

Welcome to
IFM FinCoach



Operations Workbook

Congratulations and Welcome to IFM FinCoach

We, at FinCoach take immense pleasure in welcoming you to the IFM FinCoach family and wish you all the absolute best!

Things to remember before you take off:

The **Purpose** of this **Workbook**:

Your workbook will act as your road map during the entire period, to steer your daily learning as per the Chapters in the workbook.

- The workbook is divided into 3 parts:
 - Action plan for the Day
 - Activities for the Day
 - e-Learning for the Day

Activities for the Day

- The “**Activities for the Day**” will equip you to practically understand your area of operation by way of observing and noting the same in your workbook to enhance your field knowledge and exposure.
- You are required to actively take up each exercise charted in the workbook daily in the spirit to learn new things and to acquire both theoretical and practical knowledge.
- You should complete the exercises for the day in the due course of the day.

LMS

- You are required to take all the assessments/modules as required daily.

Happy Learning!

This Workbook Belongs to

Name	
Date of Joining Program	
Name of Program	
Batch	
Contact Number	
E-mail ID	



Welcome to the World of FinCoach!

Index

- **Safe Deposit Locker**



Basics of Banking Crossword

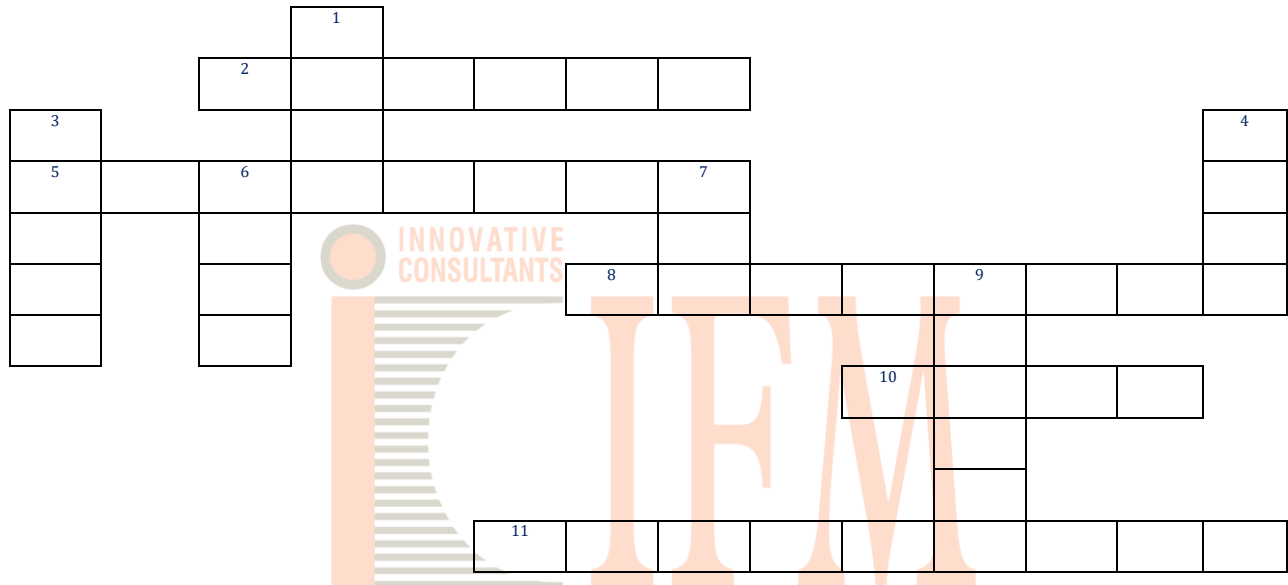
Down

- 9-digit code available at the bottom of a cheque leaf – **1**
- Setup in February 2006 as an autonomous institution to monitor and ensure that the Banking Codes and Standards adopted by the banks are adhered to in true spirit while delivering their services – **3**
- Code of the destination bank branch is required for NEFT and RTGS transactions – **4**
- Discount rate at which a central bank repurchases government securities from the commercial banks, depending on the level of money supply, it decides to maintain in the country's monetary system – **6**
- Minimum limit for RTGS is ____ lakhs – **7**
- Demat account is opened for trading – **9**

Across

- Mr. Singh is holding a savings account; hence his mode of operation is ____ - **2**
- This account is opened basically for business – **5**
- Transfer of funds from one account to another account within the same country is termed as ____ remittance – **8**
- Rate at which RBI lends money to other banks and financial institutions – **10**

- The banking ____ is person by the RBI to redress customer complaints against certain deficiencies in the banking services - **11**



Day 1

Things to do: -

- **Branch keys safe keeping:**
 - Reading and understanding of the Custodian grid
 - Understanding of Key movement register
 - Refer to the list of keys to understand Dual custody
 - Refer to the BM file for withdrawal and lodgement of duplicate keys

- **Pre-work – Account Opening:**
 - Comprehensive List of KYC documents for Residents, Non-Individuals, TASC, NR
 - Account Maintenance
 - Instakit

Branch Keys Safe Keeping

Critical Points:

All critical items in the branch are maintained under dual custody i.e.

Critical items like

Cash,

Secured stationery,

Stamps

Customer documents etc will be stored in the vault or FRFC which will be opened by using two sets of keys or combinations. This means that such items can be accessed in the presence of both the custodians

- **Key Rule**

Custodian Grid defines who can hold the different sets and who can be the backup custodians for these sets – Custodians should be approved by BMs

- **Golden Rule of Key Movement**

A person who has the first set can never be the custodian of the second set in that branch at any time and vice versa

- **Duplicate Key Lodgement**

The duplicate set of all critical keys will need to be lodged at an offsite location. These keys will need to be exchanged once in a financial year during the month of April

- **Branch Main Door Keys**

The branch main door keys will be in duplicate or triplicate depending on the requirement of the branch

- **Key Movement Register**

All the handovers/takeovers of the keys will be recorded in this register.

The custodian and the back-up involved in the handover and the takeover should sign this register.

Surprise verification of the KMR to be done by the BM once in a fortnight.

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Care & Precautions – Key Movement Registers

IFM

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- Any over writing/cancellation in KMR should be avoided
- White fluid to rectify an error is not permitted
- Combination locks should be recorded on slip and placed in an envelope, duly signed, sealed by the custodian. Sealed envelope to be kept in the drawers
- In the absence of one custodian, key movements to be affected to another official within the same custodian group. Key movement should be restricted to branch officials within the allocated Custodian group
- At the time of key movements, care should be taken to ensure that the custodian who has held the Group 1 is not permitted to hold the key for Group 2
- Any deviation from the above rules under unavoidable circumstances should be treated as an exception and reported to the RBM for an immediate lock change
- Key should always be carried by the respective custodian and should be left in the drawers
- Duplicate key lodgement acknowledgement should be held in the BH file

Activity: Drive to Achieve Excellence - Keys

Sr. No.	Check Points	Process Guidelines	How to Check	Process Followed Correctly - Yes/No	Observations
1	Is custodian grid signed by BM?				
2	Is the reason for the change in Custodian Grid updated?				
3	Have the Keys been held by an official other than the Custodian mentioned in the Custodian Grid?				
4	Is there any instance of compromise on custodianship - same custodian handling both sets of keys - although on different occasions				
5	Are all the prescribed keys entered in the Key Movement Register?				
6	Do the respective custodians hold the physical keys as updated in the KMR?				
7	Are there any critical keys held with staff which are not noted in the Key Movement Register?				

Sr. No.	Check Points	Process Guidelines	How to Check	Process Followed Correctly - Yes/No	Observations
8	Are the key numbers written correctly in the Key Movement Register?				
9	Is the handing over/taking over of keys recorded properly in Keys Movement Register?				
10	Is the intraday handing over/taking the keys recorded in the keys register?				
11	Has the handing over/taking over of keys carried out on holiday/when custodians are on leave?				
12	Are the duplicate keys stored in the Vault properly sealed and signed by the respective custodians?				
13	Is fortnightly surprise verification of Key Movement Register				

	conducted by the Branch Head?				
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Pre-work -> Account Opening

Critical Points:

- Account Opening Forms are sourced by the Branch staff as well as Sales staff
- After proper verification, these are sent to the respective RPC/CPC for opening of the account on the system

- Process units mapped to Account Opening:

Sr. No	Types of Accounts	Form Processing Unit
1	Savings Account	
2	Current Account	
3	Term/Recurring Deposit (other than Quick term & Recurring Deposit)	
4	NR Accounts/PINS/NR Term Deposits	

Activity 5.1 What do you mean by I, S and A?

Particular	Meaning	Example
I		
S		
A		

Activity 5.2 When do we take a Dual Name declaration?

Activity 5.3 When do we take a Dual Sign declaration?

Activity 5.4 When do we take a vernacular declaration from the customer?

Activity 5.5 Mr. Rakesh has given the below documents to open the account. PAN as identity and Signature Proof, Election ID card as Address proof and an IP cheque of

₹10,000/-. The IP cheque is not to be considered as sign proof as it carries a different signature than the one on the AOF. Can this form be processed, please provide your reasons?

Activity 5.6 List down the documentation for the below accounts:

Individual Resident Savings Account	
Non-Resident Savings Account	
Sole Proprietorship Account	
Partnership Account	
Private Limited Company Account	
Public Limited Account	
HUF	
Trust, Associations, Societies & Clubs	

Activity 5.7 Answer the following as TRUE/FALSE.

1. IP cheque from Karta individual account is considered as Third-Party funding.
2. PAN card is mandatory for all Non-Individual accounts.
3. BO is applicable for shareholding 25% in the partnership firms.
4. BO is applicable for all listed companies.
5. Only BO form is mandatory for BO.
6. Board Resolution can be passed by a single director.
7. One-person company can have a minimum of one director.
8. If the Partnership firm has more than 20 partners, it becomes void.
9. Trust cannot be a partner in a partnership firm.
10. Minor cannot be co-parcener in HUF.

Activity 5.8 _____ **Go Digital!**

- Visit any bank's website

Note your learnings on the below: - List out the features.

- **Mobile Banking:**



- **Net Banking:**

NPS

Activity 1.1 How is NPS (Net Promoter Score) calculated?

NPS

$$= \frac{\text{INNOVATIVE CONSULTANTS}}{\text{---}} - \frac{\text{---}}{\text{---}}$$

Activity 1.2 What is Net Promoter Score (NPS)? Please share its importance.





Activity 1.3 Explain the following terms in NPS:

Terms	Explanation
Promoters	
Passive	

Detractors	
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Activity 1.4 Based on your experience in each of the following situations, how likely are you to recommend the bank to your friends/family on a scale of 0 to 10?

0 – Not at all likely 10 – Extremely likely

Sr. No.	Situation	Rating
1	Customer has come to you for cash withdrawal. Since you did not have any sorted cash with you, you have given two soiled notes of ₹100/- denomination to the customer	
2	Customer has come to you for cash withdrawal. You notice you do not have any issuable notes with you. You request the customer to excuse yourself for a few minutes and get the cash form the vault. You issue him the required cash	
3	Customer has come to you for a cash withdrawal of ₹5 lakhs from his savings account. Your authorizer is busy over the phone trying to resolve a customer complaint. You had to wait 5 minutes to get the transaction authorized	
4	Customer has come for a cash withdrawal of ₹5 lakhs from his savings account. Your authorizer is busy over the phone trying to resolve a customer complaint. You have requested the customer to be seated and arranged drinking water for him. You got the transaction verified through the BM who was free. Cash was handed over to the customer in 5 minutes	
5	Customer has given you a RTGS transaction request. You assure him that the transaction will be done ASAP. After 1 hour, the customer calls you up and enquires about the UTR#. You realize that the same is not yet authorised and asks for 5 more minutes from the customer. You promptly call back the customer after getting the authorised in 5 minutes' time and give him the UTR#	
6	Customer has given you a RTGS transaction request. You assure him that the transaction will be done ASAP. By the time the customer gets out of the branch and reaches his car, he gets an SMS alert confirming	

	the RTGS has been processed	
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Visit @ - AOF

Activity 1.1 What are the critical points in account opening

Account Type/Entity Type	Critical Check Points	Critical Check Points
Current Account - PVT/LTD		
Current Account - Partnership/LLP		
Current Account - Proprietorship		

Current Account – Hindu Undivided Family (HUF)		
Savings Account		
Savings NRE Account		

Account Maintenance

Activity 1.1:

Sr. No.	Activity	Observations
1	Mailing Address Updation	
2	Debit Card Limit Enhancement	
3	Account Closure Request	
4	15 G/H Updation	
5	Deceased Claim Processing	
6	Minor to Major Conversion	

7	Addition to Mandate Holder	
8	Passbook/E-Statement Request	
9	Passbook Request	
10	Nomination Updation/Deletion for Investment & Accounts	



Password Sharing

Your colleague Nidhi is sitting with a customer, she has forgotten her system Password and has requested you to share your password as she wants to generate an account statement for her customer.

- Will you share the password?

If Yes, why?	
If No, why?	

Whistle Blower Policy

- What do you understand by Whistle Blowing? What kind of incidents can be reported?



Activity 1.1: Spend your day at the Trade desk and complete the activities below:

Sr. No.	Activity	Observations
1	Mention the type of transactions that require the A2 Form	
2	What is FEMA? Explain its relevance in trade transactions	

3	What is 15 CA/CB? Which type of transactions require these documents? Who issues them?	
4	What are EEFC, SFC & RFC accounts? Which type of customers (Individuals/Non-Individuals/Residents/Non-Residents) can open them? Explain the purpose of each account type. Also, mention the type of transactions these accounts can undertake. Please mention the restrictions/guidelines too	



Outward Remittances (Imports)		
Sr. No.	Activity	Observations
1	What are the various payment mechanisms for Imports? Explain with advantages and risks, if any associated with each	
2	Advance Payment	
3	Direct Payment	

Letter of Credit		
Sr. No.	Activity	Observations
1	What is LC? Why is it issued?	
2	What are the types of LCs? Briefly explain each	

Bank Guarantees		
Sr. No.	Activity	Observations
1	What is BG? Explain the types of BGs - Performance & Financial - with benefits	
2	Explain the process of issuing a BG. List the documents and important check points	



Activity 1.1 Customers who are frequently doing NEFT/RTGS transactions at the branch, explain the benefits of NET Banking/Mobile Banking and ensure they process their transactions digitally.

List the benefits of Digital Experience over Branches

Sr. No.	
1	
2	
3	

4	
5	

Activity 1.2 List the services that are available in Net Banking but not available in Mobile Banking.



Critical Points:

- All staff should report to the branch 30 minutes before the start of customer hours
- Service staff to be ready for customer service before 15 minutes
- Respective custodians to open the vault using their set of keys
- Buy cash amount to be decided basis the requirement for withdrawals/ATM loading
- Record the Exchange and Vault register to be updated
- Cash to be physically moved out from the vault to the teller counter in locked suitcases
- Stamp colour for the day to be decided, seal dates to be changed
- UV lamp, cash counting machine and customer display of cash counting machine should be functional

Cash Transfer Entries:

Buy Cash		Narration
Debit Account No.	Teller Cash Account (Currency wise)	Cash transfer from Vault
Credit Account No.	Vault Cash Account (Currency wise)	Cash transfer to Teller < Teller Cash Account Number

Buy Cash		Narration
Debit Account No.	Vault Cash Account (Currency wise)	Cash transfer from Teller < Teller Cash Account No >
Credit Account No.	Teller Cash Account (Currency wise)	Cash transfer to Vault

Activity 1.1 List the important checks before starting cash operations at the teller counter.

Activity 1.2 What is Bait Money? List a few do's and don'ts with reference to handling Bait Money?

Activity 1.3 List the important points while verifying/tallying cash at EOD?

Activity 1.4 What is the importance of a cash transgression register? Who updates the same and how is it reviewed periodically?

Activity 1.5 What is clean note policy? List the important steps in sorting of cash at teller counters?

Activity 1.6 What are Counterfeit Notes? What guidelines are to be followed for detection of counterfeit/forged notes?

Activity 1.7 List the process for impounding of counterfeit/forged notes and issuing acknowledgement to the customer.

Account Maintenance

Activity 1.2 Answer the following:

What is Stop payment?	
What checks are to be made prior to making entries in system?	
What are the other channels through which stop payments can be done?	
What is Lien ?	
Types of Freeze?	

Deliverables

Activity 1.1: List the contents under the headers given below:

Welcome Kit 1	Welcome Kit 2	Welcome Kit 3

Activity 1.2 How are the deliverables stored at branches?



Activity 1.4 List the items that are recorded in the deliverables register.



Activity 1.5 What process is followed on the receipt of deliverables at the branch?

Activity 1.6 What process is to be followed for handing over deliverables (returned to branch for non-critical reasons) to bearer at branch?

Activity 1.7 When deliverables should be destroyed? What is the process for destruction?



Domestic Remittance – Funds Transfer

Activity 1.1 What are the important technical checks you will perform for a Fund Transfer cheque submitted at your branch?



Domestic Remittance – NEFT/RTGS

Activity 1.1 List the difference between RTGS and NEFT?

NEFT	RTGS

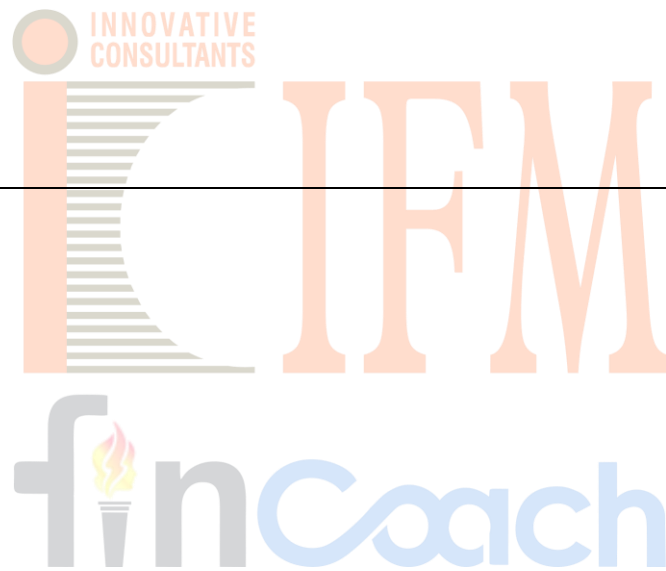
Activity 1.2 List the cut off timings for NEFT & RTGS in the below table.

	At Branch		On Net Banking	
	NEFT	RTGS	NEFT	RTGS
Monday to Friday and working Saturdays				

Activity 1.3 List the important checks to be performed by the branch while processing RTGS/NEFT transactions?

Domestic Remittance – Demand Draft

Activity 1.1 List the important points on acceptance of demand draft requests from the customer?



Safe Deposit Locker

Activity 1.1 What are the important guidelines for allotment of lockers to existing individual customers?



A large empty rectangular box for writing the answer to Activity 1.1. A large, semi-transparent watermark logo for 'INNOVATIVE CONSULTANTS IFM' is overlaid on the box.

Activity 1.2 Can lockers be issued to non-customers.



A large empty rectangular box for writing the answer to Activity 1.2. A large, semi-transparent watermark logo for 'finCoach' is overlaid on the box.

A large empty rectangular box for writing the answer to Activity 1.2.

Activity 1.4 Can lockers be allotted to unrelated people? If yes, please mention the scenario under which it can be issued?

Activity 1.5 List the documents required for allotment of lockers to customers.

Activity 1.6 List the steps for locker operation by the customer.

Activity 1.7 Can lockers be accessed by customers post business/banking hours? List the guidelines.

Activity 1.8 Can lockers be accessed by the customer along with a companion? List the guidelines.



Term Deposits & Recurring Deposits

Activity 1.1 What are the features of Term Deposits?

Term Deposit Advice	
1	
2	
3	
4	
5	

Activity 1.2 Update YES or NO.

	Mobile Banking	Net Banking	Branch	CEC
Book a TD (Individual)				
Book a RD (Individual)				
Premature Closure				
Update Form 15 G/H				
Add Nominee				
Link TD to CASA				
View/Download TDS certificate				

Activity 1.3 What do you mean by back value date booking of a Term Deposit?

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Activity 1.4 What are the documents required for premature closure of a Term Deposit? Explain the requirement of signatures on the request letter?

Individual	
Non-Individual	

Activity 1.5 Penal interest is applicable on which Term Deposits' and at what rate?

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Activity 1.6 What is RD ? Can Recurring Deposit be closed prematurely?

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Activity 1.7 Explain Tax saving TD ? Can Tax Saving Term Deposits be closed prematurely.



Activity 1.8 From which customers should the below forms be obtained?

Form 15 G	
Form 15 H	

Reports & Registers

Activity 1.1 Define what is EOD and BOD reports ? Why are they important ? .

BOD ->		
EOD ->		

Activity 1.2 Complete the table for each of these BOD & EOD reports:

Sr. No.	Report Description	Application	EOD/BOD	Daily/Adhoc	Significance/Remarks		
1	CASA Overline/TOD Report						
2	Dormant Account Reactivation Report						
3	User Sign On/Off Report						
4	Stop Cheques Maintained						
5	Authorization Report						
6	EOD Cash Position Report						
7	Instrument Issued Today Report						
8	RTGS/NEFT Transactions						
9	Inventory Movement Report						
Sr. No.	Report Description	Application	EOD/BOD	Daily/Adhoc	Significance/Remarks	Finacle Report	Finacle Report

						Option	Name
10	Locker Access Report						
11	Mutual Fund Journal Report						
12	Cash Deposit in account with no PAN - Transactions in Office accounts						



Compliance & Control

Activity 1.1 What is the treatment of vouchers, reports, and registers at the branch?
How long can you retain these at the branches?

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Activity 1.2 List the documents required for updating Re-KYC for Medium and High-risk customers/Name the customer type?

LOW	
MEDIUM	
HIGH	

Foreign Remittances

Activity 1.1 Answer the following.

What is the limit for LRS?	
Beyond what limit CDF is required?	



Annexure – Finacle Menu Options

HTM	Transaction Maintenance	Cash transaction between vault and teller (Buy/Sell)	Maker
HTM	Transaction Maintenance	Verification of Cash transactions between vault and teller (Buy/Sell)	Checker
HCASHDEP	Cash Deposit	Teller function to do cash deposit entry and post	Maker
HCASHWD	Cash Withdrawal	Teller function to do cash withdrawal entry and post	Maker
HXFER	Transfer transaction	DD Issue	Maker
HTM	Post & Verify DD transaction	Posting by authorizer of DD issued through HXFER	Checker
HDDPRNT	Print a DD	Print a DD	Maker
HDDC	DD Cancellation	DD Cancellation	Maker
HDDLOST	Entry of Reported Lost	Mark the Demand Draft as Lost	Checker
HDDSM	Demand Draft Status Maintenance	Revalidation of a DD	Maker
HPORDM	Payment Order Maintenance	Input RTGS/NEFT	Maker
HPORDM	Payment Order Maintenance	Authorize RTGS/NEFT	Checker
HICHBA	Issue Chequebook to Account	Cheque book issuance at branch	Maker
HICHBA	Issue Chequebook to Account	Verification of Cheque book issuance at branch	Checker
HCHBM	Chequebook Maintenance	Acknowledgement/Destruction/Inquiry of Cheque book	Maker
HSPPAU	Stop Payment Processing	Stop Payment - Mark, Revoke, Print/Reprint Advice	Maker
HSPPAU	Stop Payment Processing Authorization	Stop Payment - Inquire, Verify, Cancel	Checker
HALM	Account Lien Maintenance	Marking Lien of account - Add/Modify/Cancel/Inquire/List active liens/ History	Maker
HALM	Account Lien Maintenance	Verification of lien marked on account	Checker
HALI	Account Lien Inquiry	Account Lien Inquiry	All

HAFSM	Account Freeze Maintenance	Marking Freeze/Unfreeze or Inquiry on account	Maker
HAFSM	Account Freeze Maintenance	Verification of Freeze/Unfreeze marked on account	Checker
HACLI	Transactions Inquiry	Detailed transaction in an account (Searched basis - date, amount, cheque number, GL/Value date) Output - Tran details	All
HACCBAL	Account Balance Details	Balance details of an account (Scheme code, various balances of an account, freeze, CASA conduct report, Limit, Funds in clearing and Float Balance)	All
HABI	Average Balance Inquiry	Average Balance Inquiry (Monthly/Quarterly, Half Yearly/ Yearly)	All
HACI	Customer Account Inquiry	Give all basic details of the account - Address, Account type, Nominee details, Statement details, MOP, Related party details and Interest details	All
HPBP	Passbook Print	Printing of passbook @ branch	Maker (Wherein the printer is attached) Checker can also print if printer is attached
HPSP	Passbook Reprint	Reprinting of passbook @ branch	Maker (Wherein the printer is attached) Checker can also print if printer is attached
CPSP	Pass Sheet Print	Account level Statement Printing	Maker (Wherein the printer is attached) Checker can also print if printer is attached
HPR	Print Queue Inquiry	Statement gets spooled in the background	All

