

Document Handling & Retention Policy of the Bank

1. Introduction:

Maintenance, retention and preservation of records in the Bank is one of the important, crucial and sensitive tasks. Records are required for various purposes like verification by Internal Auditor/Inspector/Official as well as by an external statutory body or regulator like RBI, SEBI etc. Apart from these requirements, we also need records frequently as a reference and to verify any old transaction, process or event. One of the most urgent and important necessity of records are felt when it is required by the Court of Law or by a statutory body. Records also become important in case of any compliant and information sought by any citizen of India under RTI Act.

2. General Guidelines:

- I. All books and registers, in current use, must be entered serially in the register of current- cum-old records, the files being entered section-wise, at separate openings. The serial number, at which a book is entered and the serial number and the section, under which a file is recorded, must be indicated on its cover for its easy identification in any future date.
- II. An employee handling a particular book/ register / file, will be responsible for its custody, during the day time, while overnight ,all current records must remain, under lock and key, in the custody of the respective section in-charge. The duplicate keys of all receptacles with relative tags should be placed, in the custody of incumbent in-charge in the strong room or safe. Before leaving the office, section in-charge, should ensure that no records, pertaining to their section, are left outside in the banking hall/ on the counter. Guards/watchman, wherever posted, should ensure that all safes and Amirah are locked.
- III. At metropolitan centers, where there is a cluster of branches, Record warehouses/Room may be opened wherein record of all the nearby branches may be stacked branch wise/sidewise and year wise. Branches, which have space with in the branch premises are advised to earmark some space for Record Section. Such branches having shortage of space may be allowed to have Record room by acquiring sufficient space on rent after examining the space available vis-a-vis business growth at such branches.

3. Procedure for transfer of the Old Record:

- I. Branches shall intimate the concerned Zonal Office that their records are ready for transfer/shifting to the Record Room / Warehouse.
- II. Zone shall enter their request in the Old Record Control Register and will intimate the Zone Control Number to the branch along with the name of the Record warehouse / Room where the records are required to be sent/shifted.
- III. A photocopy of the perforated sheets of the Zonal Office Old Record Retention Register duly marked with the Zone Control Number shall be sent to the concerned Record Room/ Warehouse by the Zone, under-intimation to the branch concerned.

4. Safe Keeping of Records - Protection Against Fire Hazards:

All books, files, vouchers and other documents etc., forming part of the bank's records, must be methodically and tidily kept in such a manner, that these do not deteriorate and are easily traceable, for reference, when required. Books and files must be handled carefully, in order that these remain intact and loose pages must immediately be replaced firmly in the proper order. In order to protect the more, important records from fire hazards, the following guidelines should be followed:

- a) All documents and papers connected with the Account opening forms must be kept in the strong room overnight. In case of inadequacy of space in the strong room, these may be kept in fire resistant steel cabinets outside the strong room.
- b) The locked loose leaf binders of specimen signatures must be placed in the strong room.
- c) Articles in safe custody must be kept- in the strong room. The records pertaining to articles in safe custody, or G.P. Notes, Shares etc. must be retained as permanent records in the strong room.
- d) All ledgers registers and documents, should be kept in safe receptacles, all loan documents securities, papers, ledgers etc. relating to loans and advances all account opening forms, balance books, copies of latest half yearly returns, current loan files of big borrowers, all vouchers for last six months, and if possible all ledgers of deposit accounts should be kept in fire proof safe / cabinet and kept in strong room, where available.

- e) While the relevant records should be properly maintained inside fire proof storage system, wherever space in the strong room permits keeping of fire proof cabinets/almirahsetc, the same may be kept inside the strong room as far as possible.
- f) 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.
- g) Files should not be permitted to become over bulky and when 150 pages have been filed, new files should be started Completed books and files must be properly labelled with the dates of commencement and completion and the latter date entered in the register of current-cum-old records. Thereafter, these will be handed over to the official responsible for the custody of old records, who will initial for their receipt in the register.

5. Old Records:

- (a) The old records will remain in the custody of an official, not below the rank of a special assistant, but the handling, thereof, will be entrusted to a daftri, who should work under the supervision of the said official.
- (b) Immediately on receipt of a completed book/file, it will be entered in the relevant columns of current-cum-old register of records in which separate pages will be used for entering files relating to the various sections and different books. Entries in theregister of current-cum-old records will be checked and initial be made by the concerned official.
- (c) Old records must be kept systematically in locked Almirahs or on shelves, the keys of which will remain with the official in-charge. The duplicate keys will be entered in the register of keys and kept in the strong room/ cash safe. As far as possible, records

relating to each section will be placed together and arranged in chronological order. Steps should be taken by chemical treatment, to destroy any white ant, which may appear in bank's records, immediately, and mildew or dry rot, must be treated at once.

- (d) 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.
- (e) Books or files, taken out for reference purposes, will be delivered only on a requisition from a checking official, who will initial for its receipt in a register maintained for the purpose. When these are received back, the relative entry in the register, will be marked off, under the initials of the official in-charge, whose duty; it will be, to see that the books/files taken out of the custody, are returned as soon as possible.
- (f) The Reserve Bank of India is further empowered by an order in writing to direct any Banking Company to preserve any of the books, accounts or other documents mentioned in those rules, for a period longer than the period specified for their preservation, in the said rules.
- (g) Incumbents/In-charges are also advised not to destroy the following records, needed for reconciliation of inter branch transaction entries, for the period upto which Reconciliation Department has not completed reconciliation work. Branches should follow strictly instructions issued / to be issued by HO Reconciliation Department or the HO Inspection Department in this respect.
- (h) Vouchers (Cash, Clearing, Transfer & Payment), Debit and Credit Extract, Register of T.T. Sent to Branches, Drafts Payable & T.T. Payable Ledger, Sundry Debtors & Sundry Creditors Register, Inter Branch Suspense Register, Drafts Issued Register.
- (i) Incumbents In-charge are also advised that all Ledgers, balance books, progressive balance books, long books, and loose sheets for long books may be destroyed, after the prescribed retention period, provided the relative balances are tallied.

6. Voucher Filing:

- (a) After all the day's vouchers, have been checked through the ledgers, long books and day books, these will be sorted into cash payment and other vouchers.

- (b)** The cash payment vouchers will be arranged, in the order of their entries in the cash book, stitched and sealed at the left hand top corner. The date and the number of vouchers, in each bundle, will be recorded on its cover, as well as, in the voucher register.
- (c)** The incumbent in-charge or officer, will check the contents of each bundle with the cash book, authenticate the correctness of the date and the number of vouchers, given on its cover and sign in the voucher register for its receipt. The sealed bundle of payment vouchers will then be placed in an envelope, which will be closed and sealed in the presence of the official in-charge, who will keep it in the strong room, in a locked steel box.
- (d)** Vouchers, other than cash payment vouchers, will be sorted, tallied -Cash, Clearing and Transfer, stitched and sealed. These will be numbered serially and the date and the total number of vouchers in each bundle will be recorded on its cover, as well as in the voucher register. The number of vouchers in each bundle, will be checked with Cash , Clearing , transfer journal and the day book, by the official in-charge of old records, who will authenticate the correctness of the date and number of vouchers, given on its cover and sign in the voucher register, in token of having received it into his custody. The vouchers will be kept in the room under lock and key.
- (e)** The officials responsible for the custody of cash payment and other vouchers will only permit vouchers to leave their possession on the requisition by a checking official, who will acknowledge their receipt in the registers kept for this purpose. When the vouchers, so taken out, are received back, the relative entries in the registers will be marked off under the initials of the respective officials, whose duty; it will be, to see that vouchers taken out of their custody are returned, as soon as possible. The time and date of release and return of vouchers from custody as also the name of the concerned official who requisition the same shall be recorded in the related books.
- (f)** When a cheque or a voucher is summoned to be produced in court, a true copy/photo copy thereof, duly attested by the incumbent in-charge, will be substituted for it, in the relative bundle, reference to the case and a remark to the effect that the original has been produced in court, being given on the copy. It will be the duty of the official in-

charge to see that on every withdrawal or replacement of a voucher, the relative bundle is immediately re- stitched and resealed.

(g) Banks records are to be maintained duly catalogued and indexed.

7. Preservation and Destruction of Bank's record:

- (a) Sufficient data to assess, monitor and control the risks is available, nature and purpose of each transaction is explained besides observance of all statutory and regulatory obligations.
- (b) Data is available in a format suitable for the purpose for which it is required and is available to authorized individuals (including RBI inspectors and internal / external auditors) on a timely basis. Further, access to confidential data is restricted to the authorized individuals (including RBI inspectors, internal and external auditors) and that customer confidentiality is maintained.
- (c) Back-up arrangements are in place for all records held in electronic form or any other records subject to risk of loss. Periodical testing is undertaken for recovery / verification / retrieval of data, as and when required, and that business continuity and disaster recovery systems are in place as per the Bank's Information Security Policy.
- (d) A full audit trail (not necessarily paper-based) exists as data is aggregated, summarized or otherwise manipulated in the day-to-day processes.

8. Management Information:

Given the nature, scale and complexity of the business, the management should receive information at the prescribed intervals / periodicity which

- a. discloses periodic financial statements (profit and loss account and balance sheet),
- b. contains analysis of significant asset, liability, income, expense and off-balance sheet items,
- c. discloses valuation of significant assets / liabilities and off-balance sheet items,
- d. discloses financial trends and variance against budgets and prior periods,
- e. measures risk positions and comparison of positions against limits,
- f. discloses exception reports of limit breaches,
- g. gives maturity analysis,
- h. discloses risk concentrations,

- i. analyses sensitivity reflecting the effect of changes in interest rates or exchange rates, and
- j. undertakes age analysis of unsettled transactions / suspense account items / reconciliation items.

9. Transactional data:

Given the nature, scale and complexity of the business, the record keeping procedure is to ensure that the data captured for each transaction reflects contents, such as, transaction type, purpose, originator, authorizer, counter-parties, amount/currency, relevant dates (transaction date, trade date, settlement date, value date etc.), interest/exchange rates, fees/commissions, collateral taken/given, subordination/guarantees, any other transaction specific characteristics, messages received/sent(both in encrypted and decrypted form for internet banking), authentication of electronic documents(the Bank shall follow the instructions contained in the IT Act 2000 and the rules framed there under from time to time for authentication of records by digital signatures or any other method of authentication as approved by the Bank and that such data be easily accessible, as and when required, with add on facility.

10. Record Retention:

Based, on the requirement, record retention periods for all categories of records are given in Annexure. While prescribing various record retention periods, the following aspects have been taken into account:

- a) Compliance with statutory and regulatory requirements
- b) Satisfaction of the needs of RBI inspectors to have access to certain records
- c) Satisfaction of the needs of internal and external auditors to have access to certain records.

11. Record Media:

The Bankers' Book of Evidence Act , as amended from time to time, permits admissibility of electronic documents in evidence in the courts of law. Hence, control

over the conversion process, where the records are converted from paper to non-paper form, is as under:

- a) Whenever the underlying paper documents are subsequently destroyed and the converted format becomes the prime record, a certificate of authenticity duly signed by the official responsible for overseeing the conversion process, shall be obtained at the time of conversion.
- b) Records may be maintained / preserved either in paper form or electronic form. However, other formats including microfilm or microfiche / cipher tapes / floppy disks / CD / servers may be used, as per the need of the time.
- c) While determining the media to be used for preservation of record in any form, i.e. paper form or electronic form or in any other form and conversion of record held in paper form to electronic / other form or vice versa, the statutory and regulatory requirements are to be complied with. Besides, it is to be ensured that the medium chosen does not conflict with the accessibility required of the relevant records and that the physical conditions under which the records will be stored are conducive of its preservation till the proposed periods of retention.

12. Record Location:

The records are located at such a place that it is available on a timely basis. Location of current records in the manual form shall be the respective branches / offices. Electronic records shall be kept at the respective branches / offices and / or the nearby off-site location, as may be decided by the Bank from time to time.

13. Procedure for Removal & Destruction of old records:

- (a) For destruction of records upon expiry of the period prescribed in the policy statement, control measures include authorization and approval prior to destruction, establishment of procedures for destruction of electronic media like tapes, floppies, etc. as per the Bank's Policy. The respective offices of the Bank shall maintain record in the registers giving details of the documents in paper / electronic / other form destroyed, along with the date and means of destructions.

(b) Old records meant for destruction, all items of record, which are due for destruction including obsolete printed stationery forms / book {excluding security books}, be separated, will be entered in a separate register, in which the following particulars will be recorded, and checked by the Incumbent In-charge/Officer under his initials.

- Serial No.
- Description of book/ file
- Date of commencement
- Date of completion.
- Date of destruction.
- Mode of destruction.

(c) Further after expiry of the stipulated period for maintenance of particular type (s) of record, the same be immediately weeded out and destroyed as per rules.

(d) Annually the list of record proposed to be destroyed shall be submitted by concerned office to the Competent Authority for seeking approval.

(e) Unless there are instructions to the contrary, old records meant for destruction, will be burnt in the presence of the incumbent in-charge and the officer, who will ensure that the destruction has been completed. Wherever it is possible, such records, as are not of a confidential nature, may be sold to a chemical furnace or paper mill, for being burnt or converted into pulp, under the supervision of the local branch incumbent in-charge.

(f) The date and mode of destruction, will be recorded in the register of old records, as well as, in the register used for listing records, meant for destruction, under the certificate of the officers concerned, in both the aforesaid books.

(g) After disposal of the records a certificate has to be sent by branch office to the concerned Zone and in respect of Zones / HO Deptts, by Zones / HO Deptts to HO GA Department about having destroyed the old records along with details of old record.

Note: No record shall be destroyed where:

- i. The record relating to matters under disputes or on which a dispute is likely to arise:
 - ii. Matters on which an action by the bank against a customer or by a customer against the bank is likely to be founded or taken.
 - iii. Claim notices received by or garnishee orders served on the Bank or claim cases filed with it in respect of deposits etc. in the name of the third parties or for the balances / securities in the accounts of or articles in safe keeping held in the name of the deceased persons till the claim cases are finally settled or the garnishee orders are vacated.
 - iv. A suit which has been filed and decreed, till the decree has been realized in full,
 - v. Correspondence to which important or legal reference may have to be made on a future date;
 - vi. Any recorded material which is to be preserved for indefinite period under any existing law
- (h) Applications for sanction to destroy any old books/files not included in the schedules given in the Annexure I should be made by branches to their Zonal Office and by Zonal Office to H.O. Inspection System

(i) Action to be taken at the Zonal Office Level / HO GA Department Level:

- i. As soon as the list is submitted by the branch, ZOs / HO Deptts it has to be scrutinized at the Zonal Office / HO GA Department by the person duly authorized for the same and permission accorded to the branch / ZO/ HO Deptt. after due scrutiny of the list submitted by the branch.
- ii. After due scrutiny, Zonal Office / HO GA Department may endorse permission for destruction/disposal by the branch/ ZO/HO Deptt.
- iii. After a reasonable time from the date of such permission accorded to the branch/ ZO/ HO Deptt., a reminder has to be sent to the branch/ ZO/HO Deptt. as to whether the records permitted to be destroyed are destroyed or not and to call from the branch/ ZO/ HO Deptt. a certificate to that effect.
- iv. Register to be maintained at Zonal Office / HO GA Deptt. for the purpose of enabling to know the position at any time, a register is to be maintained which

serves as a Watch Register to ensure compliance of the instructions given to the branches/ ZOs/ HO Deptts for elimination of stale records

14. 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 Zonal Office for follow-up actions.

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.

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

15. Policy Review:

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.

16. SCHEDULE OF RETENTION PERIOD

- I. Retention period relating to Account Opening Forms & related documents, all personal ledgers 'all information / data, whether paper or electronic, relating to payment system application, Outward Clearing Cheques, including the Photocopy of Cheques, sent along with 'Paper to Follow Report' (Applicable where clearing is dealt with under 'Cheque Truncation System), 'Records of Electronic Clearing System', shall be for 10 years.
- II. Certain records/**Emails** would now be preserved in Electronic Form, the details of records to be preserved in electronic form and Retention period for the same shall be intimated by HO IT Department separately.
- III. Incumbents of all offices are further advised to ensure that;

- (i) As stipulated above, the banks record must be maintained catalogued & indexed.
 - (ii) If the Zonal Offices / Head Offices, Govt. offices or any agency designated by Bank seeks any information, all assistance be rendered to the said offices.
 - (iii) Items of Records, which were not have been included in the list of records to be preserved, would continue to be maintained for a period of 10 years.
 - (iv) Procedural aspects regarding maintaining Records in Electronic Form shall separately be prepared by HO IT Department. Such Records, presently being retained in physical form, shall continue to be maintained for the preservation period prescribed there for.
- IV. It has been observed that the branches are not disposing of the old record even after the expiry of their prescribed preservation period leading to following difficulties in proper handling of the record:
- a) A lot of space is occupied by the old record meant for destruction after the expiry of the preservation period. Hence, in the absence of adequate space, the current record is not stacked properly.
 - b) As the record is not properly segregated (between old and current record), a lot of time is consumed in searching the record required for information / reference purposes, when needed.
 - c) Space occupied by the old record cannot be utilized for other productive purposes.
 - d) A good amount of time and money is wasted in preserving the old record, which has outlived its utility.
- V. It is also observed that a large quantity of stationery items have been rendered surplus in view of computerization of all the branches in general and migration to CBS in particular.
- VI. In order to make room for proper upkeep of the current record, the Incumbents Incharge are advised that following steps be taken immediately:
- a) Dispose of the old record which has lived its preservation period and send a confirmation to this effect to their controlling offices within 15 days positively from the date of this circular.

- b) Send details of such stationery items, which are no longer required in their branches, to their controlling offices and the controlling offices, in turn, should make arrangements of dispatching such stationery items at the point of need.
- c) Zonal Offices shall obtain confirmation from the branches under their control positively by 15th February, every year that old record, after the expiry of prescribed preservation period, has been destroyed and the stationery items rendered surplus have been identified and segregated for other branches, as per need.
- d) Incumbents In-charge are also advised to ensure that the records are duly catalogued and indexed so that the same could be traced, as and when required.

VII. The branches/other offices shall maintain record of all transactions, as may be prescribed from time to time, towards compliance of "Know Your Customer" (KYC) / "Anti-Money Laundering (AML) measures, whether such transactions comprise a single transaction or a series of transactions integrally connected to each other, and where such series of transactions take place within a month.

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

- i) 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.
- ii) 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.
- iii) 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.

- iv) 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.
- v) 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.
- vi) 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.
- vii) 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 the competent authority for elimination of records irrespective of the period since they are maintained.

IX. 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 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.

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

X. Competent Authority for granting approval for destruction of old records:

- 1 For branches /Offices under Zonal Office: Zonal Office
- 2 For Zonal Offices / HO Deptts: HO GA Department.

XI. The Bank reserves the right to amend/modify this policy, as and when deemed fit and proper, at its sole discretion. This policy shall be valid till the time of its next review.

XII. Various retention periods in respect of the manual records for Head Office, Zonal Office, Branch and all other Offices / Administrative Offices are mentioned hereunder:

A. Records to be preserved permanently (H O, Z O, Branches and all other Offices):

Sr. No.	Name of Document	Preservation/Retention Period
1	Register of Members.	Permanent
2	Register of Directors.	Permanent
3	Minutes Book of Directors.	Permanent
4	Book of Minutes on meetings of Shareholders.	Permanent
5	Return of Annual list of Members and summary of capital.	Permanent
6	Director's approval Book.	Permanent
7	Dividend Warrants Register.	Permanent
8	Transfer Deed Files.	Permanent
9	Counterfoils of Share Certificates.	Permanent

10	Shares lying in Register.	Permanent
11	Share Renewals, Sub division, Duplicates and consolidated Register.	Permanent
12	Share application forms.	Permanent
13	Register of Mortgages and Charges.	Permanent
14	Provident Fund Registers.	Permanent
15	Provident Fund Loan Ledgers.	Permanent
16	Provident Fund General Ledgers.	Permanent
17	Provident Fund Day Book.	Permanent
18	Provident Fund Investment Register.	Permanent
19	Trustees' Minutes Books.	Permanent
20	Investment Registers.	Permanent
21	Staff Security Registers.	Permanent
22	Staff Service Records.	Permanent
23	Salary Summary.	Permanent
24	Staff File Index book (Permanent but with the department until new one is prepared).	Permanent
25	Register for Power of Attorney, Succession Certificates, Death Certificates etc.	Permanent
26	Records relating to transactions which are in dispute.	Permanent
27	Premises and properties files and records.	Permanent
28	Loans, Cash Credits, Overdraft Registers which contain particulars of Title deeds relating to accounts which are in force.	Permanent
29	Powers of attorney (Current and Savings Bank).	Permanent
30	Account opening forms of Current and Savings Bank and other Accounts with copy of proof of identity and address and other documents.	Permanent

31	Leave Record Register.	Permanent
32	Memorandum of Letters of Lockers and Specimen Signature cards.	Permanent
33	Safe Deposit Locker Register / Agreements.	Permanent
34	Key Register.	Permanent
35	General Ledger.	Permanent
36	Specimen Signature file or books.	Permanent
37	Confidential Files and files relating to Industrial Disputes and Writ Petitions.	Permanent
38	H.O. Circulars.	Permanent
39	Claims Files.	Permanent
40	Head Office Correspondence.	Permanent
41	Sundry Assets Files.	Permanent
42	Credit Information Book.	Permanent
43	Office Order Book.	Permanent
44	Furniture files.	Permanent
45	Indemnity Bonds.	Permanent
46	ATM Card/Debit Card issue – Registers/Applications.	Permanent
47	Default Account intimation for funds transfer, utility payment in respect of Tele Internet banking Registers/Applications.	Permanent
48	Acknowledgement for receipt of PIN/ Password/User ID.	Permanent
49	Vendor Agreements/Third party Agreements.	Permanent
50	Pre- migration Data Backup (Physical).	Permanent
51	User Identification Register.	Permanent
52	Register indicating Records held in Electronic Form.	Permanent
53	Disputed Transaction Records.	Permanent

54	FEDAI Circulars.	Permanent
55	International Division Circulars.	Permanent
56	Specimen Signatures of Foreign Bank Officials (to be destroyed within 6 month after new book is received).	Permanent
57	Booklet supplied by RBI to identify the names of the parties black listed and necessary amendments.	Permanent
58	Claim application on account of deceased Non Resident (Ordinary)/ Non Resident (External)/ FCNR (B) account holders.	Permanent
59	Records pertaining to unpaid Export Bills along with correspondence and GR Form.	Permanent
60	REPO Register.	Permanent
61	EM Register.	Permanent
62	Jewel Appraiser's File.	Permanent
63	Data processing Policy along with account related records pertaining to purchases/orders.	Permanent
64	Hardware/Software Register.	Permanent
65	RBI Inspection Reports/Notes.	Permanent
66	Bonus Register /File.	Permanent
67	Complaint Register / File.	Permanent
68	Doorstep Banking Service Register	Permanent
69	Furniture and Fixture Registers	Permanent
70	Internet Banking/Mobile Banking Issue Register	Permanent

B. Records to be preserved for a period of not less than 10 years immediately preceding the current calendar year (H O, Z O, Branches and all other Offices):

Sr No.	Name of Document	Preservation/Retention Period
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1	Current, Savings, T.D, R.D., Cash Certificates, Fixed, Short, Special term, Call Deposit Registers.	Not less than 10 Years
2	Drafts, TTs and MTs Paid Registers/ statements.	Not less than 10 Years
3	Drafts, TTs and MTs issued Register.	Not less than 10 Years
4	Record/Ledgers of Accounts with other Banks.	Not less than 10 Years
5	Bills purchased & discounted register.	Not less than 10 Years
6	Bills for collection received and sent registers.	Not less than 10 Years
7	Clearing cheques registers.	Not less than 10 Years
8	Local Cheques Collection Register.	Not less than 10 Years
9	Foreign Bills for collection Register.	Not less than 10 Years
10	Foreign Bills for negotiations Registers.	Not less than 10 Years
11	Clearing House Books.	Not less than 10 Years
12	Pay slips issued book.	Not less than 10 Years
13	Register/book of Purchase, Sale and auction of goods and other securities.	Not less than 10 Years
14	Interest on Deposit register.	Not less than 10 Years
15	Remittance Register.	Not less than 10 Years
16	Cable Transfer Orders.	Not less than 10 Years
17	Mail Transfer Orders.	Not less than 10 Years
18	Cash Receipts and Payment Books. (Scrolls)	Not less than 10 Years
19	All Records relating to Cash Transaction of value of more than.10 lakhs or its equivalent in foreign currency with transaction details.	Not less than 10 Years
20	All records relating to series of cash transaction integrally connected to each other, which have been valued below 10 lakhs or its equivalent in foreign currency, where such series of transactions have taken place within a month and	Not less than 10 Years

	the aggregate value of such transactions exceeds.10 lakhs, with transaction details.	
21	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.	Not less than 10 Years
22	All Records related to suspicious transactions, whether or not made in cash and by way of as mentioned in the Rules.	Not less than 10 Years
23	NRO /NRE /FCNR/RFC and Non Resident Deposit Registers/ System generated hard copy.	Not less than 10 Years

C. Records to be preserved for a period of not less than 8 years immediately preceding the current calendar year (H O, Z O, Branches and all other Offices)

S. No.	Name of Document	Preservation/Retention Period
1	Day Book and Supplementary.	Not less than 8 years
2	Subsidiary Ledgers.	Not less than 8 years
3	Overdraft Registers.	Not less than 8 years
4	Loans, Advances and Cash Credit Registers.	Not less than 8 years
5	Sundry Small Balances - matured deposit, suspense, unclaimed deposit, collection accounts, bills margin registers.	Not less than 8 years
6	General Accounts - register.	Not less than 8 years
7	Sundry Assets - register.	Not less than 8 years
8	Records of Sale and Purchase Contract (Investments on behalf of clients).	Not less than 8 years
9	Register showing collection of Dividends and Interest on	Not less than 8 years

	securities on behalf of constituents.	
10	Register of shares received.	Not less than 8 years
11	Summary of Liabilities by Guarantees and Indemnity.	Not less than 8 years
12	Advice manifold for Import letters of credit.	Not less than 8 years
13	Control Sheets for Letters of Credit.	Not less than 8 years
14	Ledger forms for Letters of Credit.	Not less than 8 years
15	Loans against documents (Loans against merchandise and trust receipts).	Not less than 8 years
16	Counter Indemnities regarding Letters of Guarantees.	Not less than 8 years
17	Trust Receipt Certificates.	Not less than 8 years
18	Safe in and Safe out Registers (Securities kept in and taken out).	Not less than 8 years
19	Lien Registers (Permanent till lien is in force).	Not less than 8 years
20	Mandate Books (Permanent till authorisation is in force).	Not less than 8 years
21	Government Securities lodged with different Banks.	Not less than 8 years
22	Letters of Credit ledger -correspondent wise.	Not less than 8 years
23	Ledgers for Forward Exchange contract.	Not less than 8 years
24	Accounts Closed File.	Not less than 8 years
25	Files of Drafts and F.Ds lost.	Not less than 8 years
26	Individual Files of customers.	Not less than 8 years
27	Account confirmation (files).	Not less than 8 years
28	Applications for Overdraft (loans/advances).	Not less than 8 years
29	Cash Particulars (single lock book).	Not less than 8 years
30	Overdue loan registers (Closure of Decreed Debt and suits).	Not less than 8 years
31	All personal ledgers.	Not less than 8 years

32	Demand Loan Registers.	Not less than 8 years
33	Stock registers of goods pledged.	Not less than 8 years
34	Registers or ledgers of Bank's own investments.	Not less than 8 years
35	Branch ledgers.	Not less than 8 years
36	Trust Registers.	Not less than 8 years
37	Remittance Schedules.	Not less than 8 years
38	Account opening forms, inventories, prepared in respect of articles in Safe Custody and Safety Lockers and nomination forms.	Not less than 8 years
39	Standing instructions regarding Current/SB accounts.	Not less than 8 years
40	Daily/Monthly/Yearly Backup Register and Backup movement register.	Not less than 8 years
41	Purchase orders and other related Documents.	Not less than 8 years
42	Claims paid pending recovery Register	Not less than 8 years
43	Deferred payment guarantees/ forward contracts.	Not less than 8 years
44	Register of Dividend and Interest on Securities	Not less than 8 years
45	Register for collection of Dividend warrants.	Not less than 8 years
46	Record of Sales and Purchases contract.	Not less than 8 years
47	Closed files of Suit filed /writ petition/ consumer forum cases.	Not less than 8 years
48	CIBIL Data.	Not less than 8 years
49	Review of sanction of ZO / Borrower wise.	Not less than 8 years
50	Reporting Register ZO wise.	Not less than 8 years

D. Records to be preserved for a period of not less than 5 years immediately preceding the current calendar year (H O, Z O, Branches and all other offices)

S. No.	Name of Document	Preservation/Retention Period
1	Uncleared Bill.	Not less than 5 years
2	Double Lock Pass Book.	Not less than 5 years
3	Cheques stopped, returned and pass book registers	Not less than 5 years
4	Cheques Issued Register.	Not less than 5 years
5	Branch Information (Permanent until renewed).	Not less than 5 years
6	Balancing Books	Not less than 5 years
7	Counterfoils of F.D., MT, Call Deposits etc.	Not less than 5 years
8	Cheques Requisition File.	Not less than 5 years
9	Bankers file (permanent till arrangement is in force).	Not less than 5 years
10	General Files.	Not less than 5 years
11	Legal Advisers Files.	Not less than 5 years
12	Branches files.	Not less than 5 years
13	Dak / Postal Inward Register.	Not less than 5 years
14	Dak / Postal Outwards Register.	Not less than 5 years
15	Pass books of Closed Accounts.	Not less than 5 years
16	Brokers Contracts file.	Not less than 5 years
17	Safe Custody Receipt- duplicates of counterfoils.	Not less than 5 years
18	Inspection / Audit Reports.	Not less than 5 years
19	Advices of Letters of Credit (opened by Cable).	Not less than 5 years
20	Advice of Letters of Credit (to Correspondents - amendments)	Not less than 5 years
21	Letters of Credit - Application forms.	Not less than 5 years
22	Inland letters of credit- opening forms.	Not less than 5 years
23	Leave record of Ex. Employees.	Not less than 5 years

24	Stationery Registers.	Not less than 5 years
25	GRI Enclosures letters to Reserve Bank.	Not less than 5 years
26	Clearing Agents Instructions.	Not less than 5 years
27	Bank Reference file for Airmail.	Not less than 5 years
28	Released Guarantee of - Foreign Bills uncleared, negotiated under export bills of credit.	Not less than 5 years
29	Delivery order form (Goods Loans and loans on Shares and loans against other securities).	Not less than 5 years
30	Cheque Books, Drafts Books and Cash Certificates issue Register.	Not less than 5 years
31	Liability Registers.	Not less than 5 years
32	Year End Returns Files.	Not less than 5 years
33	Old Cyclostyled circulars and circular letters.	Not less than 5 years
34	R.B.I. Return file.	Not less than 5 years
35	L.I.C. of India Bankers memorandum (Duplicate).	Not less than 5 years
36	Monthly return file (statement).	Not less than 5 years
37	Managers Certificate file.	Not less than 5 years
38	General Correspondence.	Not less than 5 years
39	Service Charges/ Commission file.	Not less than 5 years
40	General letter correspondence.	Not less than 5 years
41	Branch Adjustment Register.	Not less than 5 years
42	General Charges Register.	Not less than 5 years
43	Staff File (Correspondence).	Not less than 5 years
44	PD refund forms	Not less than 5 years
45	Confirmations for Telegrams.	Not less than 5 years
46	Counterfoils, pay slips issued, drafts issued	Not less than 5 years

47	Counter Indemnity - Regarding - Bills & Bills of lading.	Not less than 5 years
48	Leave application of employees.	Not less than 5 years
49	Token Register.	Not less than 5 years
50	Remittance dispatched and received registers.	Not less than 5 years
51	Confirmation of Telegram.	Not less than 5 years
52	B.C.s. File.	Not less than 5 years
53	LIC of India correspondence file.	Not less than 5 years
54	Festival Advance Application file.	Not less than 5 years
55	Refund application.	Not less than 5 years
56	Closed files of cases under Consumer Forum, Suits / WPS	Not less than 5 years
57	Duly authenticated ATM Journal Print.	Not less than 5 years
58	Written Instructions of Tele Banking delivery chalans.	Not less than 5 years
59	Register for Computer consumables.	Not less than 5 years
60	Parameter/Master modification Register.	Not less than 5 years
61	Media in use / corrupted register.	Not less than 5 years
62	Maintenance contract file and all related records relating to Computer Hardware.	Not less than 5 years
63	RTI File after disposal of 1st appeal / CIC appeal.	Not less than 5 years
64	Delivery order forms (PCL/Pledge/SL goods loan).	Not less than 5 years
65	ECGC Circulars.	Not less than 5 years
66	Sectoral deployment.	Not less than 5 years
67	Risk profile records.	Not less than 5 years
68	NHB/Food credit/NABARD/SIDBI/EXIM BANK/ CALL /CBLU /RUPU /RREPO/ SFR Files.	Not less than 5 years
69	Reciprocal, DICGC, CODE Files.	Not less than 5 years
70	AFI File.	Not less than 5 years

71	Equity related general file.	Not less than 5 years
72	Records pertaining to identification of customers and their address are preserved properly for at least five years after the business relationship is ended.	Not less than 5 years

E. Records to be preserved for a period of not less than 3 years immediately preceding the current calendar year. (H O, Zone, Branches and all other Offices)

S. No.	Name of Document	Preservation/Retention Period
1	Files of rejected loan proposals.	Not less than 3 years
2	Application forms for closed loans.	Not less than 3 years
3	Bill realization letters received from collecting Bankers/ Branches.	Not less than 3 years
4	Acknowledgements.	Not less than 3 years
5	V.P. Receipts files.	Not less than 3 years
6	NOSTRO A/c. /Position Register.	Not less than 3 years
7	Confirmations for Telegrams.	Not less than 3 years
8	Purchase/Sale Note.	Not less than 3 years
9	Reconciliation sheets.	Not less than 3 years
10	GR/SBF/EP/PP/SOFTEX Form Register/ System generated Hard Copy.	Not less than 3 years
11	Due diligence compliance.	Not less than 3 years
12	Review of sensitive sector.	Not less than 3 years
13	Mid-year review.	Not less than 3 years
14	Concurrent Auditor's Report.	Not less than 3 years
15	LFAR- Review Report.	Not less than 3 years
16	Salary bills of teachers.	Not less than 3 years

17	Progress report of the branch.	Not less than 3 years
18	Press copy books.	Not less than 3 years
19	Salary Book.	Not less than 3 years
20	Book of Shares lodged for transfer.	Not less than 3 years
21	Drawing Power Register.	Not less than 3 years
22	Bank Transfer Scrolls	Not less than 3 years
23	Sub-Daybook.	Not less than 3 years

NOTE: Period to be counted from the date of the last entry in the book or file, if not indicated otherwise in the schedules
