

From:	Report	05
	Subject	Day to day Banking
	Date	
	Circulation	

We are highlighting few points which need attention of HO and branches for safe, efficient, effective & profitable banking.

Sr. No.	Suggestion	Action
1.0	Cash Management:	
1.1	Cash retention letter sent to branch should be filed in Imp. HO circular file and Xerox copy should be pasted in cashier's cabin for ready reference.	
1.2	Minimum cash deposit and maximum cash payments during every month with relevant dates should be obtained from all branches to enable HO to revise cash retention limit from time to time.	
1.3	Dual control on cash should be exercised even after close of morning banking hours.	
1.4	Double check over cash payments above say Rs.100, 000 should be introduced.	
1.5	All branches should invariably replace duplicate keys once a year at the same time & obtain acknowledgement from the concerned branch. HO should inform the schedule in respect of it. If duplicate keys are kept in safe deposit locker with another branch, then relevant record should be created and the Branch Manager of the branch where locker has been hired should countersign the same.	
1.6	HO should send Xerox of Banker's Indemnity policy to branch for their reference.	
1.7	Branch should use all tokens considering the number of cash payments. Tokens should not be recycled if additional tokens are available with the branch. It was observed that there is a tendency to keep half the tokens in the safe, which are not used.	
1.8	Token register (cash payment scroll) with officer should be totaled after every banking session and tallied with cash payment scroll of the cashier.	
1.9	Excess cash received should be transferred to HO once in a quarter or at least on half yearly basis.	
1.10	Missing token numbers should be pasted in the cashier's cabin.	
1.11	HO should depute officer from nearby branch to count cash on surprise basis.	
1.12	Cash should be subjected to detailed verification at periodic interval (to be specified by HO) where cash-counting machine has been provided to branches.	
1.13	Token register (movement of tokens) should be maintained, up dated & signed regularly.	
1.14	Branches should keep cash balance as per their requirement after considering safety limit and not necessarily with reference to cash retention limit fixed by HO. Surplus cash should be deposited with cash currency chest / deposited in bank account with another bank maintained by the branch.	

1.15	Time and name should be mentioned in cash in transit register. Even if bearer cheque is carried to another bank for withdrawal, the same should be entered in the register.	
1.16	Soiled notes register should be kept and details of the depositor should be mentioned therein.	
2.0	Stamped documents on hand:	
2.1	Stamped documents register should be kept document wise.	
2.2	The stock of stamped documents should be balanced.	
2.3	Stamp papers should be used within 6 months from purchase.	
3.0	Bank accounts:	
3.1	Branch should keep copy of board resolution, signatories etc. for ready reference.	
3.2	Cheques if signed by one signatory should be crossed and made payable to HO in case branch is not required to withdraw cash from Bank.	
3.3	Bank balance should be reviewed regularly and transferred to HO promptly.	
4.0	Safe deposit lockers:	
4.1	Scanning of specimen signature cards in respect of lockers should be done.	
4.2	Slip should be attached to safe deposit locker in case of rent in arrears. Instruction should be recorded along with scanned signature.	
4.3	Lock of the surrendered locker should be replaced before re-issue and Register of key number- locker number should be kept.	
4.4	Duplicate master key should also be changed every year and acknowledgement is obtained.	
4.5	Locker rented information should be up dated every month.	
4.6	Locker available board should be displayed at the branch.	
4.7	Keys of vacant lockers should be kept in sealed condition and verified by branch manager at periodical intervals.	
4.8	Customer should be requested to record 'Password' along with specimen signature.	
5.0	Deposits:	
5.1	Signature scanning & confirmation job should be up to date.	
5.2	Thanks giving letter should be sent to introducer and account holder. Chequebook should be issued to new customer 15 days after such letter is sent.	
5.3	A/C Closing register should be maintained and details of unused cheques returned should be duly entered there in. The said cheques should be entered in computer as well.	
5.4	Letters should be sent to saving & current account holders not maintaining minimum balance.	
5.5	Balance confirmation should be obtained from current account holders.	

5.6	Acknowledgement should be obtained from account holder while giving statement of account. Charges should be levied for duplicate statement issued to customer.	
5.7	Letters should be sent to RD account holders who are not depositing monthly installments regularly.	
5.8	Date of birth should be obtained and entered in computer in case of Kumar / Minor saving accounts. Such accounts should be closed on account holder becoming major.	
5.9	Term deposit receipts not collected within one month should be kept in cash safe under dual control.	
5.10	Reminders should be sent to such TDR depositor to collect the TDR receipts.	
5.11	Interest provision should be made on overdue term deposits.	
5.12	Maturity notices should be sent one month in advance to TD customers.	
5.13	Operations in margin money a/c should not be allowed.	
5.14	Balancing differences (All O.K. Report) should be looked into immediately. PO balance should also be confirmed with separate pending PO report.	
5.15	Introducer should preferably sign in presence of Branch Manager.	
6.0	Stop payment instructions:	
6.1	Time of receipt of letter should invariably be noted on the said letter.	
6.2	Signature on the letter should be verified before instruction is noted.	
7.0	Cheque books:	
7.1	Chequebooks not collected by customers even after one month should be kept under dual control and reminder should be sent to the party.	
8.0	BRBC:	
8.1	Receipt of Regd. AD slip should be confirmed whenever upcountry cheque is sent for collection.	
8.2	Reminders should be sent fortnightly.	
8.3	Entries in National Clearing should not be generally pending for more than 15 days.	
9.0	Key Register:	
9.1	Key register should be maintained key bunch wise.	
9.2	Movement of keys should be recorded immediately duly witnessed by officer / branch manager.	
10.0	Bank Guarantees:	
10.1	Commission should be recovered for the entire period of BG including claim period at the time of issue.	
10.2	Claim period should be mentioned in the BG.	
10.3	Copy of every BG issued by the branch should be sent to HO for noting and reference.	
10.4	Counter guarantee should also be obtained in addition to letter of	

	lien & set off.	
10.5	Follow up should be done for cancellation of BG soon after its expiry.	
10.6	Bank guarantee register should be balanced on monthly basis.	
11.0	Administration:	
11.1	Bank's name board & premises should be kept clean.	
11.2	The branch should carry out physical verification of Furniture & Fixtures at least on yearly basis.	
11.3	Siren should be serviced periodically and tested regularly.	
11.4	Ultra violet rays lamp should be used daily in case of cheque amount exceeding say Rs.5,000/-	
11.5	Cash counting machine & Fax should be provided to all branches.	
11.6	HO should send copy of Fur. & Fix. Insurance Policy to all branches or their reference. Sum insured should be suitably revised every year. Comprehensive policy should be taken for Computers.	
11.7	RBI license, shop & establishment certificate, Gold scale & weights certificate etc. should be displayed in the Branch Manager's cabin.	
11.8	Shop & establishment certificate should be renewed in time to avoid Penalty / fine. (Due date is 31 st December)	
11.9	Deposit & Advances statistics board should be up dated regularly.	
11.10	Suggestion box should be displayed prominently.	
11.11	Fire extinguishers should be serviced regularly. Staff should be given requisite training to handle fire extinguishers.	
11.12	Electronic gold scale should be purchased to substitute existing out dated gold scale.	
11.13	Gun cabinet should be provided wherever armed security guard is deputed.	
11.14	At times cash is stored in gold safe, cabinet in the safe etc. whenever cash safe is found inadequate to accommodate cash. Such practice should be discontinued or else specific declaration should be made in proposal form while renewing policy.	
11.15	Wooden stand should be provided below cash safe.	
12.0	General Ledger Balances:	
	Following GL balances should be monitored on daily basis.	
12.1	Term deposit sundry (Entries should not be pending for more than 2 days)	
12.2	Recovery (Entries should not be pending for more than 2 days)	
12.3	Creditors (Entries should not be pending for more than 2 days)	
12.4	Following balances should be transferred to HO as stipulated:	
	➤ Excess Cash, Nominal Members, Gold valuation charges, SRO charges, share deposit etc.	
12.5	Advance for expenses (Entries should not be pending for more than 2 days)	
12.6	Entries in dead stock register should be made immediately. Copies of bills, receipts etc. should be obtained from HO and entries based on HO advice alone should not be booked.	

