

## Document Handling & Retention Policy-2024

### **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 complaint and information sought by any citizen of India under RTI Act.

### **2. General Guidelines**

- **The record shall be maintained simultaneously with the completion of transaction or completion of given task.**
- **Each and every official of the Bank shall be responsible to create record and maintain its accuracy as per the duties and responsibilities assigned from time to time.**
- **Record should be prepared in such a manner that management can take timely decision based on the latest information.**
- **Record/ Data must be available only to authorized officials.**

### **3. Record Management**

**A. The following steps shall be taken regarding maintenance, preservation and reporting of customer account information, with reference to provisions of PML Act and Rules. Bank shall,**

- 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). These rule may be called the Prevention of Money Laundering (Maintenance of Records) Amendment Rules, 2023.**
- 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.**
- VI. **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;**
- VII. **Maintain records of the identity and address of their customer, and records in respect of transactions referred to in Rule III in hard or soft format.**

**B. Referencing/Indexing:**

- I. All books, files and registers in current use as well as under preservation/old records must be properly labeled and given serial references/index number. Further, there should be a separate register for current use as well as under preservation/old records for listing and recording all books, files and registers.

- II. The serial/index number of book/file/register etc. must be indicated on its cover for easy identification in future date.

**C. Safe Keeping of Records:**

- I. All books, files, vouchers, registers, documents etc. which are 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 whenever required.
- II. An employee handling a particular book/ register / file will be responsible for its custody.
- III. All current records must remain under lock and key overnight in the custody of the respective section in-charge. 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. 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.
- IV. Branches which have space with in the branch premises are advised to earmark some space for Record Section.
- V. In order to make room for proper upkeep of the current record, the Branch Incumbents are advised that following steps be taken immediately:
  - 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.
  - 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.
- VI. 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.
- VII. 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.
- VIII. Completed books and files must be properly labelled with the dates of commencement and completion and the later 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.

**D. Protection against Fire Hazards:** In order to protect the more important records from fire hazards, the following guidelines should be followed:

- I. 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.
- II. The records pertaining to articles in safe custody must be retained as permanent records in the strong room.
- III. All ledger, registers, loan documents, securities papers relating to loans and advances, all account opening forms, balance books, copies of latest half yearly returns, all vouchers for last six months etc. should be kept in fire proof safe / cabinet and kept in strong room where available.
- IV. Wherever space in the strong room permits keeping of fire proof Cabinets/Almirahs etc. the same may be kept inside the strong room as far as possible.
- V. 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.

#### **4. Voucher Filing**

- a. **Vouchers (Cash receipt, Cash Payment, Transfer, Clearing etc.) of each day will be arranged in the order of their entries/transaction in CBS, stitched and sealed at the left hand top corner.**
- b. 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 and authenticate the contents of vouchers of each bundle with the Cash, cash book, day book, Clearing ledger, transfer journal, exception reports etc. He/she will 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 vouchers will then be placed in an envelope which will be closed and sealed in the presence of the official Incharge, who will keep it in the strong room in a locked steel box.

- d. The officials responsible for the custody of vouchers will only permit vouchers to leave their possession on the requisition by a checking official, who will acknowledge their receipt in the register kept for this purpose. When the vouchers so taken out, are received back the relative entries (date, time, official name etc.) in the register will be marked off under the initials of the respective officials.
- e. Whenever a voucher or any document is summoned to be produced in court, a true 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.

## **5. 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, 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.

## **6. Management Information**

**Given the nature, scale and complexity of the Banking business, the management should receive sufficient information about the recorded data/content:**

- **To monitor, assess and control the risks incurred.**
- **The nature and performance of each transaction is explained.**
- **The Bank can comply all of its statutory and regulatory obligations.**

## **7. 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.

**Branches/Offices have to identify and should have approved place of storage to keep all old records of the Branches/Offices safely. Such place should be fire proof, well secured, convenient and easily accessible to the concerned Branch/Office.**

**All the records which are older than three years should be sent to such approved place for storage. Proper record to be maintained for the documents sent for preservation purpose by the Branch/Office.**

## **8. 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.

## **9. Record Retention**

Based on the requirement, record retention periods for all categories of records are given in **Schedule**.

Retention period of Account Opening Forms and its related documents, all personal ledgers, data related to payment system, Clearing Cheques including the Photocopy of Cheques sent along with 'Paper to Follow Report' (Applicable where clearing is dealt with Cheque Truncation System), Records of Electronic Clearing System etc. shall be for 10 years.

Records which are not included in the **Schedule** would continue to be maintained for a period of 10 years.

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 Statutory & Regulatory authorities to have access to certain records. Further, access to confidential data is restricted to the authorized officials and that customer confidentiality is maintained.
- c) Satisfaction of the needs of internal and external auditors to have access to certain records.

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.

## **10. Preservation & Destruction of Old Records**

### **A. Preservation of Old Records:**

- (a) One of the purpose of record maintenance is to get the required information readily available as and when needed.
- (b) The old records will remain in the custody of an official not below the rank of a special assistant. However, handling of old records will be entrusted to a daftri who should work under the supervision of the said official.

- (c) 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 the register of current-cum-old records will be checked and signed by the concerned official.
- (d) 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.
- (e) The periodical pest control shall be carried out to protect records from the attack of rats, ants, termites etc. 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.
- (f) Records/Data in Electronic Form shall be preserved and retained as per the guidelines issued by HO IT Department.
- (g) Back-up arrangements should be in place for all records held in electronic form or any other records. Periodical testing should be undertaken for recovery / verification / retrieval of data as and when required. Business continuity and disaster recovery systems should be in place as per the Bank guideline.
- (h) 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.
- (i) Records 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 will be to see that the records taken out of the custody are returned as soon as possible.

**B. Procedure for transfer of Old Record:**

- I. Branches shall intimate to 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 Register and will intimate the Acknowledgement 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 Register duly marked with the Zone Acknowledgement Number shall be sent to the concerned Record Room/ Warehouse by the Zone under-intimation to the branch concerned.

**C. Destruction of Old Records:**

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. In the absence of adequate space the current records are 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.
- (c) A good amount of time and money is wasted in preserving the old record which has outlived its utility.

Therefore, the destruction of records from time to time after the lapse of minimum period of preservation is to be done in the following manner:

- i. After expiry of the stipulated period for preservation of particular type of record, the same should be weeded out and destroyed as per rules.
- ii. Annually the list of record proposed to be destroyed shall be submitted by concerned office to the Competent Authority for seeking approval.
- iii. Competent Authority for granting approval for destruction of old records:
  - For branches /Offices under Zonal Office: **Zonal Office.**
  - For Zonal Offices / HO Departments: **HO Premises Department.**
- (d) Applications for sanction to destroy any old books/files not included in the **Schedule** should be made by branches to their Zonal Office and by Zonal Offices to **HO Inspection Department.**

**(e)** Old records meant for destruction will be entered in a separate register in which the following particulars will be entered and checked by the Incumbent In-charge/authorized official of old record:

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

**(f)** 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 concerned officer of old records to ensure that the destruction has been completed.

**(g)** Records which are not of a confidential nature may be sold to a chemical furnace or paper mill to be burnt or converted into pulp under the supervision of the local branch incumbent in-charge.

**(h)** After disposal of the old records a certificate has to be sent by branch to the concerned Zone and in respect of Zones / HO Departments to HO Premises Department about having destroyed the old records along with details of old record.

**Note:** No record shall be destroyed where:

- i. Records related to disputed/litigation matters or on which a dispute/litigation 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 taken.
- iii. Claim notices received, garnishee orders served on the Bank, Income Tax attachment orders, frauds, pending investigations, staff accountability related records, articles in safe custody held in the name of the deceased persons etc.
- iv. A suit which has been filed and decreed till the decree has been realized in full.
- v. Correspondence to which 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.
- vii. Wherever books are not balanced, the supporting original records.

**D. Action to be taken at the Zonal Office/ HO Premises Department:**

- i. As soon as the list of records to be destroyed/disposed is submitted by the branch to Zone or by Zones/HO Departments to HO Premises Dept. it has to be scrutinized at the Zonal Office / HO Premises Department by the person duly authorized for the same and permission for destruction/disposal of such record be accorded to the branch by Zone or to Zones/HO Departments by HO Premises Dept. as the case may be.
- ii. After a reasonable time from the date of such permission accorded to the branch by Zone or to Zones/HO Departments by HO Premises Dept., a reminder has to be sent to the branch/ Zone/HO Departments as to whether the records permitted to be destroyed are destroyed or not and to call from the branch/ Zone/ HO Departments a certificate to that effect.
- iii. Register to be maintained at Zonal Office / HO Premises Dept. to know the position of old records disposed at any time. This register will serve as a Watch Register to ensure compliance of the instructions given to the branches/ Zones/ HO Departments for elimination of stale records.
- iv. Zonal Offices shall obtain confirmation from the branches under their control positively by 15<sup>th</sup> 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.

**E. 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.
- b) 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.
- c) 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.

- d) 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.
- e) 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.
- f) 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.
- g) 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.

#### **11. Records of Govt. Transactions**

- i. These shall be preserved as per guidelines for each scheme.
- ii. Scrolls relating to Government transactions should be preserved for 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 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:

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

## **12. Inspection and follow-up**

When in the inspection report any irregularity is pointed out about the storage of records, 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 Premises Department** in respect of grant of permission for disposal of old records.

## **13. Review of Policy**

The frequency for review of the policy shall be three years from the date of the last approval /review or as and when deemed necessary and appropriate by the bank, whichever is earlier. This Policy shall valid till its next review.

**All RBI guidelines/directives issued thereafter will form part of this policy.**

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

**‘Digital’ marked for records which are to be kept in Digital Form.**

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

<b>Sr. No.</b>	<b>Name of Document</b>	<b>Preservation/ Retention Period</b>	<b>Type</b>
1	Register of Members.	Permanent	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>

21	Staff Security Registers.	Permanent	
22	Staff Service Records.	Permanent	
23	Salary Summary.	Permanent	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
52	Register indicating Records held in Electronic Form.	Permanent	
53	Disputed Transaction Records.	Permanent	
54	FEDAI Circulars.	Permanent	<b>Digital</b>
55	International Division Circulars.	Permanent	<b>Digital</b>
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	<b>Digital</b>
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 (Head Office, Zones, Branches and all other Offices):**

<b>Sr. No.</b>	<b>Name of Document</b>	<b>Preservation/ Retention Period</b>	<b>Type</b>
1	Current, Savings, T.D, R.D., Cash Certificates, Fixed, Short, Special term, Call Deposit Registers.	Not less than 10 Years	<b>Digital</b>
2	Drafts, TTs and MTs Paid Registers/ statements.	Not less than 10 Years	<b>Digital</b>
3	Drafts, TTs and MTs issued Register.	Not less than 10 Years	<b>Digital</b>
4	Record/Ledgers of Accounts with other Banks.	Not less than 10 Years	<b>Digital</b>
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	<b>Digital</b>
10	Foreign Bills for negotiations Registers.	Not less than 10 Years	<b>Digital</b>
11	Clearing House Books.	Not less than 10 Years	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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 the aggregate value of such transactions exceeds.10 lakhs, with transaction details.	Not less than 10 Years	
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	<b>Digital</b>

**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)**

<b>Sr. No.</b>	<b>Name of Document</b>	<b>Preservation/ Retention Period</b>	<b>Type</b>
1	Day Book and Supplementary.	Not less than 8 years	<b>Digital</b>
2	Subsidiary Ledgers.	Not less than 8 years	<b>Digital</b>
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	<b>Digital</b>

6	General Accounts - register.	Not less than 8 years	<b>Digital</b>
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 securities on behalf of constituents.	Not less than 8 years	
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	<b>Digital</b>
13	Control Sheets for Letters of Credit.	Not less than 8 years	<b>Digital</b>
14	Ledger forms for Letters of Credit.	Not less than 8 years	<b>Digital</b>
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	<b>Digital</b>
23	Ledgers for Forward Exchange contract.	Not less than 8 years	<b>Digital</b>
24	Files of Drafts and F.Ds lost.	Not less than 8 years	
25	Individual Files of customers.	Not less than 8 years	
26	Account confirmation (files).	Not less than 8 years	
27	Applications for Overdraft (loans/advances).	Not less than 8 years	

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

<b>Sr. No.</b>	<b>Name of Document</b>	<b>Preservation/ Retention Period</b>	<b>Type</b>
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	<b>Digital</b>
19	Advices of Letters of Credit (opened by Cable).	Not less than 5 years	<b>Digital</b>
20	Advice of Letters of Credit (to Correspondents - amendments)	Not less than 5 years	<b>Digital</b>
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/ <b>Register for Manual Service Charges Recovery</b>	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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>

71	Equity related general file.	Not less than 5 years	
72	Records pertaining to identification of customers and their address after the business relationship is ended.	Not less than 5 years	
73	<b>Accounts Closed File.</b>	Not less than 5 years after the business relationship is ended	

**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)**

Sr. No.	Name of Document	Preservation/ Retention Period	Type
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	<b>Digital</b>
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	<b>Digital</b>
7	Confirmations for Telegrams.	Not less than 3 years	
8	Purchase/Sale Note.	Not less than 3 years	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
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	<b>Digital</b>
23	Sub-Daybook.	Not less than 3 years	<b>Digital</b>

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

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