



CANPAL

THE CANARA BANK OFFICERS' ASSOCIATION (Regd.)

(Affiliated to AIBOC & AINBOF)

**TIPS FOR HANDING OVER
&
TAKING OVER CHARGE**

My dear CANPALs,

I congratulate you on your elevation and appreciate your inclination to shoulder higher responsibility.

It is highly likely that you would be posted as an in-charge of a branch and in such case your first and foremost assignment would be taking over charge of the branch.

The process is time bound and if done in a methodical manner will help you and your predecessor a lot and avert many avoidable hassles in the days to follow. With an endeavour to make our managers more comfortable while taking independent charge of the branch this booklet “Tips for Taking over charge” has been brought out.

I hope you will find it very useful while executing your duty as Branch in-charge.

All the best.

G.V.MANIMARAN
General Secretary

TIPS FOR HANDING OVER & TAKING OVER CHARGE

Introduction:

The position of the Branch in charge is a coveted one and the success always depends on the word “WE” and not “I.

Identify the vital area of branch functioning and make a study of them in relation to the task which you are expected to perform. In this endeavour, please utilize the knowledge and experience of the outgoing Manager. In addition, you have another vital and vibrant source i.e. the staff.

Study the following basic documents / areas:

- Latest Flash Report (PSR-1) and RBI Statement
- Branch Business Planner
- Branch Performance Review Reports and Budget (Target) Settlement Sheets.
- DM's/AGM's quarterly branch visit reports & remarks /

observations made.

- Inspection (RBIA) reports (RBIA, Concurrent, RBI, AG's office, etc) - Keep the files in a safe place
- Statutory Auditor's Report for the latest year-end Balance Sheet and Long Form Audit Report (LFAR) – Ensure safe-keeping of last 4 quarterly Balance Sheet.
- Reports of any special Investigation done by RBI or any other regulating authority.
- Correspondence from Government / Governmental agencies. Pending Correspondence and Credit Reports.
- Performance Appraisal Report i.e. Goals set and Performance achieved/appraised.
- Half yearly report on workmen, KRA and APAR for officers
- Register of desirable/undesirable parties.
- Customer Complaints Register – Status of pending complaints if any

- Service Area Villages allocated to the branch in the case of Rural Branch
- Wards / Areas / Streets allocated to the branch in the case of Semi Urban, Urban, Metro branches
- Incident Reporting, Cash Transaction Reports, Suspicious Transactions Reports, Counterfeit Currency Reports

FUNCTIONAL AREAS:

1. Cash / Security Items

- i. Check Cash Balance physically and tally with Day book figure of previous day.
- ii. Check signature in double lock Register-cum Cash Abstract – Ensure balance shown tallies with item i) above
- iii. Physical checking of Cash in ATM Machine (check how many ATMs are attached to the branch) to be carried out. Ensure JPT Print out taken from ATM machine/s tallies with physical cash in

ATM. Tally JPT balance with ATM-Cash General Ledger Balance and also Day book

- iv. Daily tallying of Cash deposit machine to be ensured
- v. Physically check all security items like Demand Drafts, Cheque Books, Term Deposit Receipts, Pay orders – Tally with the Key Register. Ensure quarterly balancing taken – Whether tallied and signed by both the key holders.
- vi. Ascertain the Standard Cash Limit fixed for the branch
- vii. Please ensure management of cut, soiled and non-issuable notes.
- viii. Single lock keys – Ensure availability of SL Key with cashier

2. Banker's Account

- i. Account with SBI or other banks, if any – Register fresh mandate in your name for operating the Banker's account duly signed by the outgoing incumbent

- ii. Remittance arrangements with Currency Chest/ other Branches/Banks – with phone numbers
- iii. Is there any reconciliation pending in Banker's account?

3. Double Lock Arrangement:

- i. Procedure for operation and maintenance – Ensure compliance.
- ii. Names and phone numbers / addresses of the persons who hold double lock keys.
- iii. Verification of contents in Double lock including Currency notes, IVP, GL packets, ISC parcels, Safe Custody Articles, Duplicate Keys of other branches, Loan papers, Gun, bullets etc. (Ref: Cash manual for details)
- iv. Check Balancing and physical verification of Safe Custody Articles
- v. Verify Inward Register for loan papers- New B 132 and ensure number of loan papers held in Double lock, tally with the balance shown in New B 132

- vi. Duplicate keys of Double lock / Premises - when & where lodged, where receipts are kept and when last exchanged (to be exchanged once in two years) to be ascertained.
- vii. Exhaust fans, fire alarm, Burglar Alarm, Surveillance Camera in Double lock – Ensure that all are in working condition

4. Gold Loan:

- i. Name / Phone number of Appraiser/s- Security obtained- verification of agreement.
- ii. Physical checking of Gold Loan packets – Tally with the balancing report (7775-LN632) and also Key Register. – Confirm Gold Loan applications are available and kept in seriatim

5. Deposits:

- I. List of Good / High Value Depositors / HNIs – Generate report of TOP 50 customers through Business Objects Report
- ii. List of prospective parties – already met by the predecessor.

- iii. Keep the Name, Address, Phone number, E mail ID of HNI customers and also NRI clients
- iv. Ascertain the number of Inoperative accounts and steps taken by the branch for reviving them.
- v. KYC compliance status
- vi. Ensure the account opening forms are filed properly and preserved safely.
- vii. Observe the List / Balancing of Temporary Overdrafts (TODs) in SB and Current Accounts – Ensure follow-up action has been taken for early regularization / recovery.
- viii. Balancing report of In-built Overdraft (IOD) accounts are to be taken and obtention of proper loan papers to be ensured.
- ix. Ensure undelivered Debit Cards are kept in safe custody and destroyed if more than 3 months old.
- x. TDS remittance – Check SL Parking head for prompt remittance of TDS deducted till last month

- xi. Ensure ETDS – Quarterly returns filed promptly till last quarter and related acknowledgments are kept safely
- xii. Ensure Form 16-A (TDS certificate) whether issued to depositors till last quarter
- xiii. Ascertain the password for e-TDS SARAL package
- xiv. Ascertain TRACES userid and password for the branch
- xv. Login to TRACES website and generate the default notices issued by Income Tax department. Ensure that there are no deficiencies / Penalties

6. Loans and Advances in General:

- i. Generate report through business objects (TOP 25 or 50 Advances customers) and ascertain further information about the customers from the predecessor.
- ii. Meet all the important especially TOP customers say with limits of Rs.20 lacs and above.
- iii. Ensure Inspection of godown (KCC, OCC, PC, PL etc) – done on

- rotation basis – Ensure maintenance of separate register for godown checking.
- iv. Farm inspection done with location and nature of loan.
 - v. Verification of other high value security hypothecated / mortgaged to the bank by borrowers
 - vi. Ensure maintenance of Interest Rate Modification Register / Interest Checking entrustment register.
 - vii. Ensure subsidy claim has been made in eligible cases like Self Help Group Loans / PMEGP / Other Govt sponsored Schemes / TUFFS etc.
 - viii. Ensure subsidy received has been kept in appropriate SL head or Zero Interest Term Deposit and account wise details are available.
 - ix. Ensure that Interest subvention for eligible Agri Crop Loans, Educational Loans and Housing loans have been claimed uptodate.
 - x. Ascertain the information about the pending Loan proposals sent to CO/RAH for sanction.

- xi. Ensure Credit Sanction Register is entered in Single Sign On / Manual register and sent to Advances Section / R.M Section for review every month
- xii. Ensure copies of Loan appraisal above Rs.5 lacs in the case of Retail Lending and above Rs.1 lac in other cases are sent to Circle Office for review promptly

7. Verification of Loan Documents other than Gold Loans:

- I. Generate Balancing report of all loans – preferably product wise – (7775-LN632) and ensure all the loan papers are physically available. The balancing report contains Date of Loan papers, AOD Date, Rate of Interest charged, Sanctioned Amount and present liability.
- ii. Check points while verifying the Loan papers –
 - ✓ Correct Loan paper date is reflecting in the balancing report
 - ✓ Loan sanction has been signed by the branch in charge / Sanction letter available in case of sanctions by higher authorities

- ✓ Obtention of correct loan agreement and signature of the manager in relevant places
- ✓ AOD is physically available with the loan papers and the date of AOD is correctly shown in the report.
- ✓ AOD is stamped and signed by all the borrowers / co-obligants / co-borrowers
- ✓ AOD is witnessed by branch official.
- ✓ List out any Loan paper / AOD likely to expire / get time barred shortly.
- ✓ Ensure submission of PRR12 for the last half year and glance through the same.
- ✓ Ensure EMT documents are kept along with the Loan papers and preserved separately
- ✓ Ensure document movement register is maintained and updated.

8. Verification of Running Limits like OD / OCC:

- I. Generate Business Object Balancing report of all OD / OCC

Accounts

- ii. Check Loan documents as mentioned in 7 (ii)
- iii. In addition to the point ii
 - Ensure availability of the latest Credit appraisal / proposal in the CR file
 - Ensure the latest sanction letter communicated to the party duly against his acknowledgment.
 - Check the continuity in the loan documents ending with the latest Letter of Renewal.
 - Ensure whether the limit is in force
 - Ensure the expiry date of limit as per the Sanction / Loan Papers has been correctly fed in CBS
- iv. Ensure maintenance of Stock statement - Filed party wise
- v. Generate list of expired OD/OCC limits from Business Objects Report under option 280024. Ascertain Credit reports due / Expired Credit Limits and notices to be sent.

9. EMT / MODTD / ROC Verification:

- i. Check availability of all the Equitable Mortgage Documents pertaining to all the Loans / Advances / running limits
- ii. Check the latest EMT Balancing report and ensure availability of all the original documents.
- iii. Verify that all original documents as per LSR have been obtained before putting through EMT.
- iv. Ascertain whether any EMT transaction is pending to be put through by customers – e.g. Housing Loan for purchase of vacant site released but documents yet to be obtained from Registrar office.
- v. Ascertain whether registration of EMT / MODTD is pending to be executed – as applicable in some States.
- vi. Ensure / ascertain all the EMTs (other than Agricultural property) have been registered with CERSAI.
- vii. Ascertain any pending Mortgages are to be registered with CERSAI – Delay in regn attracts penalty

- viii. Ascertain if any further Encumbrance certificates are to be obtained in the case of EMT transactions.
- ix. Ascertain Pending charge creation in case of Company advances

10. Insurance of Securities like Land and Building :

- i. Ensure availability of Insurance for the all the godowns / LHVs / HL and other securities hypothecated / mortgaged to us
- ii. Ensure all such Insurance Policies are in force.
- iii. Ensure availability of Insurance Register / Due date Register / Follow up Register, if not fed in CBS

11. Loan Accounts with CGTMSE Cover:

- i. Ensure all the eligible MSE accounts are covered under CGTMSE. Please check recently granted loans under MSE are covered.
- ii. Latest list of account covered under the scheme will be sent by SME Cell / Advances Section, Circle Office to respective

branches along with premium claim. Ensure availability of that list in a separate file.

- iii. Ensure whether Annual Guarantee fee has been paid in all the eligible cases.
- iv. If any account covered under CGTMSE slips to NPA, the date of NPA is to be reported to the Trust through Circle Office without fail. Hence, the list mentioned in point iii will be very helpful

12. Sticky Advances (LPD)

- i. List of sticky advances.
- ii. List of LPD Accounts with category like Legal Action Waived (LAW)/Non-suit filed / suit filed / Suit filed and decreed etc.
- iii. List of Accounts where suit filing permission is received but Suit is yet to be filed
- iv. Ascertain the details of Write-off Notes sent and pending receipt of Branch Advice
- v. Suit filed accounts / SARFAESI Accounts and their present status.

Any important aspect like taking possession / issuing sale notice etc is pending?

- vi. Ascertain the Names and Addresses of Panel Advocates, Valuers

13. Recovery Position:

- i. Overall recovery position of the branch (DCB position).
- ii. Special Watch / other NPA statements
- iii. Ascertain information about high value loan accounts likely to slip to NPA shortly
- iv. Ensure there is proper follow-up of loans by sending notices / personal contacts etc.
- v. Ascertain the Recovery prospects under various schemes.
- vi. Timely obtention of AODs
- vii. Ascertain the details of OTS / Can-Adalat proposals/decision pending to be completed

14. Premises / Furniture

- i. Terms of lease, Carpet area details, rent /tax liability details, TDS on rent, Advance rent details, periodical maintenance
- ii. Lease agreement / Deed registration, exercise of option and timely renewal of lease
- iii. Rent details – amount, due date of payment, TDS particulars
- iv. Insurance- amount, due date for renewal, insurance agency,
- v. Gun license and retainer license to be in force
- vi. Annual drill for security guard / using security guard for other works
- vii. List of furniture and fittings (inventory certification, numbering, conditions of items).
- viii. Stock and stationery maintenance.
- ix. Ensure Name Board, Enquiry Board, Timing Board are displayed
- x. Suggestion Box/ First Aid boxes – Ensure availability.
- xi. Annual Maintenance Contract (AMC) for computers / printers /

UPS etc in force

- xii. Ensure availability of Fire extinguishers with refilling date
- xiii. Ensure smoke detectors are fixed and in working condition.
- xiv. Ensure Generator back up is available and generator lease agreement is in force
- xv. Ensure CC TV is in working condition and back up of data is kept safely
- xvi. Ensure proper generator back up arrangement in ATM site

15. Lockers:

- i. Keys details - Duplicate Master key, vacant locker keys, and locker room maintenance.
- ii. Locker Vacancy position, waiting list
- iii. Rent details, whether review is due or done (for each size).
- iv. Rent arrears details, details of non- operation - KYC norms

16. Foreign Business:

- i. Ascertain full details about parties enjoying Packing Credit / Export Bills / LC Limits / Pending GR / BEF etc
- ii. Ascertain details about Non-Resident Deposits (NRE, NRO, FCNR) and related Pending correspondence, if any
- iii. Ensure FCNR balancing is tallied / reconciled with mirror account in Foreign Department.

17. Names of NNND agents:

- i. Ensure Security agreement of the NNND Agent is in force.
- ii. Ensure tallying of NNND (Web based package) closing balance with NNND balance shown in Day book

18. Power of Attorney:

To be got registered with SBI/RBI/LIC etc.

19. Standing Instruction:

- i. Ensure effective and timely execution Standing Instructions - pending, if any
- ii. Ensure PDCs in respect of Retail Lending Loans are recorded in register and presented on due dates
- iii. Ensure ECS Debit mandate has been registered for Retail Lending Loans wherever applicable.

20. Death Claims:

- i. Ensure Death claim / Nomination Settlement Register maintained properly and all settlements kept safely in Double Lock.
- ii. List out if there are any Pending death claim / Nomination settlements.

21. BAA, Sundry Assets, Sundry Liabilities, Sundry Deposits, Overdue Deposits.

- i. Legal expenses, TA Advance, LFC Advance etc outstanding

under SA

- ii. Telephone payments, Electricity Board deposits, Water Board deposits outstanding in SA
- iii. Any amount is outstanding in SA-furniture and fixtures and pending for capitalization.
- iv. Sundry Deposits – List out long outstanding items – Steps taken for reversing / write back
- v. Overdue Deposits – List out overdue for a very long period – Steps taken for renewal of overdue Deposits.
- vi. Any other items, outstanding for long duration.
- vii. Ensure Interest Subvention received have been credited to Loan accounts / Operative accounts of the borrowers (if Loan is closed) and no amount is lying in SL

22. Manual/ Circulars /Desk Cards:

Ensure availability / safekeeping of hard copy of manuals / circulars desk cards

23. Branch Vehicle:

Ensure proper maintenance of Logbook, Petrol limit, Insurance, Garage Rent etc.

24. Filing System:

- Ensure proper filing system in place like CR file, Confidential file, Correspondence with Circle Office, Staff Files etc.

25. Meet important personalities relevant to the bank's business/area of functioning.

- i. Landlord of the Branch Premises
- ii. Panel Advocate/s
- iii. Heads in the Locality (e.g. VAO, Local Body Chairman)
- iv. Local Government Officials (e.g. BDO, District Collector, District Magistrate, Tahsildar)
- v. Co-Bankers in the locality / town
- vi. Court Officials

- vii. Police Officials – Keep the phone number of local Police Station handy.
- viii. Lead District Manager
- ix. Revenue Authorities
- x. Business Correspondents of the branch – get their phone numbers.
- xi. Other important Institutions like Colleges, Schools

26. Staff:

- i. Ensure Names, addresses, phone numbers, Mobile numbers specimen signatures, initials are available in Staff Bio-data Register – Very important.
- ii. Staff Report-confidential file and performance appraisal file.
- iii. Festival Advance/ Medical Bill reimbursement / BDEs, other staff welfare expenses details - Ensure proper record is maintained.
- iv. Details of Staff Quarters, lease details, expiry date of lease etc to be ascertained.

- v. Work distribution / Job rotation cards.
- vi. Work Review sheet
- vii. Staff Meeting reports
- viii. Ensure user ID / Password available for required staff members in Single Sign On, OLTAS, e-Tax payment, Net banking Admin, Govt Business, CERSAI, e-Token etc.
- ix. Password secrecy and periodical change of pass words - to be ensured. Ensure user profile register is maintained and resetting of various passwords by Administrator / Managers are recorded.

27. Internal Control:

- i. GL heads / items like SA, SL, BAR, LCCR, etc. – MSIE (Minor Subsidiaries, Income / Expenditure) Balancing Report to be taken from Reports home page.
- ii. Tallying of ATM Physical Cash / JPT and GL figure to be confirmed
- iii. Verify whether any other difference in GL Heads especially LCCR / Clearing related GL heads

- iv. Verify Banker's account and LCCR Reconciliation Statement PRR 14 A/B
- v. Ensure PRR18 has been submitted till previous month – Certificate of books of accounts checked without remarks / shortcomings
- vi. Ensure PRR19 has been submitted promptly – Certificate of Interest Checking

28. Inspection:

- i. Date when last held and important remarks.
- ii. Verify inspection report is replied promptly.
- iii. Verify DO letter / explanatory letter received by the branch.
- iv. Verify whether inspection report is closed fully, if not, list out pending remarks.
- v. Verify whether any fraud has been reported by the branch and if yes, record the present status
- vi. Ensure rectification of major remarks, especially the ones in Part-

B, Special Reports, if any.

29. Technology related matters:

- i. Ascertain the type of Network connectivity (Leased Line / ISDN / VSAT) and keep the phone number of BSNL / Network Engineers handy.
- ii. Ensure proper configuration of E mail and confirm that E mails are downloaded daily – Ascertain the e-mail password.
- iii. Ensure proper configuration of Anti-virus program in all the PCs and ascertain the IP address of the Group Updater (GUP)
- iv. Availability of ATM Master Card is to be checked. PIN number of ATM master cards to be checked. PIN number of ATM master cards to be obtained. If cash is replenished by branch, the PIN for ATM bin is to be obtained and to be CHANGED without fail.
- v. Ascertain the password of ATM machine and ensure the ATM is serviced / loaded with cash by both the key holders.
- vi. Ensure branch is maintaining ECS Mandate in a separate file and

all the mandates have been entered in the system. ECS debits may get rejected if not entered in CBS.

- vii. Branch Managers' DASH BOARD is an important tool – to see the past performance, Targets and present level of business – Ascertain the password from the outgoing Manager

30. Important things to be received from the outgoing Manager.

- i. Mobile Phone / SIM card given for the branch in charge
- ii. Lap top given for the branch
- iii. Password for CIBIL / Experian / CERSAI / Traces / Web TDS
- iv. Keys for burglar alarm, fire alarm

31. Third party Products:

- i. Ascertain the name and contact number of marketing personnel of all the third party products.
- ii. Any claim disputes pending in case of CHOICE, AMHI or any other associate party products pending?

32. Miscellaneous Items:

- i. List out any Pending summons from Income Tax Department, queries under RTI Act, Legal Notices etc
- ii. List out any pending claim against the bank on any legal / Ombudsman / Consumer Forum matters.
- iii. Any pending complaints from Customers to be redressed?
- iv. PMJJBY, PMSBY, APY applications whether safely kept in double lock.
- v. Any PMJJBY, PMSBY , RUPAY insurance claims under process.