

HO: OPS: 114: 602

Dated: 17-05-2022

## Letter to all Zonal Heads/Regional Heads

Dear Sir,

### Re: Timely Closure of Cash in Branches

As per the Book of Instruction 2019, Operations & Services, Vol-1 Ver-2, after the implementation of CBS, business hours of the branches have been normally increased/extended to minimum of 6 hours at all branches which may be from 9.00 a.m. to 3 p.m. or 10 a.m. to 4 p.m. etc. depending on the timings / business hours of a particular branch decided by the respective Regional authorities.

It has come to the notice that the closure of Cash in Branches is not being done in a timely manner immediately after closing of Cash transactions. The late closing of Cash in Branches is against the laid down guidelines. This practice can be very risky and happening of any untoward incidence may not be ruled out. Please note that Insurance Companies are also not entertaining claims of the Bank for loss, if staff has been found negligent in performance of duties or laid down guidelines of the Bank are not strictly followed.

In view of above, we advise you to sensitise the Branches under your control and advise them to ensure strict compliance of the guidelines issued by the Bank for closure of Cash.

Please ensure compliance.

Regards,



Pankaj Mittal,  
General Manager,  
Operations & Services

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