

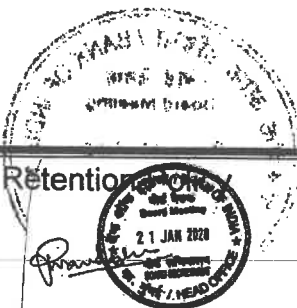
ANNEXURE-B



**GENERAL OPERATIONS DEPARTMENT
HEAD OFFICE**

**DOCUMENT HANDLING
AND
RETENTION POLICY**

DECEMBER, 2019



Index

Chapter No.	Particulars	Page No.
1	Preamble	3
2	Purpose	3
3	Scope	3-5
4	Time limits for preservation of records	5-7
5	Record Management	8-10
6	Procedure for different Types of Documents	10
7	Preservation, maintenance and elimination of records and files for written off loan accounts	10-11
8	Record of Govt. Transactions	11
9	Safety Precautions (Overnight)	11
10	Procedure to be followed for Storage, Retrieval of old records	11-12
11	Supervision and Control of Old Records	12
12	Preservation of Records on Off-shore Locations	13-14
13	Removal and Disposal of Records	14-15
14	Destruction of Records	15-16
15	Register to be maintained at Zonal Office / Head Office	16
16	Inspection and follow-up	16
17	Protection Clause	17-18
18	Review of Policy	18
19	Annexure-I	19-21
20	Annexure-II	22-23
21	Annexure-III	24-25
22	Annexure-IV	26-27
23	Annexure-V	28
24	Appendix-I	29
25	Appendix-II	30



1. PREAMBLE

In the changing scenario of the Banking industry, preservation of all the records and documents in offices for improving efficiency of a bank on the matters pertaining to customer service, housekeeping and prevention of frauds etc. in terms of Regulatory / Statutory guidelines need to adopt expert, professional and scientific system of record management.

Record Maintenance provides important inputs to the Management to understand and analyse the scale and complexity of business, details of assets, liability, income, expenses and off-balance sheet items. Proper maintenance of records is also necessary to settle payments related to clients. This would also help in dealing/complying with existing, pending and/or reasonably foreseeable litigations, investigations and certain court orders which require specific records to be retained.

It is essential to have proper handling, maintenance, storage, retrieval, withdrawal and disposal policy of such records, as the bank deal day in and day out with high risk security documents. All the records are to be preserved carefully, so that they are available for any reference in future. Keeping all aspects in the subject in view, Documents Handling and Retention Policy assumes great significance.

2. PURPOSE

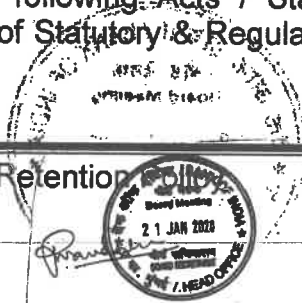
The purpose of this policy is to create a formal written guideline on day to day work flow about proper storage of old records, its retrieval & withdrawal for reference, redeposit and ultimately its disposal.

3. SCOPE

3.1 The scope of this policy is to learn and implement standard procedure for document storage, retrieval and disposal of all important documents including documents to be preserved as per statutory / regulatory requirements as amended from time to time, to be followed in the organization by all branches and other offices. This is applicable for all the documents kept including electronic mode / scanned form. The guidelines are applicable to Head Office, NBG Offices, Zonal Offices, all Branches and other offices relating to:

- Records to be preserved permanently;
- records to be preserved for not less than 10 years;
- records to be preserved for not less than 8 years;
- records to be preserved for not less than 5 years;
- records to be preserved for not less than 3 years;
- and records to be preserved in respect of Govt. transactions.

3.2 **Statutory & Regulatory Requirements of Records:** While preserving the records, the requirements of the following Acts / Statutes shall be taken into consideration to meet compliance of Statutory & Regulatory provisions, particularly those as stipulated in :



- a. Banking Regulations Act, 1949;
- b. Companies Act, 1956 / 2013;
- c. Income Tax Act, 1961;
- d. Indian Evidence Act, 1812;
- e. Banking Companies (Period of Preservation of Records) Rules, 1985;
- f. Bankers Books Evidence Act, 1891;
- g. RBI Act, 1934;
- h. Information Technology Act, 2000;
- i. Right to Information Act, 2005;
- j. Prevention of Money Laundering Act, 2002;
- k. Regulation 9 of SEBI (Listing Obligations and Disclosures Requirements), Regulation 2015.

3.3 The Document Handling and Retention should also take into account adequacy on the following criteria:

Contents -

- a) It should provide sufficient data to the management to monitor, assess and control the risks incurred and performance of the Bank;
- b) The nature and performance of each transaction is explained;
- c) The Bank can comply all of its statutory and regulatory obligations.

Frequency -

It should be prepared in such a manner that management can take timely decision based on the latest information.

Security -

Record / Data is available only to authorized officials.

Durability -

Records should remain in original form, without deformation and without electronic data getting corrupt.

Lag -

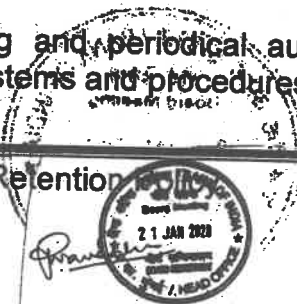
Initial recording of all transactions is as soon as they take place.

Accuracy -

It has to be ensured that data recorded is complete, accurate and free from an error.

Verification -

System of immediate checking and periodical audit to verify adequacy of contents, follow-up of proper systems and procedures and their accuracy.



3.4 To meet the above objectives the following policy guidelines are framed:

- a. Each and every official of the Bank shall be responsible to maintain the records as per the duties and responsibilities assigned to him / her from time to time;
- b. the record shall be maintained in the manner and format prescribed in the **Bank's Manual of Instructions, Branch Circulars and / or any other Communication**, issued from time to time. **No deviation** in this regard shall be permitted unless authorized by the Competent Authority;
- c. the record shall be maintained simultaneously with the completion of transaction or completion of a given task;
- d. it shall be the primary responsibility of the record creator to ensure accuracy in recording the transactions in all respects and secondary responsibility of the supervisor responsible for checking. The Bank's auditors shall be responsible for bringing out the irregularities, inaccuracies observed in maintenance of the record in their reports;
- e. in the computer environment, it shall be the responsibility of the concerned official to ensure that only approved software is used for maintenance of bank's records. The authority to approve the software for the use at different offices of the bank shall rest with the Information Technology Department, Head Office / EDP Cell of Zonal Offices;

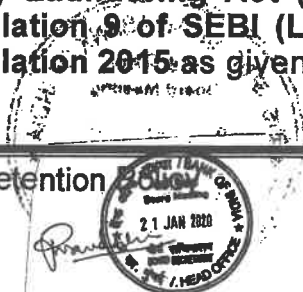
4. TIME LIMITS FOR PRESERVATION OF RECORDS

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 up to 10 years, 8 years, 5 years, and 3 years.

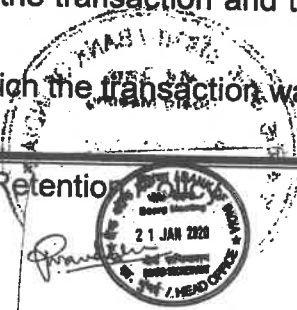
The documents to be preserved permanently are given in **Annexure I**. Similarly, the items to be preserved for a period of not less than 10 years, 8 years, 5 years and 3 years, immediately preceding the current calendar year, which are non-permanent ones, are given in **Annexure II to V** at the end. Adequate care has to be taken for the preservation of records.

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

4.2 While preserving the records as per the prescribed time period branches / offices have to consider the provisions made in the **Banking Companies (Period of Preservation of Records) Rules 1985, Information Technology Act, 2000, Prevention of Money Laundering Act (PMLA) 2002, Right to Information Act 2005 and Regulation 9 of SEBI (Listing Obligations and Disclosures Requirements) Regulation 2015** as given below -



- a) As per **Banking Companies (Period of Preservation of Records) Rules, 1985**, Bank to preserve certain records like books, accounts and documents like Cheque Book Registers, Delivery of Orders Registers for a period of not less than 5 years and in case of Personal Ledgers, Loans / Advances Registers, F.D. Interest Registers, etc. not less than 8 years.
- b) **Bank's Communication and Operations Management Policy, under the Corporate Information Security Policy (CISP)** stipulates following requirements (including statutory & legal) based on **Information Technology Act, 2000** –
- i. Retention period of data would be decided by the business owner. In no case the retention of data would be less than the period mandated by the regulations relevant to the data;
 - ii. Retention of transactional records will be maintained for a period of Ten years as per RBI guidelines.
- c) Bank are required to take following steps regarding maintenance, preservation and reporting of customer account information, with reference to **provisions of Prevention of Money Laundering Act, 2002 and Prevention of Money Laundering (maintenance of Records), Rules 2005** as under –
- i. maintain all necessary records of transactions between the bank and the customer, both domestic and international, for at least five years from the date of transaction;
 - ii. preserve the records pertaining to the identification of the customers and their addresses obtained while opening the account and during the course of business relationship, for at least five years after the business relationship is ended;
 - iii. make available the identification records and transaction data to the competent authorities upon request;
 - iv. introduce a system of maintaining proper record of transactions prescribed under Rule 3 of Prevention of Money Laundering (Maintenance of Records) Rules, 2005 (PML Rules, 2005);
 - v. maintain all necessary information in respect of transactions prescribed under PML Rule 3 so as to permit reconstruction of individual transaction, including the following:
 - 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.
- E. evolve a system for proper maintenance and preservation of account information in a manner that allows data to be retrieved easily and quickly whenever required or when requested by the competent authorities;
- F. maintain records of the identity and address of their customer, and records in respect of transactions referred to in Rule 3 in hard or soft format.
- d) Legal provisions as regard to **RTI Act, 2005**, there is no time limit prescribed for preserving documents. Further, as per Sec 8 (3) of the RTI Act, the Public Authority, subject to the clause (a), (c) and (i) of Sub-Section (1) of Sec 8, has to provide the information relating to any occurrence, event or matter which has taken place, occurred or happened 20 years prior to the date when the request / application is made. It implies that no Public Authority can claim exemption under Sec (1) (d), (e), (g), (h) & (j), if the information called for is 20 years old.

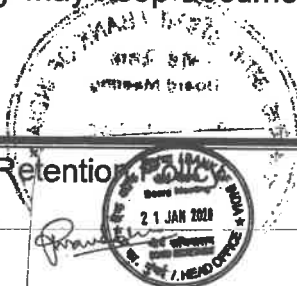
With regard to the above provisions Indian Banks' Association (IBA) has clarified that Banks are free to follow the existing rules of preservation of records governing them. As Right to Information Act, 2005 does not prescribe a record retain schedule, the records are to be retained as per the record retention schedule applicable to the public authority. It must be noted that if banks are required to retain any particular records under any other Act like Prevention of Money Laundering Act, 2002, etc., it must be strictly followed. Same position was expressed by the Central Information Commission in an appeal filed by Shri Adinath Mandal against Zonal Manager & Chief Information Officer, Bank of India, Howrah Zone and Shri K.R. Kamath, Executive Director & Appellate Authority, on September 10, 2007 (Appeal No.875/ICPB/2007-F.No. PBA/07/707 dated September 10, 2007). Branches are required to produce records in their possession in terms of extant rules of preservation of records.

- e) As per **Regulation 9 of SEBI (Listing Obligations and Disclosures Requirements) Regulation 2015**, the listed entity shall have a policy for preservation of documents, approved by its board of directors, classifying them in at least two categories as follows:-
- i. Documents whose preservation shall be permanent in nature
 - ii. Documents with preservation period of not less than eight years after completion of relevant transactions:

Provided that the listed entity may keep documents specified in clauses (i) and (ii) in electronic mode.



Bank's Document Handling and Retention Policy



5. RECORD MANAGEMENT

5.1 Place of Storage:

Branches / Offices have to identify and should have approved place of storage to keep all old records of the branch /offices safely. Such place should be zone / region-wise convenient and easily accessible to all the branches, offices. 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 require **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. Proper care has to be taken that, current records placed in the branch are also well secured. Individual branch / offices may outsource document storage activity, however approval from the competent authority to be taken after due diligence and verification.

5.2 Registers for preservation

All branches, offices should maintain formats / registers of the records both in current use as well as under preservation. Further, there should be a separate register for listing and recording all books of accounts, files and registers in current use with the respective current numbers and separate register which relates to items consigned for preservation.

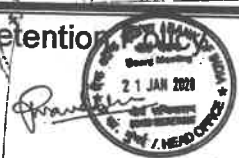
A proper labeling of each of the items at the time of placing in the records will facilitate easy location and handling of items in old records. The register to be maintained should be complete and to be updated with all details regularly.

5.3 Referencing / Indexing

All the records kept under preservation with store room or within the branch, office 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. 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.

5.4 Arrangement of old records

Old books, ledgers, registers, etc., should be properly labelled to indicate the name of the department and the period of use. They should be neatly arranged chronologically, department-wise and placed on racks. Daily vouchers should be neatly fastened together with a date tag to prevent misplacement or loss. Depending upon the number of vouchers, the bundles of daily vouchers should be tied in one large bundle comprising vouchers of one week, fortnight, month, etc. Such bundles of vouchers should be labelled indicating the dates to which



they relate. There is nothing against having the vouchers relating to a longer period than usual tied up in one bundle in order to save space.

Where old records of different Branches / Offices are kept in one record room, care should be taken to ensure that the records of each Branch / Office are placed Branch-wise / Office wise distinctly separate from records of another Branch / Office and arranged neatly indicating the name of the Branch / Office on the racks where they are placed.

For easy reference a record should be maintained in a pass book indicating file name, file number, rack number, name of Branch / Office and description of records stored on the racks. It is advisable to display cardboards / bin cards indicating particulars of such records kept on each rack.

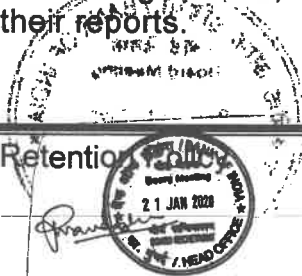
Counterfoils of contents memos, Government notifications, office copies of Credit Notes and Debit Notes and such other subsidiary old records not required by the Branch / Office for future reference may be destroyed with the approval of Zonal Office, Head Office so that storage space is not wasted.

5.5 Department-wise record of books

The Bank's books and records being of a confidential nature require watchful handling at all times. Every department should maintain a record of books which are in use in that department. Each book should be numbered serially and a record maintained in a special pass book with the following columns:

- (1) Date
- (2) Number
- (3) Description
- (4) Period of use (from to
- (5) Remarks.

- a) Each and every official of the Bank shall be responsible to maintain the record as per the duties and responsibilities assigned to him / her from time to time.
- b) The record shall be maintained in the manner and format prescribed, Branch Circulars and / or any other Communications issued from time to time. No deviation in this regard shall be permitted unless authorized by the Competent Authority.
- c) The record shall be maintained simultaneously with the completion of transaction or completion of a given task.
- d) It shall be the primary responsibility of the record creator to ensure accuracy in recording the transactions in all respect and secondary responsibility of the supervisor responsible for the checking. The Bank's auditors shall be responsible for bringing out the irregularities, inaccuracies observed in maintenance of the record in their reports.



- e) In the computer environment, it shall be responsibility of the concerned official to ensure that only approved software is used for maintenance of the bank's records. The authority to approve the software for the use at different offices of the bank shall rest with the Information Technology Department, Head Office / I.T. Department of Zonal Office.

When the books are shifted to the record room, a suitable remark should be made in the pass book. Only the current books should be kept in the department concerned. Books and files relating to earlier years and not required for frequent reference should be kept in the record room.

6. PROCEDURE FOR DIFFERENT TYPES OF DOCUMENTS

Bank has clearly defined procedure to be followed by branches / offices as part of guidelines for different types of the documents and items like ATM cards, Internet banking requests, cheque books, demand drafts, other loan documents etc. depending upon the risk underlying / assessed in handling such items / documents.

- ATM Cards
- ATM cards and ATM Pin is stored at different places under dual control.
- Internet banking Passwords are stored under dual control.
- Cheque Books, Demand Drafts and Other Loan documents are kept under dual control.

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

7. PRESERVATION, MAINTENANCE AND ELIMINATION OF RECORDS AND FILES FOR WRITTEN OFF LOAN ACCOUNTS

- a) 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 and waiver of legal action is approved by the competent authority within the limitation period.
- b) 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 and waiver of legal action is approved by the competent authority within the limitation period.
- c) 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.



- d) Notwithstanding what is stated above in any written off loan account in which, suit / legal action by or against the Bank is pending or fraud has been detected, or investigation is in progress and staff accountability is ascribed, the records should be maintained till the aforesaid issues are decided conclusively. Elimination of such records can be done after a period of 5 years thereafter i.e. upon conclusive decision of all such issues, after the prior permission of the competent authority.

8. RECORDS OF GOVT. TRANSACTIONS:

These shall be preserved as per guidelines for each scheme.

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 for 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 competent authority or until audit is completed and related objections if any are settled finally. For the purpose of above the period shall be reckoned as under:

- i. In the case of documents, it should be from the date on which they cease to be effective.
- ii. In the case of ledgers and registers it should be from the date of last entry (debit or credit) in such ledger/ Register.
- iii. The records involved in any investigation/fraud cases should not be destroyed without written permission from the competent authority

9. SAFETY PRECAUTIONS (OVERNIGHT)

As a safeguard against fire, theft, etc., all important books, records, vouchers, etc., should be kept overnight in strong-room / vault / fire-proof safes or almirahs, to ensure safety. Otherwise, they should be stored in steel cupboards which should be locked and key should be under custody of authorized official. Books and records should under no circumstances be left lying overnight outside on the counter. In case the arrangements for storing books and records overnight are not satisfactory, the Branch Manager must examine the position in all aspects and submit his recommendations immediately to the Zonal Manager / Head Office for granting strong- room / vault / fire-proof safes or almirahs.

10. PROCEDURE TO BE FOLLOWED FOR STORAGE, RETRIEVAL OF OLD RECORDS

Branches / Offices should submit the request for required document with clear purpose. Request to be sent to respective controlling offices 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.



For the purpose of authentication, the 'Records Issue Register' to be maintained by the branch. In the said register, there should be necessary columns for all items taken out, withdrawal, description, initials of the authorized official, receiver's signature, and date of re-deposit and signature of the authorized official. 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.

In all cases, where records are called by the Police / Investigating Agencies / Regulatory and / or Government authorities by virtue of the powers conferred under law, a **written requisition** has to be taken from them citing the relevant provisions of law and an **acknowledgement obtained** from the recipient in respect of the particular record which has been delivered consequent to the above. Needless to say the certified true copies of such records are to be retained by the Branch / Offices along with the summons / requisition as above and the acknowledgment of receipt of the same.

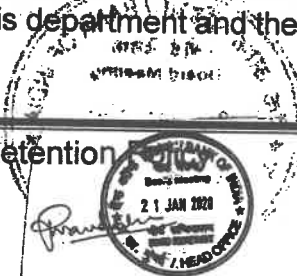
11. SUPERVISION / CONTROL OF OLD RECORDS

11.1 Branches / Offices should use Old Record-cum-Delivery Register (Form CD 119) to keep a proper and up to date record of old registers, books, etc., stored in the record room and their delivery for occasional reference and return of books to and from departments. At larger Branches, the Register may be divided into separate sections for important books and a number of pages should be allocated for each section, for example (i) Current Deposit Ledgers, (ii) Advances Registers, (iii) Advances Ledgers, (iv) Stock Register of Goods Hypothecated/Pledged, (v) Overdraft Register, etc.

11.2 No record may be removed from the old record room without a proper request being made in writing on the form (Specimen—Appendix I). It will be the responsibility of an officer who makes a request for delivery of old record to ensure that the item of old record is returned immediately when no longer required. The following officials at Branches / Offices should be assigned the responsibility of looking after the old records at Branches:

Small Branch	: Manager
Medium Branch	: Assistant Manager (Admn.)
Large Branch	: Deputy Manager (Admn.)
Very Large Branch	: Deputy Chief Manager (Admn.)
Exceptionally Large Branch	: Chief Manager (Admn.)

11.3 As far as possible, voucher bundles should not ordinarily be removed from the old record room. If any voucher required for reference is taken out of the record room, a few important details of the voucher should be written on a piece of paper. This piece of paper should be kept in the place of the voucher in the presence of the designated officer in charge of old records. The officer in charge will also keep a record in a separate pass book, of the particulars of voucher taken out, such as date, name of the staff member taking delivery of the voucher and his department and the entry will be marked off when



the voucher is returned. The original voucher should be kept back in the bundle in its place and the piece of paper kept there-may be destroyed.

11.4 When an officer sends a clerk to make a search of the required old record in the record room, he should send a slip authorizing the clerk to make the search and indicating what records have to be examined. The clerk on duty in the record room will maintain a pass book regarding such visits. The following details should be entered in the pass book:

- (1) Date of visit
- (2) Time of visit
- (3) Department and office from which the person was authorized to search the record.
- (4) Name and signature of the person who visited
- (5) Brief particulars of the records examined.

11.5 Officers making a search personally need only enter the particulars in the pass book and sign their names.

11.6 The officer-in-charge of old records should carry out periodical inspection of the record room and he will be responsible to see that the doors are properly locked each evening and keys are kept in the safe under dual control. The officer will also be responsible to see that all the old records are neatly and properly kept at all times and will examine the register each day to see which items are outstanding unreturned and, if they have been retained for more than two days, will inquire as to the reason. If the item is likely to be retained for some days, a suitable remark should be made in the register in the "Remarks" column.

11.7 One of the purposes of record maintenance is to get the required information readily available as and when needed.

12. PRESERVATION OF RECORDS ON OFFSHORE LOCATIONS

As per the Reserve Bank of India directions, the records can be preserved at an off-shore location, outside India only after the prior approval of Reserve Bank of India. While granting such approval, Reserve Bank of India will take into account following aspects:

- i. The records and data are available to management in India on a timely and reasonable basis;
- ii. adequate back up facilities are available for electronically stored data;
- iii. security is maintained during cross-border transfers;
- iv. RBI inspectors (and external auditors) will be permitted to visit and carry out examinations at the offshore location;
- v. Where the offshore service provider is a regulated entity, the relevant offshore regulator will not obstruct the arrangement nor object to RBI inspector's visits;
- vi. If data processing at the offshore location is outsourced 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 provide such services to a bank in India;
- vii. The availability of records to management and the RBI will withstand the liquidation of either the offshore custodian or the bank in India;
 - viii. The regulatory authority of the offshore 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 offshore processing is done in the home country of the bank);
 - ix. Secrecy and confidentiality of data is maintained;
 - x. The jurisdiction of the courts in the offshore location where data is maintained does not extend to 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
 - xi. The original records will continue to be maintained in India.

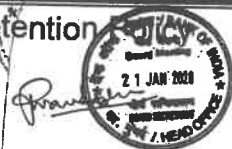
13. REMOVAL AND DISPOSAL OF RECORDS

a) As time passes, the period for preservation lapses and such items are permitted to be withdrawn from the records and disposed off. 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 for space. The process of elimination of records can be conveniently taken up by the branches, offices 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. 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.

b) 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 ___.

c) 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 as per the organizational set up of the bank and shall be submitted accordingly concerned offices for seeking approval. Such list shall be forwarded to the concerned office further on or before 30th June every year. The said list to be drawn up in the following form and should be signed by authorized officials and other officers.

d) 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, Offices 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 / Office or a person designated by him for the said purpose. If the branches, offices cannot identify a



waste paper dealer locally, such of those branches, offices may write to the concerned Controlling Office for further instructions in the matter.

e) After disposal of the records, a certificate has to be sent to the concerned controlling Office about having destroyed the old records in predefined format. In respect of old records of Zonal Offices and all other Offices, Head Office, Stationery Records Department is the competent authority to permit the elimination, Zonal and all other offices shall ensure compliance. The procedure for elimination of old records prescribed for branches as above is applicable to Zonal Offices and all other Offices also, while seeking permission from Head Office for elimination of old records pertaining to them.

f) In respect of old records of Zonal Offices and all other Offices, Head Office, Stationery Records Department is the competent authority to permit the elimination, Zonal and all other offices shall ensure compliance. The procedure for elimination of old records prescribed for branches as above is applicable to Zonal Offices and all other Offices also, while seeking permission from Head Office for elimination of old records pertaining to them.

14. DESTRUCTION OF RECORDS

(a). The destruction of records from time to time after the lapse of minimum period of preservation is required due to acute shortage of space and costly rents of the space.

As soon as the list is submitted by the branches / offices, it has to be scrutinized at the Zonal office, Head office by the person duly authorized for the same and permission accorded to the branch / office after due scrutiny of the list submitted by the branch / office. After due scrutiny, Zonal office / Head office endorse permission for destruction / disposal by the branch / office. After reasonable time from date of such permission accorded to the branch / office a reminder has to be sent to the branch / office as to whether the records permitted to be destroyed or not and to call from the branch / office a certificate to that effect.

(b). The record to be destroyed will be only those, which is above the minimum prescribed as given in ANNEXURE- II to ANNEXTURE-V, at present or any other period prescribed in future for the given item. However, the following record shall not be considered for destruction irrespective of their age:-

- i) Where **suits** have been filed/legal action is pending
- ii) Records where **Staff Accountability** has to be ascertained
- iii) Records relating to **frauds/police** enquiries/other investigations are pending
- iv) **Indemnities** obtained in respect of deceased accounts/lost TDR/DDs etc.
- v) **Income-tax attachment orders** including sealing of SDV lockers
- vi) **Garnishee Order** or other Govt. /Court Orders etc.
- vii) Wherever **books are not balanced**, the supporting original records such as ledgers, supplementaries, etc.



viii) Where insurance claim made by the bank are pending unsettled etc.

The following procedure shall be adopted for destruction of the record:

- i. list of items eligible for destruction as given in ANNEXURE – II to Annexure V shall be prepared;
- ii. record to be destroyed shall be segregated and inspected by the official responsible for attending this work;
- iii. while inspecting the record, it shall be ensured that no record which is not eligible for destruction and also the records which are required to be maintained as an exception as per the guidelines given above are not included in the list;
- iv. the certificate for destruction of record shall be verified and signed by the Head of the Office and the Officer attending the destruction (Appendix-II);
- v. the segregated record shall be destroyed by burning in the presence of two officials or given for converting it into pulp (after tearing into pieces) to the approved agents;
- vi. Amount, if any, received from the approved pulp maker shall be credited to Bank's P&L Account;
- vii. The date and place of destroying the record shall be recorded in the bank's records;
- viii. The relevant record of destruction of record shall be properly preserved and shall be made available for the purpose of Audit.

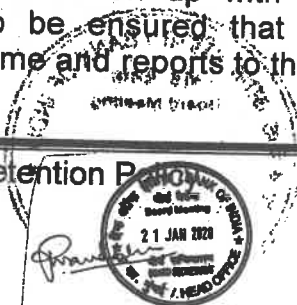
15. REGISTER TO BE MAINTAINED AT ZONAL OFFICE / HEAD OFFICE

For the purpose of enabling the Zonal Offices/Head Office to know the position at any time, a register is to be maintained in a specified format which serves as a Watch Register to ensure compliance of the instructions.

16. INSPECTION AND FOLLOW-UP

When in the inspection report a mention is made about the storage of records and the irregularities therein, the Inspectorate will send a copy of the inspection report to the Controlling Office for follow-up actions.

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



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

17. PROTECTION CLAUSE

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.

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.

Law does not afford any protection in respect of any negligence in the matter of preservation. Protection may be available in case of records destroyed due to circumstances beyond human control like fire, flood, earthquake or any other Act of God, despite Bank taking effective measures for safe custody. 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 the time, date of occurrence etc.

Safety & Security of Records

- i. Records shall be maintained in such a manner that it is available as & when needed, without any loss of time
- ii. It shall be preserved in such a way that it is accessible only to the authorized officials of the bank
- iii. The record which is not current one and not required for day to day reference shall be always kept under lock & key
- iv. The record shall be segregated into a current one and old by the officials who are responsible for maintenance of records
- v. The periodical pest control shall be carried out to protect records from the attack of rats, ants and termites, wherever this facility is available. The centers where this facility is not available, the concerned official shall inspect the record once in a month and take appropriate action to preserve the records safely.
- vi. The records in the form of electronic data shall be preserved as per the guidelines issued by Information & Technology Department, Head Office, from time to time.
- vii. It shall be the responsibility of the Head of the Office to ensure that adequate number of firefighting equipment's are properly installed and periodical refilling is done for safety and security of records. The training to handle these equipment's shall be given to the staff.



- viii. The old record shall be periodically rearranged in order to accommodate additional / new records.
- ix. The records shall be maintained for the minimum number of years as prescribed from time to time. Presently, the records shall be maintained for the minimum years given against each item as per Annexure.
- x. The Branch Managers should personally verify/examine all old records, books vouchers at an interval of not more than 6 months to see that they are properly maintained and preserved. All the books are labeled and placed neatly in order and that none has been damaged. A certificate shall be given every half yearly by the Branch Managers and the same shall be kept on records for the purpose of verification of the Auditors

18. REVIEW OF POLICY

The Bank reserves the right to amend / modify this Policy on Document Handling and Retention Policy, as and when deemed fit and proper, at its sole discretion. However, the Bank shall endeavor to review the Policy at annual intervals or upon any changes announced / adopted by the Reserve Bank of India.



Illustrative list of Documents to be preserved are given below and same may be reviewed periodically

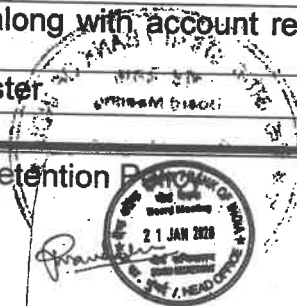
ANNEXURE -I

Records to be Preserved Permanently

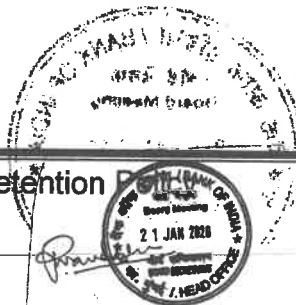
S.No.	Particulars of Record
1	Register of Members
2	Register of Directors
3	Minutes Book of Directors
4	Book of Minutes on meetings of Shareholders
5	Return of Annual list of Members and summary of capital
6	Directors approval Book
7	Dividend Warrants Register
8	Transfer Deed Files
9	Counterfoils of Share Certificates
10	Shares lying in Register
11	Share Renewals, Sub division, Duplicates and consolidated Register
12	Share application forms
13	Register of Mortgages & 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 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 Register
35	General Ledger
36	Specimen Signature file or books
37	Confidential Files and files relating to Industrial Disputes and Writ Petitions
38	H.O. Circulars
39	Claims Files
40	Head Office Correspondence
41	Sundry Assets Files
42	Credit Information Book
43	Office Order Book
44	Furniture & Fixtures files
45	Indemnity Bonds
46	ATM Card/Debit Card issue — Registers/Applications
47	Default Account intimation for funds transfer, utility payment in respect of Tele Internet banking Registers / Applications
48	Acknowledgement for receipt of PIN / Password / User ID
49	Vendor Agreements / Third party Agreements
50	Pre- migration Data Backup (Physical)
51	User Identification Register
52	Register indicating Records held in Electronic Form
53	Disputed Transaction Records
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	Equitable Mortgage Register & EQM Attendance Register
62	Jewel Appraiser's File
63	Data processing Policy along with account related records pertaining to purchases/orders
64	Hardware/Software Register



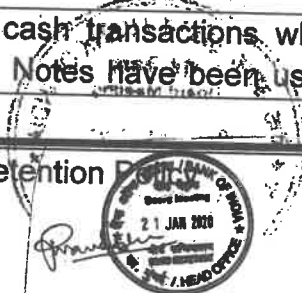
65	RBI Inspection Reports/Notes
66	Bonus Register /File
67	Complaint Register / File
68	Authorization / Licenses for opening of Branches and related records
69	Authorization Files / records of approving branches for various Govt. business (CBDT/CBEC/Railways/Post Office/PPF/Senior Citizen Saving Scheme, etc.)
70	Authorization / Licenses of branches for undertaking Foreign Exchange Business
71	Register / Record for destroying old records
72	Record / Documents containing details of all accounts and transactions, in respect of which amounts has been transferred to Depositors Education Awareness Fund (DEAF)
73	Disclosure made under the SEBI Insider and Takeover Regulations and the SEBI (LODR) Regulations, 2015 to the Stock Exchange from time to time
74	Shareholder and Joint Venture Agreement
75	Balance Sheets of Bank
76	Record of Power of Attorney issued to staff on behalf of Bank
77	Important files pertaining to criminal cases filed by the Bank / against the Bank
78	Lock and Key register
79	Records pertaining to nomination in all accounts
80	Tie-up , MOUs made by Bank
81	Suits/ Legal action is contemplated or filed or pending by or against the Bank
82	Records related to Staff Accountability has to be ascertained
83	Records relating to frauds / police enquiries / other investigations are pending
84	Indemnities obtained in respect of deceased accounts / lost TDR / DDs etc.
85	Income Tax attachment orders including sealing of SDV lockers
86	Garnishee Orders or other Govt. /Court Orders. etc
87	Ledgers, supplementaries and supporting original records related to un-balanced books
88	Insurance Claim made / filed by the bank and pending for settlement



ANNEXURE –II

Records to be preserved for a period of not less than 10 years immediately preceding the current calendar year

S.No.	Particulars of Record
1	Current, Savings, T.D, RD., Cash Certificates, Fixed, Short, Special Term, Call Deposit Registers
2	Drafts, TTs and MTs Paid Registers/ statements
3	Drafts, TTs and MTs issued Register
4	Record/Ledgers of Accounts with other Banks
5	Bills purchased & discounted register
6	Bills for collection received and sent registers
7	Clearing cheques Registers
8	Local Cheques Collection Register.
9	Foreign Bills for collection Register
10	Foreign Bills for negotiations Registers
11	Cash Receipts and Payment Books. (Scrolls)
12	Clearing House Books
13	Pay slips issued book
14	Slips, Cheques and voucher relating to MTs, DDs, TTs, FDs and all other deposits, loans, overdrafts, bills etc
15	Register/book of Purchase, Sale and auction of goods and other securities.
16	Counterfoils Pigmy Cards
17	Interest on Deposit register
18	Remittance Register
19	Cable Transfer Orders
20	Mail Transfer Orders
21	NRO /NRE /FCNR/RFC and Non Resident Deposit Registers/ System generated hard copy
22	All Records relating to Cash Transaction of value of more than Rs.10 lacs or its equivalent in Foreign currency with transaction details
23	All records relating to series of cash transaction 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
24	All records relating to cash transactions where forged or counterfeit Currency Note or Bank Notes have been used as genuine and where



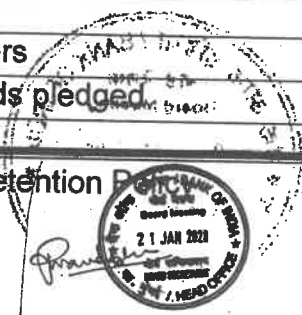
	any forgery of valuable security or a document has taken place facilitating the transaction, with transaction details
25	All Records related to suspicious transactions, whether or not made in cash and by way of as mentioned in the Prevention of Money Laundering (Maintenance of Records) Rule, 2005
26	All cross border wire transfers of the value of more than five lakh rupees or its equivalent in foreign currency where either the origin or destination of fund is in India;
27	Records pertaining to Deductions and Payments of Income Tax / Professional Tax
28	Return / Data / Forms sent to RBI / Ministry of finance
29	Stamp Balance Book
30	Refinance Applications Ledger



ANNEXURE –III

Records to be preserved for a period of not less than 08 years immediately preceding the current calendar year

S.No.	Particulars of Record
1	Day Book and Supplementary
2	Subsidiary Ledgers
3	Overdraft Registers
4	Loans, Advances and Cash Credit Registers
5	Sundry Small Balances - matured deposit, suspense, unclaimed deposit, collection accounts, bills margin registers
6	General Accounts - register
7	Sundry Assets - register
8	Records of Sale and Purchase Contract (Investments on behalf of clients)
9	Register showing collection of Dividends and Interest on securities on behalf of constituents.
10	Register of shares received
11	Summary of Liabilities by Guarantees and Indemnity
12	Advice manifold for Import letters of credit
13	Control Sheets for Letters of Credit
14	Ledger forms for Letters of Credit
15	Loans against documents (Loans against merchandise and trust receipts
16	Counter Indemnities regarding Letters of Guarantees
17	Trust Receipt Certificates
18	Safe in and Safe out Registers (Securities kept in and taken out)
19	Lien Registers (Permanent till lien is in force)
20	Mandate Books (Permanent till authorization is in force)
21	Government Securities lodged with different Banks
22	Letters of Credit ledger -correspondent wise
23	Ledgers for Forward Exchange contract
24	Accounts Closed File
25	Files of Drafts-and F.Ds lost
26	Individual Files of customers
27	Account confirmation (files)
28	Applications for Overdraft (loans/advances)
29	Cash Particulars (single lock book)
30	Overdue loan registers (Closure of Decreed Debt and suits)
31	All personal ledgers
32	Demand Loan Registers
33	Stock registers of goods pledged



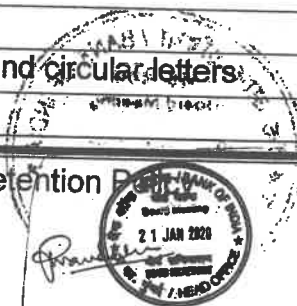
34	Registers or ledgers of Bank's own investments
35	Branch ledgers
36	Trust Registers
37	Remittance Schedules
38	Account opening forms, inventories, prepared in respect of articles in Safe Custody and Safety Lockers and nomination forms
39	Standing instructions regarding Current/SB accounts
40	Daily/Monthly/Yearly Backup Register and Backup movement register
41	Purchase orders and other related Documents.
42	Claims paid pending recovery Register
43	Deferred payment guarantees/ forward contracts
44	Register of Dividend and Interest on Securities
45	Register for collection of Dividend warrants
46	Record of Sales and Purchases contract.
47	Closed files of Suit filed /writ petition/ consumer forum cases
48	CIBIL Data
49	Review of sanction of RO / Borrower wise
50	Reporting Register RO wise



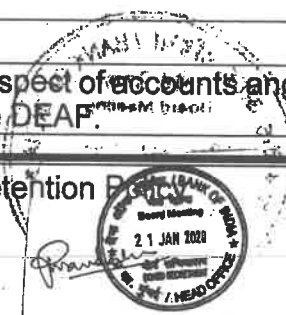
ANNEXURE -IV

Records to be preserved for a period of not less than 05 years immediately preceding the current calendar year

S.No.	Particulars of Record
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	Pigmy Suspense Register
8	Counterfoils of F.D., S.S.D., Call Deposits etc
9	Cheques Requisition File.
10	Bankers file (permanent till arrangement is in force
11	General Files
12	Legal Advisers Files
13	Branches files
14	Postal Inward Register
15	Postal Outwards Register
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 file 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	Liability Registers
33	Year End Returns Files
34	Old Cyclostyled circulars and circular letters
35	R.B.I. Return file



36	L.I.C. of India Bankers memorandum (Duplicate)
37	Monthly return file (statement)
38	Managers Certificate file
39	General Correspondence
40	Service Charges/ Commission file
41	Dormant Pigmy Register and file with dormant card
42	General letter correspondence
43	Pigmy confirmation letters
44	Branch Adjustment Register
45	General Charges Register
46	Staff File (Correspondence)
47	PD refund forms
48	Confirmations for Telegrams
49	Counterfoils, pay slips issued, drafts issued
50	Counter Indemnity - Regarding - Bills & Bills of lading
51	Leave application of employees
52	Token Register
53	Remittance dispatched and received registers.
54	Confirmation of Telegram
55	B.C.S. File
56	LIC of India correspondence file
57	Festival Advance Application file
58	Refund application
60	Duly authenticated ATM Journal Print.
61	Written Instructions of Tele Banking delivery chalans
62	Register for Computer consumables
63	Parameter/Master modification Register
64	Media in use / corrupted register
65	Maintenance contract file and all related records relating to Computer Hardware
66	RTI File after disposal of 1st appeal / CIC appeal.
67	Delivery order forms (PCL/Pledge/SL goods loan).
68	ECGC Circulars
69	Sectoral deployment.
70	Risk profile records
71	NHB/Food credit/NABARD/SIDBI/EXIM Bank/CALUCBLU/ RUPU/ RREPO / SFR Files
72	Reciprocal, DICGC, CODE Files
73	AFI File
74	Equity related general file
75	Records / Documents in respect of accounts and transactions where refund has been claimed from the DEAF.



ANNEXURE -V

Records to be preserved for a period of not less than 03 years immediately preceding the current calendar year

S.No.	Particulars of Record
1	Acknowledgements
2	Application forms for closed loans
3	Bank Transfer Scrolls
4	Bill realization letters received from collecting Bankers/ Branches
5	Book of Shares lodged for transfer
6	Concurrent Auditor's Report
7	Confirmations for Telegrams
8	Drawing Power Register
9	Due diligence compliance
10	Files of rejected loan proposals
11	GR/SBF/EP/PP/SOFTEX Form Register/ System generated Hard Copy
12	LFAR- Review Report
13	Mid-year review
14	NOSTRO A/c. /Position Register
15	Press copy books
16	Progress report of the branch
17	Purchase/Sale Note
18	Reconciliation sheets
19	Review of sensitive sector
20	Salary bills of teachers
21	Salary Book
22	Sub-Daybook
23	V.P. Receipts files

