Applications.
- 28) Physical cheques including the images of cheques (in the CTS scenario).
- 29) Closed records relating to Disciplinary proceedings against employees (ie. after disposal of appeal / review petition, if any).
- 30) Internal Rating proposals.

C. Records / Reports / Data / other Documents to be preserved for a period of not less than 8 years immediately preceding the current calendar year (CO, ZO, Branch and all other Offices)

- 1) Day Book and Supplementary.

- 2) Subsidiary Ledgers.
- 3) General Accounts - register.
- 4) Sundry Assets - register.
- 5) Records of Sale and Purchase Contract (Investments on behalf of clients).
- 6) Register showing collection of Dividends and Interest on securities on behalf of constituents.
- 7) Register of shares received.
- 8) Guarantees Register (Summary of Liabilities by Guarantees and Indemnity).
- 9) Advice manifold for Import letters of credit.
- 10) Import Letter of Credit Register (Control Sheets, Ledger forms and Correspondent-wise Ledger for Letters of Credit).
- 11) Loans against documents (Loans against merchandise and trust receipts).
- 12) Counter Indemnities regarding Letters of Guarantees.
- 13) Trust Receipt Certificates.
- 14) Safe in and Safe out Registers (Securities kept in and taken out).
- 15) Lien Registers (Permanent till lien is in force).
- 16) Mandate Books (Permanent till authorisation is in force).
- 17) Government Securities lodged with different Banks.
- 18) Ledgers for Forward Exchange contract.
- 19) Accounts Closed File.
- 20) Files of Drafts and F.Ds lost.
- 21) Individual Files of customers.
- 22) Account confirmation (files).
- 23) Applications for Overdraft (loans/advances).
- 24) Cash Particulars (single lock book).
- 25) Overdue loan registers (Closure of Decreed Debt and suits).
- 26) All personal ledgers.
- 27) Demand Loan Registers.
- 28) Stock registers of goods pledged.
- 29) Registers or ledgers of Bank's own investments.
- 30) Branch ledgers.
- 31) Trust Registers.
- 32) Remittance Schedules.
- 33) Account opening forms, inventories, prepared in respect of articles in Safe Custody and Safety Lockers and nomination forms.
- 34) Standing instructions regarding Current/SB accounts.
- 35) Daily/Monthly/Yearly Backup Register and Backup movement register.
- 36) Purchase orders and other related Documents.
- 37) Claims paid pending recovery Register
- 38) Deferred payment guarantees/ forward contracts.
- 39) Register of Dividend and Interest on Securities
- 40) Register for collection of Dividend warrants.
- 41) Record of Sales and Purchases contract.
- 42) Closed files of Suit filed / writ petition / consumer forum cases.
- 43) CIBIL Data.
- 44) CIBIL Willful Defaulters Data.
- 45) Review of sanctions of ZO / Borrower wise.
- 46) Reporting Register ZO wise.

- 47) Closed files/records relating to prohibitory or attachment orders received.
- 48) Safe Custody Register.
- 49) Draft and Mail Transfer advices despatch and advices received Registers.
- 50) Gold coins Sales Register.
- 51) Gold Coins Stock Movement Register.
- 52) Gold coin suspense Register.
- 53) Gold coin Income Register.

D. Records / Reports / Data / other Documents to be preserved for a period of not less than 5 years immediately preceding the current calendar year (CO, ZO, Branch and all other Offices)

- 1) Uncleared Bill.
- 2) Double Lock Pass Book.
- 3) Cheques stopped, returned and pass book registers
- 4) Cheques Issued Register.
- 5) Branch Information (Permanent until renewed).
- 6) Balancing Books.
- 7) Tiny Deposit Suspense Register.
- 8) Cheques Requisition File.
- 9) Bankers file (permanent till arrangement is in force).
- 10) General Files.
- 11) Legal Advisers Files.
- 12) Branches files.
- 13) Letters (Postal) Inward Register.
- 14) Despatch Register (Postal Outward Register).
- 15) Local delivery book.
- 16) Pass books of Closed Accounts.
- 17) Brokers Contracts file.
- 18) Safe Custody Receipt- duplicates of counterfoils.
- 19) Inspection / Audit Reports.
- 20) Advices of Letters of Credit (opened by Cable).
- 21) Advice of Letters of Credit (to Correspondents - amendments).
- 22) Letters of Credit - Application forms.
- 23) Inland letters of credit- opening forms.
- 24) Leave record of Ex. Employees.
- 25) Stationery Registers.
- 26) GRI Enclosures letters to Reserve Bank.
- 27) Clearing Agents Instructions.
- 28) Bank Reference files for Airmail.
- 29) Released Guarantee of - Foreign Bills uncleared, negotiated under export bills of credit.
- 30) Delivery order form (Goods Loans and loans on Shares and loans against other securities).
- 31) Cheque Books, Drafts Books and Cash Certificates issue Register.
- 32) Demand Liability Registers.
- 33) Year End Returns Files.
- 34) Old Cyclostyled circulars and circular letters.
- 35) R.B.I. Return files.

- 36) L.I.C. of India Bankers memorandum (Duplicate).
 - 37) Monthly Returns file (statement).
 - 38) Managers Certificate file.
 - 39) General Correspondence.
 - 40) Service Charges/ Commission file.
 - 41) Dormant Tiny Deposit Register and file with dormant card
 - 42) Tiny Deposit confirmation letters.
 - 43) Branch Adjustment Register.
 - 44) General Charges Register.
 - 45) Staff File (Correspondence).
 - 46) PD refund forms
 - 47) Confirmations for Telegrams.
 - 48) Counterfoils, pay slips issued, drafts issued
 - 49) Counter Indemnity - Regarding - Bills & Bills of lading.
 - 50) Leave application of employees.
 - 51) Token Register.
 - 52) Remittance dispatched and received registers.
 - 53) Confirmation of Telegram.
 - 54) Festival Advance Application file.
 - 55) Refund application.
 - 56) Duly authenticated ATM Journal Print.
 - 57) Written Instructions of Tele Banking delivery chalans.
 - 58) Register for Computer consumables.
 - 59) Parameter/Master modification Register.
 - 60) Media in use / corrupted register.
 - 61) Maintenance contract file and all related records relating to Computer Hardware.
 - 62) RTI File after disposal of 1st appeal / CIC appeal.
 - 63) Delivery order forms (PCL/Pledge/SL goods loan).
 - 64) ECGC Circulars.
 - 65) Sectoral Deployment.
 - 66) Risk profile records.
 - 67) NHB/Food credit/NABARD/SIDBI/EXIM BANK / CALL / CBLU / RUPU / RREPO / SFR Files.
 - 68) Reciprocal, DICGC, CODE Files.
 - 69) AFI File.
 - 70) Equity related general file.
 - 71) Vault Register.
 - 72) All the loan papers, files, registers etc., pertaining to the Written off loan accounts for which DICGC claims have already been settled and adjusted to the loan accounts (5 years from the date of closure of account, of current calendar year).
- (Records relating to KYC/AML/CFT Policy) :**
- 73) All records relating to Cash Transaction of Value of more than Rs 10 lacs or its equivalent in Foreign Currency with transaction details
 - 74) All records relating to series of cash transactions integrally connected to each other, which have been valued below Rs 10 lacs or its equivalent in Foreign Currency , where such series of transactions have taken place within a month and the aggregate value of such transactions exceeds Rs 10 lacs, with transaction details
 - 75) All records relating to cash transactions where forged or counterfeit Currency Note or Bank

- Notes have been used as genuine and where any forgery of valuable security or a document has taken place facilitating the transaction, with transaction details
- 76) All records related to suspicious transactions, whether or not made in cash and by way of as mentioned in the rules, under PML Act
- 77) All records related to Cash Transaction Reports and Counterfeit Currency Report filed with FIU-IND.
- 78) All records relating to scrutiny of complex, unusual large transactions And unusual patterns of transactions, which have no apparent economic or visible lawful purpose and the findings of the Bank thereon

E. Records / Reports / Data / other Documents to be preserved for a period of not less than 3 years immediately preceding the current calendar year (CO, ZO, Branch and all other Offices)

1. Files of rejected loan proposals.
2. Application forms for closed loans.
3. Bill realization letters received from collecting Bankers/ Branches.
4. Acknowledgements.
5. V.P. Receipts files.
6. NOSTRO A/c. /Position Register.
7. Confirmations for Telegrams.
8. Purchase/Sale Note.
9. Reconciliation sheets.
10. GR/SBF/EP/PP/SOFTEX Form Register/ System generated Hard Copy.
11. Due diligence compliance.
12. Review of sensitive sector.
13. Mid-year review.
14. Concurrent Auditor's Report.
15. LFAR - Review Report.
16. Progress report of the branch.
17. Press copy books.
18. Salary Book.
19. Book of Shares lodged for transfer.
20. Drawing Power Register.
21. Bank Transfer Scrolls.
22. Sub-Daybook
23. Call Centre Register (in soft copy)
24. Management Review result of ISMS (Minutes of ISO 27001 Steering Committee)
25. Incident Management Report pertaining to IT environment
26. Results of internal audits, including implementation and effectiveness of any corrective action taken to meet ISO 27001 requirements
27. Appropriate record of training on Information Security aspects
28. Record on time spent on information Security Management System activities (Weekly/ monthly)
29. Information Security Management System Policies, Procedures and Documents framed to meet ISO 27001 standards

30. Invoices and proposals from ISO 27001 Certification Agency
31. Records of skill experience and qualifications in the area of Information Security Management System
32. Logs of Users activities, exception and security events pertaining to IT environment

**F. Records / Reports / Data / other Documents pertaining to GOVT. TRANSACTIONS:
(CO, ZO, Branch and all other Offices)**

1. Shall be preserved as per guidelines for each scheme.
2. Scrolls relating to Government transactions should be preserved to a period not less than 5 years immediately preceding current calendar year and consolidation sheets be preserved to a period not less than 3 years preceding the current calendar year, provided, in the meantime audit of the relative records have been done. In case, audit is not over, records should not be destroyed unless otherwise advised by the appropriate authorities or until audit is completed and related objections if any are settled finally.
3. In the case of documents, it should be from the date on which they cease to be effective.
4. In the case of ledgers and registers it should be from the date of last entry (debit or credit) in such ledger / Register.
5. The records involved in any investigation/fraud cases should not be destroyed without permission from the competent authority.
6. In case of stipulation by IT Act/any other Law regarding retention period of documents beyond the period mentioned as above, branches have to maintain such records accordingly.

List of Branch Documents

1. Documents / sanctions relating to leased premises.
2. Insurance Policies relating to Bank's premises. stationery, safes, furniture, vehicles etc.,
3. Power of Attorney of officers.
4. Agreement of Indemnity taken in connection with the issue of duplicates of lost demand drafts, Term Deposit receipts, Traveller's Cheques etc.,
5. Letter from Head Office / Controlling Office fixing the cash and Bank balance Limit and latest circular on Blanket Insurance Cover.
6. Sanction letter from Head Office for discounting facilities with other Banks.
7. Receipts towards deposits made for Electricity, Post and Telegraphs, Municipality etc.,
8. RBI Licence – for Branch opening.
9. Certificate given by Inspector of Weights and Measures.
10. Licence under Shops and Establishments Act.
11. Safe Deposit Receipt for Deposit of suplicate keys of Cash Safe, Jewel Safe, Safe Room etc., (Safe Deposit Receipt should not be kept in the cash safe).
12. Copies of title deeds of Branch Premises owned / certificate of holding the originals from CO: Premises Department.
13. Discretionary Power Booklet for advances and Expenditure.
14. Specimen Signature Booklet of Bank's Officers, RBI Officers and Correspondents.
15. Test key for TTs, MTs.
16. Agreement with Tiny Deposit Agent, Appraiser etc.,
17. Sealed packets containing spurious jewels.
18. Valuable articles found in the locker room.
19. Any Document / record / vouchers required to be kept under safe custody by Head Office / Central Bureau of Investigation.
20. Check cipher codes of Telegraphic keys of other banks and correspondents.
21. Power of Attorney granted by constituents in favour of the Bank.
22. Documents / securities held after redemption of loans.
23. Particulars about transfer of long pending items in Nominal Accounts to CO: Accounts Department.
24. Manual of Instructions.
25. Indemnity Bond obtained in settling certain claims on deceased depositor's account.
26. Documents relating to Annual Maintenance Contract.
27. Any other important document (other than pertaining to advances & guarantees) which has to be kept over a period of time and preservation / custody of which is not recorded in any other register.

Register of Movement of Old Records

| Date of withdrawal | Particulars of records drawn | Purpose of withdrawal | Signature of the receiver with Name of the dept. | Initials of the officer-in-charge | Date of return | Initials of the Officer-in-charge |
|---------------------------|-------------------------------------|------------------------------|---|--|-----------------------|--|
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Annexure 7

Certificate to be issued by the Branches / Zonal Offices after disposal of the records to the concerned Sanctioning Authority

From

Indian Bank

..... branch / Zonal Office.

To

..... Sanctioning Authority.

Sir,

Sub: Disposal of old records – reg.

Ref: Your sanction no. dt.

With reference to your above referred sanction on the disposal of the old records pertaining to our branch / zonal office, we certify that we have destroyed all the records as per the sanction accorded by you and the relevant books of accounts have been tallied with GL/BGL/CGL head concerned. We also certify that we are maintaining a register, wherein, the list of items that are destroyed are recorded.

Yours faithfully,

(Branch Manager/Officer-in-charge)

Place

Dated