

DEPARTMENT	OEC-OPS-AR-P-13	ISSUE DATE	REVISION #
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	RECONCILIATION PROCEDURE OF HDFC BANK RETAIL LIABILITY ACCOUNT OPENING FORMS (AOD)		PAGES
			1 of 1

PURPOSE

To ensure all the account opening forms (AOD forms) which are dispatched from CPU/RPU after completing the inventory are reached at OEC center's for storage.

SCOPE

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

REFERENCE

NA

RESPONSIBILITY

Branch Managers

He /She is authorized to assign the part of or all of this procedure to the team leaders under his/her control when the process needs various services like Pick-UP, Registration, Scanning, Data-entry, and Storage.

PROCEDURE / DESCRIPTION OF ACTIVITIES

1. The boxes which are picked up from HDFC -CPU/RPU retail liability department needs to handed over to concern department for reconciliation at OEC centre after completing In-Bay registration and pickup entry of boxes in the system by logistic department.
2. The concern person who is assigned for reconciliation job reads box bar-code and "S" series file bar-code affixed on the account opening forms in the TOBAS system.
3. After completing the reconciliation of each and every forms from the respective boxes the mismatch report is extracted from the system to ensure if any forms are pending for reconciliation.
4. If there is no any kind of mismatch in the form which are dispatched CPU/ RPU and received at OEC then the boxes are sends to storage for safe storing.
5. If by any case the mismatch is reflected the report then same needs to be informed to CPU/ RPU on immediate basis with the TAT of 5 days depending upon the volume of forms.
6. At CPU/ RPU the concern person check's the status of the forms (whether the form is retrieved at CPU or on hold at CPU) and inform the center accordingly.
7. On receiving satisfactory reply from CPU/ RPU the box are send to storage for safe storing.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA