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PURPOSE

To Receive, Check, Archive and Store the AODs of erstwhile Centurion Bank of Punjab (Currently HDFC Bank) in OEC Mumbai.

SCOPE

This process will be closely monitored and followed at all the warehouses across India. Branch Manager will be responsible for the process to be followed at the respective locations.

REFERENCE

NA

RESPONSIBILITY**Supervisor Data entry:**

He can assign this one work and responsibility to the team leaders to implement smoothly and completed by the Target date.

Requirements:

Customer needs to Archive the active and closed AODs, (Account Opening Documents) of erstwhile CBOP, (Centurion Bank of Punjab) and store them in safe, secured and retrievable manner at OEC Mumbai

PROCEDURE / DESCRIPTION OF ACTIVITIES

1. eCBOP AOD forms are collected from HDFC CPU by the logistic team on receiving the request from HDFC eCBOP.
2. This forms are handed over to data entry team along with the pick-up ticket
3. The team checks for the batch No and verify these against the HDFC soft copy of data base received whether this has been included in the Data base or not. If yes go ahead and verify the physical availability of listed AODs in the batch to that of the system and generate a Mismatch/discrepancy report. If not at all found in the HDFC data base, keep aside these and report this to HDFC with a request to take this batch back.
4. Only confirmed and accepted batches of AODs are taken to process.
5. Put these in the Universal Boxes and Barcode these boxes with the unique Bar-code number. The OEC developed Program will link the Box Serial No to AOD counter Number and the Batch Number of HDFC.
6. If A/C number of AOD application is found in the HDFC database, mark these as " Checked" in the KYC documents, put the Stamp on each form the counter number in serial order using numbering Rubber stamp. Enter this counter number in the system for linking to the storage Box number.

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7. Check physically all the KYC documents mentioned as attached to a given AOD are present or not.
8. Prepare a list, by suitably selecting the Columns in the grid-screen presented to the Data entry Staff, to indicate as how many KYC-Docs are checked as available. If any extra or shortage is found, then make a remark in the Column provided for this purpose in the Screen.
9. Completed AODs are kept back in the same box in the same Counter no order.
10. OEC Developed Software Application will:
 - Generate a first MIS report at the Inward Stage as to whether all the Forms have been received as per the Batch or not. An exception report is to be extracted to send daily to HDFC project centre
 - Will Generate a MIS report to confirm that all the KYC Documents as mentioned in the HDFC file are available or not,. If not an exception report is to be extracted and sent to HDFC on weekly basis after the checking is done at data entry stage.
 - Prepare a report to Accounts giving the data required for charging the work done as per the agreement.
 - Prepare a data archival file, linking the Barcode of the box to AOD batch No and Counter number for future retrieval action.
11. Every day, the batches that hit OEC should be taken up for processing and if there is back log, the team leaders should report these on daily basis for immediate management actions.
12. Store the Universal Boxes at the assigned location at the ware house and ROD forms shall be filled to complete the hand over actions to store.
13. Send daily report of the progress made at the end of each days general shift, to HDFC and OEC management
14. Retrieval Request:
Retrieval of these AODs will be serviced only after successful registration and reconciliation of the received documents.
15. All records, retrieved will be sent to HDFC CPU unit at Mumbai

ENCLOSURES

NA

FORMATS / EXHIBITS

NA