

DEPARTMENT	OEC-OPS-DM-P-15	ISSUE DATE	REVISION #
OPS	OPERATING PROCEDURE FOR RAO DOCUMENT MANAGEMENT – HDFC	2016-05-12	0.0
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PURPOSE

To Provide Document Management and Control service for Retail Asset Operation (RAO) of HDFC Bank. This is a customized Procedure and the requirements of the customer are to be defined through a Document namely “Marketing Introduction Procedure” duly approved by head marketing. This will serve as input Specification for this operation.

SCOPE

Do the inventorisation at client place, pickup the records & share the final data dump with the client.

REFERENCE

NA

RESPONSIBILITY

Head Operations / Branch Manager

He is authorized to assign the part of or all of this procedure to his trained team leaders under his control when the work flow calls for the same

PROCEDURE / DESCRIPTION OF ACTIVITIES**1. INVENTORY AT SITE:**

- a. The Inventory of RAO documents is done at the customer site by HDFC Bank staff using OEC software.
- I. OEC to supply the Barcode labels and File barcode labels to the site. HDFC Bank staff at the site will take up the inventory work and affix the barcodes to Box and also to files.
- II. The inventory work has to be done regularly & continuously on daily basis. List down the Box number and File quantity (number) put inside each Box. The key field is the application Number of the RAO document. This needs to be captured at the site, linked to the data files given by HDFC and uploaded into OEC server.
- III. The inventoried Boxes to be picked up and transported to OEC using Pickup Ticket with attachment listing the Box number and number of files per Box.

2. REGISTRATION:

- a. Register all the Box Barcodes and its File barcodes (Contents).
- b. Allocate the Location address barcode to each Box and send the records to Warehouse.

3. ARCHIVING:

- a. All the Registered Files are linked to Box bar-codes and using OEC software, reconcile the data uploaded from the HDFC server on to OEC database, Validate and correct if there are any mismatches.
- b. Supply the final data dump file to HDFC for their records and future retrieval requests.

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4. STORE:

- a. Store as per the location address fixed at Registration stage in the respective warehouse.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA