



# **House Keeping and Branch Operation Policy**

## **Transcorp International Limited**

(Updated til 30.11.2016)

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## Applicability and Objectives of Policy

### 1. Applicability of Policy:-

This policy will be applicable on every branch and office of Transcorp International Limited and its all divisions and Wholly Owned Subsidiaries.

### 2. Objectives of Policy: Following are the objectives of the policy:-

1. Maintenance of all necessary information, records, documents, licenses etc. as per the provisions of various laws applicable on the Company.
2. Easy and timely retrieval of documents as and when required
3. Setting the process for destroying the documents after the required period
4. Running the branch and offices of the Company in a professional manner.
5. Availability of the required documents, information, records at the time of audit and inspection.

Violations of this policy will be subject to appropriate disciplinary action.

## Policy and Procedure

**A. General Requirement:** Following documents must be kept at the branch level:-

**1. Local Trade License wherever necessary:-** In all states, Shop and Establishment Registration is required to be obtained under the various provisions of Shop and Establishment Act. If there is any other registration required then that registration is also to be obtained and the registration certificate must be kept by the branch. The license must be renewed before the expiry of license.

**2. Professional Tax Registration:-** If in any state, professional tax is applicable then the necessary registration will be obtained at the branch level and will be intimated to the Accounts and Compliance department at Jaipur Head Office.

**3. Rent Agreement, if the place of business is taken on rent:-** If any branch is being operated from a rented place then there must be a rent agreement, which should be signed by the representative of the Company and by the landlord. If the rent agreement has been renewed then the renewed rent agreement must be kept at the branch. All rent agreements must be renewed before the expiry of the agreement. A copy of rent agreement must be sent to Head Office for records. Proper stamp duty should be paid on rent agreements.

Rent Agreements can be signed by authorized representative of the company who is authorized by Head Office for signing the rent agreement.

**B. House Keeping under RBI and other regulatory requirements:** Following documents and information are to be kept under the various rules and regulations as prescribed by the Reserve Bank of India for Money Changing, Money Transfer (IMT) and Payment Systems (PPI):-

1. A copy of RBI License for Money Changing (AD II), Money Transfer (under MTSS) and PPI activities must be displayed at a visible place in the Branch.

2. Daily Exchange Rates must be displayed at a visible place at the Branch. These rates must be updated by 10:30 A.M. on the daily basis. There should preferably be digital rate boards at the branch which must be kept in working condition.

3. Records of clients/FFMC/RMC-Franchisee required as per KYC Norms such as Memorandum and Articles of Association/ Partnership deed/RBI License/Photo IDs and specimen signatures of authorized persons etc. must be kept at Branch level. A detailed note on the documents required to be obtained is given in AML and KYC Policy and other relevant circulars issued by Compliance department. These documents must be updated once in a year.

4. Copy of list of staff authorized to conduct MC business, sent by Jaipur Head Office (signed by Principal Officer) must be kept at the branch level. This must be obtained for all employees who are doing the Money Changing transactions. No person is allowed to transact Money Changing business without the authorization letter.

5. Branch should take the prints of FLM 1 & 2 on daily basis and prints of FLM 3, FLM 4, FLM5, FLM6, FLM7, FLM8 and statement of single purchase transaction of USD 10000/- and US\$

25000 or equivalent should be taken on monthly basis and must be kept in branch. FLM-3 to FLM-8 must be generated on daily basis to tally the balances and must be kept in system of the branch.

6. A.D. II Branches will always maintain the copies of Monthly Concurrent Audit Report related to the branch duly signed and verified by Principal Officer.

7. Documents related to DD/TT business must be kept at Jaipur Head Office as well as at the Branch level.

8. Display of address of registered office of the company at all branch/offices of the company

9. Copy of all Policy/Manuals/Registers and RBI Circulars must be kept at Branch Level:-  
Following policies/manuals/registers and circulars must be kept in Branch:-

**A. Under RBI Rules and Regulations and other regulatory laws:-**

1. AML and KYC Policy-Money Changing Business
2. AML and KYC Policy-Inward Remittance Business
3. All latest RBI Circulars related to Money Changing Business and Inward Remittance business. This must be kept on desktop of the system of branch
4. 7 in 1 (statutory register) register as required under Shop and Establishment Registration

**B. Company's Internal Policies and Manuals**

5. Credit Policy
6. Personnel Policy
7. House Keeping and Branch Operation Policy
8. Operational Policy
9. Accounting Manual
10. Internal Audit and Control Manual
11. FDR Scheme and Policy
12. Information Technology Policy
13. Pamphlet on compliance norms for MC and MT business

Policy and Procedure related to RBI should be kept as per the nature of business done by the Branch.

**Documents to be kept related to RBI inspection**

1. CA Certificate on NOF
2. CA Certificate on AML, KYC and CFT compliances
3. CA Certificate on Concurrent Audit and Internal Control
4. Concurrent Audit Report along with compliance for last 2 years
5. Training proof
6. Previous RBI inspection report and its reply submitted to RBI

**C. House Keeping Policy related to Travels and Tours Branch**

1. All IATA approved branches must display the IATA approval certificate at a visible place.
2. All local registration certificates must be obtained and displayed accordingly.

**D. House Keeping under the various policies of the Company:**

1. Maintenance of various registers\*:- following registers must be maintained by every branch:-

1. Attendance Register (As per the format given in Annexure 1)
2. Fixed Assets Register (As per the format given in Annexure 2)
3. Key holding Register (As per the format given in Annexure 3)
4. Staff Movement Register (As per the format given in Annexure 4)
5. Credit Approved Register (As per the format given in Annexure 5)
6. Visitors' Register (As per the format given in Annexure 6)
7. Credit Appraisal Forms for all the clients

Visitors' register must be maintained by all the office including Corporate Office and Head Office

\*One register can be divided in several registers.

2. Records of all important documents like maintenance contracts (AMC Contract/agreement), original agreements, security deposits, any pending claim/ COURT CASES, CMR, must be kept at the branch. Transfer letters, handing over taking over report, employee loan details, salary register (received from HR Department) must be kept at the branch.

4. CC TV Camera must be kept in running condition and a confirmation regarding the same must be sent on daily basis to designated person at Head office.

#### **E. Daily Accounting Paper Work:**

1. Branches should take prints of all entries passed on a daily basis and should attach the supporting thereto. Any other important paper if required is to be kept separately such as CDF etc.

2. Xerox copy will be attached with the vouchers.

3. BTQ/LERMS letters are to be kept in same serial in Cash Memos.

4. CDF to be attached with copy of Encashment Certificate wherever necessary,

5. To Receive Money Forms (TRM Form) with the copy of Photo ID and copy of Cheque in case of payment is above Rs. 50,000/-, to be filed as per entered in Payment Ledger and must be kept at the branch level.

6. All vouchers must have signatures of authorized persons. All vouchers related to the branch in-charge must be signed and authenticated by the Regional Heads.

7. All approvals must be in writing and must be kept and preserve

8. Branch should display the mission of the Company and code of conduct of the Company.

## OLD record Maintenance:

1. Branches can keep records related to last financial year at the branch and records older than that must be sent to the following places:-

S. No.	Period of Documents	Place where the documents are to be sent
1	Current Year and previous financial year Documents	At Branch
2	For last 6 financial years	Green Hive, Gurgaon

2. All records which are to be sent to Green Hive should be sent with a proper index or information mentioning that what type of documents and from which period are kept in it. The format of the information is as under:-

Money Changing and Cash, Bank and Journal Vouchers with supporting

Name of Branch:

S.No.	Nature of Document	Voucher No.		Period	
		From	To	From	To

Inward Remittance (TRM and ID and Address Proof)

Name of Branch or Hub:

S. No.	Name of Sub-Agent/Branch	Date of transaction	MTCN

Proof of sending documents will be kept permanently at branch.

## Retrieval Process

1. Retrieval of documents kept at Branch:-

A request will be sent to the branch for providing soft copy as well as hard copy for the document. Branch Incharge will within 1 hour of receiving request will sent the scanned copy and will send the hard copy (if required) to the person who has made the request. Before sending original document clean photo copy of the document will be kept at Branch. Record of sending the document will be kept permanently at the branch

2. Retrieval of documents kept at Green Hive:-

A mail will be sent to degisnated person at Jaipur Head Office with the proof of sending the documents to Green Hive. Designated person will co-ordinate with Green Hive and will send the document to the person who has requested for the same.

No document will be retrieved and sent without the prior approval of Compliance Department.



## **Destroying the documents**

Documents kept at Green Hive may be destroyed after the minimum period (as prescribed under various laws). The entire process will be done and controlled by Compliance Department. Certificate received for the same from Green Hive will be kept permanently.

Please note documents of the company will always remain property of the company hence nobody is authorized to destroy them or change them without the permission of the company.

## Other Misc. Matters

1. All branches should keep a fire extinguisher in the branch and should refill periodically.
2. All files must be kept in almerah/ reck and every file should have an index showing the s.no., date and nature of documents etc. of the documents. No documents will be kept in loose.
3. Locker must be kept at an appropriate place and there should have a limited access of authorized persons only.
4. Physical verification of all fixed assets will be done by the branch once in every 3 months and the report will be sent to Accounts Department at Jaipur H.O.
5. Safe must be opened by 2 employees and keys will be kept by 2 separate persons who will enter the status in key register.
6. CC TV Camera, UV Lamp and currency counting machine must be kept in working condition.

Details of documents retention, display norms are given in Annexure 7

### Misc. Guidelines:

1. All offices will be kept neat and clean
2. No documents in loose form will be kept and all filing must be done systematically
3. Dust bean and document baskets will be kept at the appropriate place
4. Keep work areas and storage area, toilets clean, neat and orderly
5. Keep all aisles, stairways, traffic areas, and exits free from obstructions at all times
6. Clean up any spills immediately
7. Do not let materials or supplies that are no longer needed accumulate. If it is not needed, contact Head Office for knowing the course of action to be taken
8. If items are missing, misused, or if an area has been defaced employees please report these actions to your regional head immediately
9. All common areas are to be treated with respect. Please ensure you tidy up any garbage, wash dishes, etc. to ensure you leave the space as you find it

# Annexure

## Annexure: 1

### *Attendance Register*

S. No.	Date	Name of the employee	Designation	Time of arrival	Departure Time	Signature	Remark

#### **Note:-**

Date:- Date should be mentioned

Name of Employee: Name of Employee must be shown

Designation: Designation of Employee must be shown

Time of Arrival: In this col. Time of arrival of the employee must be mentioned

Departure Time: In this col. Time when the employee is leavening the office for the day must be mentioned

Signature: Signature of all employees must be done before their name

Remark: In remark col. The branch in charge can sign and the reason of being late or leave, if any can be mentioned

All employees must record their attendance in HRMS. Branches equipped with Bio Matrix machine should use the same for attendance.

## **Annexure 2**

### *Fixed Assets Register*

S. No	Head of Asset	Description	Date of Purchase	Vendor's Name & Address	Quantity	Bill No.	Amount (Rs.)	Remark

#### Working Notes:-

1. The purpose of maintaining this register is to keep all records of Assets at the Branch Level. From this register we can verify all the assets physically and accordingly the calculation of depreciation can be done.

2. How to maintain the register:-

A. Head of Assets: In this col. The head must be shown viz., Furniture and Fixtures, Office Equipment etc.

B. Description: Full description of assets must be shown in this such as table, chair, ups with model no. etc.

C. Date of Purchase: In this col. Date of purchase of the assets will be shown

D. Vendor's Name & Address: In this col. Name and address of vendor will be shown

E. Bill/Invoice no.: In this col. Bill no. or Invoice no. will be mentioned

F. Amount:- In this col. Total amount of assets will be shown.

G. Remark:- In remark col. We can mention the information related to sanctioning authority etc.

## **Annexure 3**

**Key Holding Register**

S.No	Date	Description of keys*	Name of Employee having the keys	Designation	Remark

\* Such as locker key ,office key etc.

**Annexure 4**

**Staff Movement/Time Management/Conveyance Register**

S.No	Date	Name of the Employee	Purpose	From	To	Distance	Time of out	Time of in	Signature	Remark

**Annexure-5**

**Credit Appraisal Form**

S.No.	Client Name	Address	Period Allowed	Amount Allowed	Date of Approval

**Annexure-6**

**Visitor's Register**

S.No.	Date	Name of Visitor	Address and company of Visitor	Purpose of Visit	Whom you will meet	Time in	Time Out	Mobile No. of Visitor	Signature

**Annexure 7:-**

<b>Business</b>	<b>Transaction</b>	<b>Documents to be kept</b>	<b>Mode of keeping the documents</b>	<b>Preservation period</b>	<b>Preservation place</b>
Money Changing Business	Retail Sales and Purchase	Cash Memo, BTQ form, Air Ticket Copy/VISA, Pass Port, Reconversion documents, Request/LERMS Letter, Encashment Certificate, all one time KYC Documents, Authorised Signatory List,	Chronological Order and Serially Numbered- Physical and Digital Mode	Total 8 Years	For current financial year and previous financial years at Branch and prior to that at Green Hive
	Bulk Sale and Purchase	Bulk Sale Memo, Bulk Purchase Memo	Chronological Order and Serially Numbered-Physical and Digital Mode	Total 8 Years	For current financial year and previous financial years at Branch and prior to that at Green Hive
	Outward Remittance	DD/TT related documents	Chronological Order and Serially Numbered-Physical and Digital Mode	Total 8 Years	For current financial year and previous financial years at Branch/Head Office and prior to that at Green Hive
	Others	STRs and CTRs	Chronological Order and Serially Numbered- Physical and Digital Mode	Total 8 Years	For current financial year and previous financial years at Branch and prior to that at Green Hive
Money Transfer	IMT Transactions	TRM Forms, ID and Address Proof (for Branch and Sub-Agents)	Chronological Order and Serially Numbered Physical Mode	Total 5 Years	For current financial year and previous financial years at

					Branch and prior to that at Green Hive
DMT, Insurance and SBI BC Business	All transactions	Transactions related documents and Policies	As per business process	8 years	For current financial year and previous financial years at Branch and prior to that at Green Hive
General	General	Rent Agreement	Chronological Order and Serially Numbered- Physical Mode	Permanent	For current financial year and previous financial years at Branch and prior to that at Green Hive
		Licenses	Physical Mode. All original RBI Licenses are to be kept at Corporate Office	Permanent	For current financial year and previous financial years at Branch and prior to that at Green Hive
		Approvals	Chronological Order and Serially Numbered-Physical and Digital Mode	Permanent	For current financial year and previous financial years at Branch and prior to that at Green Hive
		Tax and Rates deposition Challan	Chronological Order and Serially Numbered-Physical Mode	Total 8 Years	For current financial year and previous financial years at Branch and prior to that at Green

					Hive
Accounting	Cash and Bank	All Vouchers and Supporting	Chronological Order and Serially Numbered-Physical and digital Mode	Total 8 Years	For current financial year and previous financial years at Branch and prior to that at Green Hive
Various Business Agreements	Various Business related agreements	Original Signed Agreement	Physical Mode	Permanent	With Compliance Department
Property related documents	Original Registry and Chain Documents	Original	Physical Mode	Permanent	At Jaipur Head Office
Legal Matter related documents	All Documents	Original and Copies	Physical and Digital Mode	Permanent	At Jaipur Head Office and Corporate Office
As per Companies Act and Income Tax Act	All documents including Minutes and other documents	All documents and Minutes	As per Law	As per Law	Jaipur Head Office

### Display Requirements and others

S.NO	Requirement	Things to be done and mode
1	Updation of rate card at Money Changing Branches	This should be updated by 10:30 A.M. (Daily)
2	Documents to be kept at Branch for RBI Inspection and Concurrent Audit	
A	RBI License	To be displayed at the counter
B	Authorised Signatory List duly certified	A list showing the names, designations and signatures of employees who are authorised to deal in forex duly certified by PO or Area/Regional Manager is required to be kept at Branch also
C	AML, KYC and CFT Manual (latest and updated)	To be kept at Branch both in Physical and Digital Mode
D	All Circulars issued by RBI and Compliance Department of the company	To be kept at Branch at desktop of all systems kept at branch
E	Concurrent Audit for 2 financial year and current year (up to date) with compliance reports along with compliance proof of observations found	To be kept at Branch
F	Pamphlet/RR on IMT and MC business	To be kept at Branch
G	Certificate of Statutory Auditors on compliance of KYC, AML and CFT norms	To be kept at branch
H	Certificate of Statutory Auditors on Concurrent Audit System and Internal Control System of the Company	
I	NOF Certificate signed by Statutory Auditors of the company	To be kept at branch
3	7 in 1 register and all other registers	To be kept at branch
4	Display of address of Registered office of the company	To be kept at branch
5	Display of Shop and Establishment Registration	At Branch
6	Other requirement as and when instructed	-