

DOHA BANK INDIA OPERATIONS CHEQUE COLLECTION PROCEDURE

Version 1



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SUMMARY OF ABBREVIATIONS

Abbreviation	Description
A/C	Account
AGM	Assistant General Manager
CEO	Chief Executive Officer
CTS	Cheque Truncation System
RBI	Reserve Bank of India

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1. POLICY SUMMARY

This Doha Bank India Branch Cheque Collection Procedure is prepared as part of '**Collection Policy**' to ensure standard procedure while accepting cheques from customers are followed by all Doha Bank branches in India.

2. PURPOSE

This Doha Bank India Branch Cheque Collection Procedure is a reflection of our on-going efforts to provide better service to our customers and set higher standards for performance. The policy is based on principles of transparency and fairness in the treatment of customers. The bank is committed to increased use of technology to provide quick collection services to its customers

3. SCOPE

This Doha Bank India Branch Cheque Collection Procedure describes the procedures to be followed on collection of cheques at Doha Bank.

4. RELATED POLICY

For corresponding procedures please refer to Doha Bank India Collection Policies, Reference No. (DB-IN-CC-PO-01-01).

5. OPERATION PROCEDURE

Following are the steps to be followed by staff while accepting cheques from customers (across the counter or via mail/courier) at all Doha Bank Branches in India.

- I. There is no alteration on instrument (overwriting, cancellation etc.). Should there be any alteration, the same needs to be authenticated by the authorised signatory.
- II. The instrument is not torn or mutilated.
- III. The cheque deposited by customer is properly crossed.

- IV. The crossed cheque with '**A/C Payee**' only to be credited to the **Payee's account** with the Bank, unless the payee endorse it to another person who is also maintaining an account with the Bank.
- V. The instruments should not be post dated. In case of post dated cheques (being interest payment of loan taken by the customer etc.,) the will become eligible to be presented in clearing only on the cheque date mentioned on the instrument.
- VI. Relevant information is properly completed on the 'Cheque Deposit' slip by the customer and duly signed.
- VII. The Deposit slip is to be stamped with the Clearing Stamp and acknowledgement is given to the customer.
- VIII. To check the instrument whether the same can be submitted in local clearing (CTS) and accordingly provide value date on cheque deposit slip.
- IX. Cheque received before Cut-Off time needs to be processed in clearing. (For us Via Yes Bank)
- X. **Value date** given to the customer for the Local cheques deposited by the customer is T+1 day basis. If there is no Return received for the Cheque.
- XI. **Value date** given to the customer for the Collection cheques deposited is based on the location of the drawee – such as, drawn on state capitals – 7 working days, major cities – 10 working days and other locations – 14 working days.
- XII. Cheque sent for Clearing if returned, needs to be returned back to the customer by post or hand it over at the counter. Customer account to be debited for as per schedule of charges.
- XIII. Special care to be taken for a customer whose cheques are returned for more than 3 times. RBI keeps a note of high return rate.
- XIV. Notice to be sent for high return customer, if the return persists the customer account needs to be closed by management approval.
- XV. If the instrument deposited by customer needs to be cleared thru collection, the customer needs to be advised.

- XVI. If the instrument is to be cleared thru collection, hand over the cheque to the concerned staff/department for forwarding to the Drawee Bank/Branch for disbursement.
- XVII. The cut-off time decided by the Bank and holidays following are to be considered while providing value date on deposit slip.
- XVIII. The instrument cleared thru local clearing needs to be handed over to the concerned staff well before the cut-off date for presenting in same day's clearing.
- XIX. The instruments received after cut-off time needs to be posted with appropriate value date and held in safe custody (vault) overnight.
- XX. To handover the cheques collected after cut-off time on previous day to the concerned staff for presenting in clearing

The Head of Operations of respective branches will be conducting review of cheque deposited by customers as follows:

- I. Local clearing – Random review twice or thrice in a month
II. Collection Cheques – Once in a month
