

Sub-Staff Training Programme.	
Duties & Tips for carrying out various Jobs efficiently & effectively.	

1.0	Branch Opening & Closing:
1.1	You should invariably be present at the time of branch opening.
1.2	You must ensure that all computer terminals have been shut down.
1.3	You must ensure that all windows have been securely closed.
1.4	You must ensure that all electrical points and main switch have been switched off.
1.5	You must change the date and day in the wall calender.
1.6	You must ensure that pay-in-slips books, loose slips are available at the writing counter provided in the branch.
1.7	You must ensure to keep ready few sets of Account opening form, specimen signature card, form-60, one loose pay-in-slip for ready use.
1.8	Set of TDR a/c opening form, specimen signature card, Form 15-G, Form 15-H should also be kept ready.
1.9	You must ensure to change the water bottle as soon as empty.
1.10	Few small plastic bottles duly filled should be kept at the counter to save your time and energy.
1.11	Few old envelopes may be kept at Payment counter for use.

2.0	Branch Cleanliness:
2.1	You must ensure that sweeper carries his job properly and should give direction in case of need.
2.2	You must keep sufficient stock of conservancy material.
2.3	Sweeper generally removes the dust and cleans the flooring. However if some record etc. is lying on the ground, then he is unlikely to lift the same for cleaning. You must ensure that he does so at least once in 3-4 days.
2.4	You must ensure that sweeper also cleans the tables, partitions, cabin glass, counter etc.
2.5	You should spray room freshener if available.
2.6	Mosquito repellent such as 'All out' should be procured and switched on depending on need.
2.7	Rat repellent is also available.
2.8	Rat cake should be used instead of using rat poison tablets as after eating cake, rat will never hide but will always try to reach open place. (As his breathing is affected due to consuming cake.)
2.9	Sweeper's attendance card should be kept.
2.10	Security guard's attendance card should also be kept.

3.0	Filing:
3.1	Main Purpose of filing is to locate the letter immediately whenever required.
3.2	File index should be made alphanumerical for easy reference.
3.3	Telephone bills should be filed separately in the same file by putting flaps according to telephone numbers.
3.4	Electricity bills should be filed separately in the same file by putting flaps

	according to consumer number.
3.5	Bills pertaining to purchase of equipment should be filed separately. All relevant papers such as quotation, sanction, order, bill, receipt, delivery chalang, installation report, warranty card etc. of each item should be filed.
3.6	Paper should be punched exactly in the middle. This can be ensured by lightly folding the paper to ascertain the mid point.
3.7	Papers should be arranged properly before stapling. In case of computer print outs, care should be taken to align the holes before stapling. Papers should be stapled diagonally.
3.8	Art of manual stapling wherever stapler is not readily available.
3.9	Art of using Pin also needs to be studied to avoid injury to the person refereeing the papers.

4.0	Voucher bunch:
4.1	The job of Stitching of voucher bunch should be up-to-date.
4.2	The vouchers should be arranged in the order of daybook. (Cash, clearing & transfer)
4.3	Summary slip indicating number of vouchers should be placed after every category of vouchers such as SB, CD, CC etc.
4.4	Expense bills should be stapled to voucher in such a way that the same can be referred without tearing.
4.5	In most of the banks, cash voucher bunch is prepared on same day and the same is stored in separate cabinet under dual control.

5.0	Cash Stitching:
5.1	Soiled and non-issuable notes should be segregated.
5.2	As per RBI norm, Cash bundle should not be stapled.
5.3	Plastic band should be securely fixed.
5.4	Cash bundles should be stitched in cashier's cabin under his supervision.
5.5	You should not leave your seat unless the job on hand is complete.

6.0	Gold Packet Sealing:
6.1	You should ensure that gold ornaments do not get damaged while Gold packet sealing.
6.2	The cloth-backed envelope should be stapled. Borrower & Officer should sign the said envelope after recording number of pieces and total/net weight.
6.3	The thread should pass through the envelope. Wax seal should then be applied on the naught. Seal should be returned to Officer for safe custody.
6.4	The said job of Gold packet sealing should be carried under the supervision of Officer.

7.0	Cash deposit & Withdrawal:
7.1	You must ensure to make the necessary entries in the cash transit register. Details such as amount & denomination, Your name and name of the officer, time of leaving the bank's premises.
7.2	It is suggested that uniform should be changed for security reasons.
7.3	You must ensure that briefcase/bag is in good condition.
7.4	Mode of transport, how cash will be carried such as in office bag, plastic bag etc. is mentioned in Banker's Indemnity Policy / Proposal. The necessary details should be enquired from HO for its compliance. In case of deviation, insurance claim may be refused.
7.5	Telephone number of the branch, nearest police station should be available with you.
7.6	It is suggested that Taxi/ Autorikshaw should not be called at the bank's gate, as it will be obvious to driver and other public that cash is being taken away.
7.7	Preferably you can walk few steps and then catch the Taxi/ Autorikshaw.
7.8	Driver should be told the location and not the name of the bank in that area where you intend to go. Having reached the desired location, driver can be further directed to reach the bank.
7.9	You should not discuss anything in the Taxi/ Autorikshaw.

8.0	Stationery:
8.1	It is suggested that stationery should be purchased on monthly basis for better control based on experience.
8.2	Stationery register should be maintained of important items.
8.3	You must ensure that stock of computer stationery should be sufficient.
8.4	Printed stationery should be properly stored to avoid the wastage.

9.0	Notice board:
9.1	Notice board should be properly arranged.
9.2	List of bank's holiday, deposit interest rates, service charges circular should invariably be displayed on the notice board.
9.3	Other circulars, papers of short-term utility should be removed from the notice board.

10.0	Post Office work, Payment of Tax, Bills etc.
10.1	When ever payment of ITDS, Prof. Tax, and PF is made to Nationalized bank paper token is given. The said paper token is returned while collecting Chalan copy duly acknowledged. Hence this paper token should be preserved. Due date should be mentioned in calender for ready reference.
10.2	Chalan should be shown to concerned Officer and filed properly.
10.3	Now a day's number bill collection centre are operative. These centers generally charge Rs. 5/- as service charges. Incase such bill collection center is in the close vicinity of the branch, then is suggested that telephone bills, electricity bills etc. may be paid at such centers so save time and conveyance charges.
10.4	Payment of tax, bills etc. should be paid immediately to avoid the penalty and disconnection.
10.5	As soon as bill is received, due date should be noted on the calender for reminding about the payment.

11.0	ATM Work:
11.1	Shutter should be closed while opening ATM.
11.2	Security guard should be instructed to keep vigil while ATM is opened for loading cash.
11.3	To acquaint with ATM menus and to help customer on his request.

12.0	Safe deposit Lockers:
12.1	Obtaining signature in Visit Register.
12.2	To give Specimen signature card to officer concerned.
12.3	To use custodian's key under the instruction of officer.
12.4	To hand over the key to officer immediately after use.
12.5	To inspect the locker room soon after customer leaves.

13.0	Renewal of Licenses: You should have record of following.	
	License	Due date
	Shop & Establishment	31-12-
	Neon Sign	
	Certificate of Gold scale & weights.	

14.0	Misc. Repairs & Maintenance:
14.1	Shutter greasing should be done at periodic intervals. Excess grease should be wiped out.
14.2	To replace electric tube lights, bulbs etc.
14.3	You should maintain small pocket telephone diary for recording useful telephone numbers of electricians, service contract vendors, police station, HO etc.
14.4	You should acquaint with location of Electric meter, main switch etc.
14.5	AC/Lights should be switched off whenever not required.

15.0	AMC/ Service contract: You should have record of the following.	
	Equipment	Due date
	Computer	
	UPS	
	Printer	
	Token indicator	
	Siren	
	ATM	
	Pest Control	
	Air conditioner	
	Water Cooler	
	EPABX	