

DOCUMENT HANDLING AND PRESERVATION POLICY

1. Preamble

1.1 All records in offices are required to be taken proper care of. It is essential to have proper storage, retrieval and disposal controls of such records. All records to be preserved carefully, so that they are available for any reference in future. Therefore, handling of documents / records assumes great significance.

2. Purpose

2.1 The purpose of this policy is to create a formal written guideline on day to day work flow about proper storage of old records, its retrieval & withdrawal for reference, redeposit and ultimately its disposal. The guidelines have been drawn up after taking into consideration above aspect and given in the following contents.

Scope

3.1 The scope of this policy is to learn and implement standard procedures for document storage, retrieval and disposal of all important documents including documents to be preserved as per statutory/ regulatory requirements as amended by time to time, to be followed in the Company by Head Office and Regional Offices. These guidelines are applicable for all the documents kept including electronic mode/ scanned form. The guidelines are applicable to Head Office and Regional Offices and the retention schedule has been prepared keeping in view the requirements of individual Departments.

3.2 Records arise on account of transactions/ functions performed by the various Departments and relate to the data and information arising there from. Records include Files, appraisal notes, memoranda, vouchers, registers, forms, reports, returns/ statements, office notes, HR circulars, Operational circulars, etc. The record may be paper based or in electronic form. The provisions of the policy shall apply irrespective of the media in which records are maintained.

3.3 The determination of Record Media will be based on the following:

- i. Compliance with the statutory/regulatory requirements.
- ii. The need to ensure that media chosen does not conflict with accessibility requirements of RBI Auditors/ Internal/External / statutory auditors/ CAG Auditors.
- iii. Physical condition under which the record will be stored.

- iv. Appropriate controls over the conversion process when records are converted from paper form to non-paper form including certification for authenticity at the time of conversion, with adequate security/precautions.

3.4 For the purpose of preservation, micro film/micro fiche may also be used.

3.5 Generally, old record will be kept in the same location where the records were generated / used. In case the location is to be at a different place, prior permission from the competent authority shall be obtained. The overriding principle is that records continue to be available to management on a timely basis.

4. Time limits for preservation of records

4.1 The Government of India has laid down certain regulations for the preservation of old records and documents of Public Sector Enterprises. Under these regulations, certain records and documents are to be preserved permanently while some others are to be preserved upto 10 years, 8 years, 5 years, 3 years, two years, one year which has been prepared keeping in view the requirement of different Departments. The detailed schedule of different Departments has been given at Annexure 1.

4.2 Any reference to the records can be resorted to only if the preservation is made systematically and in an orderly manner.

5. Place of Storage

5.1 The place of storage of M/s. IFCI Factors Limited (IFL) will be its office and godowns at New Delhi and other places. All the Regional Offices have to identify and should have approved place of storage to keep all old records of the respective regional office safely. Such place should be region -wise, convenient and easily accessible. Care to be taken that selected place is top grade constructed and well secured. All the records, older than stipulated by the respective Departments should be sent to such identified place for storage. Proper record to be maintained for the documents sent for preservation purpose by respective Regional Office and concerned Department at Head Office.

5.2 Proper care has to be taken for the current records as well.

6. Reference/Indexing

6.1 All the records kept under preservation with store room or within the Office, should be given serial references / index number based on the number of years of storage is required. Separate references/ indexing to be used depending upon the year of preservation. The services of outsourced agency may be utilized in this regard.

7. Procedure to be followed for storage, Retrieval of old records

7.1 The concerned Department(s) should submit the request for required document with clear purpose. Request to be sent to designated person with proper authentication and one copy to be addressed to concerned officer nominated from Regional Office/ Head of Department to look after the work related to old records.

7.2 Withdrawal of any item from the records has to be carefully made and it is to be ensured that, after reference, the item is placed back in the records without any delay, with necessary authentications.

7.3 In all cases, where records are to be taken possession by the Police/Governmental authorities, a written requisition has to be taken and an acknowledgement obtained from the recipient in respect of the particular record to be taken possession of or delivered to retain copies of the records delivered with the approval of concerned officer/Head of Regional Office at Regional Offices.

8. Procedure for different Types of Documents

8.1 Management Control of Records

8.1.1 Being in the front line of business activities and customer interface, office need to ensure an efficient system of record maintenance leading to better working environment. Records are generally created during the course of business transactions as evidentiary material and include Document File, Memo File, Correspondence File, Legal Documents, Title Deeds, Reports, Memoranda to various Committees of Board (ACD, EC, CSR, HR, Board, etc.), HR Circulars, Operational Circulars, Office Notes, Vouchers, Registers, Reports, Books, Forms, Account statements, etc. All Regional Offices and Head Office should maintain a register of records to have a control over the storage and movement of the various records. Record Maintenance System should help in exercising effective management control of records which inter alia should ensure that records are:

- i. Maintained systematically for ready reference.
- ii. Preserved with due care so as to prevent loss, damage or mutilation.

8.1.2 However, it should also be ensured that records are not retained beyond their period of usefulness as maintenance of records involves cost.

8.2 Filing

8.2.1 Filing is an important aspect of the all the offices. The objective of the filing system is to ensure timely availability of papers and avoid any uncertainty about their location in the office. A good filing system helps to maintain track on the progress/developments on

any subject matter and is a valuable tool for Management in decision making. Each Regional Office and all Departments at Head Office should evolve a good filing system best suited to their needs. All inward letters and all copies of outward letters should be filed on the same day they are received or disposed of to ensure chronological order of filing.

8.2.2 Separate files should be maintained for each subject and for each client who has been sanctioned loan. Similarly, separate files should be maintained for various purpose keeping in view the requirement of each Regional Office and all Departments at Head Office. Letters of confidential nature should be filed separately and they should be kept under lock & key by the HR Head.

8.2.3 Files should be uniquely numbered with suitable numerical / alpha prefixes to indicate clearly the subject covered. A subject wise index of files shall be maintained to facilitate referencing requirements. The index should be periodically updated. Further, the papers within a file shall also be numbered serially in order to ensure that all the papers relating to the file remain intact and that the papers have been filed in chronological order.

8.2.4 All the current files should be housed in almirahs/ filing cabinets/ furniture available. The files shall be kept arranged in the order as per the index to facilitate easy retrieval. The movement of files shall be authorized by the officer responsible for their custody.

8.3 Records required as evidence

8.3.1 Any record which are required as evidence in any matter of investigation or which have to be produced in a court of law should be made available on receipt of requisition duly authorized for Head Of Department.

8.3.2 Written requests received from external agencies such as CBI, Police etc. for production of records should be immediately brought to the notice of Head of Regional Office/ Legal Department at Head Office/ CVO. Unless demanded, only photocopies should be given and the originals should be kept in the safe custody of Head of Regional Office and Head of Department at Head Office. If originals are called for, photocopies should be taken and kept with the concerned Department of respective Regional Office/ Head Office in safe custody before the originals are handed over. In all cases, acknowledgements should be obtained from the officials concerned and a copy of the same should be forwarded to the CVO along with the report as mentioned above.

8.4 Old Records

8.4.1 The Head of Regional Office should examine/arrange for examining the old records of the respective office periodically, to ensure that

they are properly arranged and protected against damage by dampness, rats, white ants and other pests. To prevent such damages, arrangements may be made with Pest Control Authorities / Organisations for regular servicing with prior sanction from the concerned Competent Authority.

8.4.2 The items entered in the register should be indexed. Issue and replacement of old records for the purpose of verification/inspection should be made under the authority of the officer in charge.

8.5 Record Maintenance

8.6.1 The need for maintenance of records at all Regional Offices will generally depend on their functions, emerging requirements, etc., Considering the diversity of records maintained at Regional Offices and different Departments at Head Office, it is felt that making out a list of all records in this policy document is neither appropriate nor desirable. However, records may be broadly classified as follows.

1. Files.
2. Registers.
3. Returns.
4. Others.

8.5.2 The procedure with regard to maintenance of records under each category is dealt with in the following paragraphs. The procedure shall be read with the policy parameters towards compliance.

8.5.3 Files

Files can be further classified as Document File, Memorandum File, Correspondence File, etc. Noting and Document file shall contain documents while non-documentary files shall contain papers / materials other than documents.

8.5.4 Noting File

- a) Recording of noting which contain sanction of loans, expenditures, various approvals, instructions / guidelines, etc. by competent authorities, etc. It may be noted here that in case of sanctions / approvals, the note, all supporting / back papers, bills and correspondence with clients shall be kept in document file. The Noting File shall provide a cross reference to the relevant Documentary file. The record of contracts entered into with external agencies such as Insurance policies, guarantees / warrantees/ Annual Maintenance Contracts, Notice Inviting Tenders, etc. shall be

kept in other files, viz. Correspondence/ Document File. The retention schedule for different Departments have been prepared.

- b) There are two types of documents (i) Internal Documents and (ii) External Document. An illustrative list of Internal and External documents is furnished below.

I Internal Documents

- > Approved policy documents (applicable to departments at Head Office)
- > Back up papers of sanctions / approvals accorded by competent authorities
- > HR Circulars / Operational Circulars / Office Notes & letters issued by the Department
- > Manuals of Instructions
- > Profile of the Department

II External Documents

- > Agreements / MoUs with outside agencies / institutions
- > Insurance Policies
- > Guarantees / Warranties / AMCs
- > Indemnities.

8.6.5 Document Files

- a) All correspondence related with the sanction of loan to assisted concern are to be filed in the document/ correspondence files. The need for maintenance of files for different subjects dealt with, shall be decided by the respective departments taking into account the referencing requirements / convenience. Illustratively, these files will include back papers for approved notes, Agenda/minutes of the meetings held, survey/study reports, Inspection / audit reports of the departments / officers, staff files.
- b) Files should be numbered to facilitate easy reference and an Index of files should be maintained and kept updated periodically. Filing of papers should be made then and there. Further, the papers within a file shall also be numbered serially in order to ensure that all the papers relating to the file remain intact and that the papers have been filed in chronological order.

9. Removal and Disposal

- 9.1 As time passes, the period for preservation lapses and such items are permitted to be withdrawn from the records and disposed. If the process of elimination of records is systematically done every year, the total quantum of records for disposal is not sizeable and will avoid accumulation and demand on space. The process of elimination of records can be conveniently taken up by the all Regional Office and all Departments at Head Office. Method of shredding can also be used as it is safer and has realizable value too.
- 9.2 No record or document shall be disposed notwithstanding the fact that the periodicity for which it is to be preserved has lapsed, if any enquiry, claim or litigation is pending in respect of any information contained in such document or record.
- 9.3 Papers in all correspondence files both inward and outward should be scrutinized and only such of the papers as are not of any importance may be destroyed. Papers which are of a permanent nature should be filed again in a file to be marked "File of a permanent nature" for the years from ____ to .
- 9.4 Subject to the aforesaid conditions and keeping in view the time limits prescribed for preservation referred to above, a list of records proposed to be destroyed should be drawn up and shall be submitted to the Head Office for seeking approval on or before 31st August every year. The list should be drawn up giving the complete details of the records to be destroyed viz. the period to which it belong, stipulated retention period for that record and period reckoned from the close of the year to which the record pertains. The said list should be duly signed by the Head of Regional Office and Head of Department at Head Office.
- 9.5 Regional Offices and concerned Departments at Head Office are required to call for rates from 2 or 3 waste paper dealers locally and dispose off the records duly tearing into pieces in the presence of Head of Regional Office / Head of Department.
- 9.6 Reasonable compensation depending upon the rates prevailing locally for waste paper from them should be collected. After fixing the rate, records should be torn in to small shreds, by coolies or workers, under the supervision of the officer in charge. No record should be allowed to be taken outside the premises without being torn in to small shreds. The purchaser should be asked to take away the records after payment of the amount. The proceeds should be credited to Miscellaneous Income Account, giving full details as to weight of the records, rate etc.
- 9.7 After disposal of the records, proper record is to be created about having destroyed the old records.

- 9.8 In respect of old records, Head of Departments are the competent authority to permit the elimination.

10. Registers for Preservation

- 10.1 A proper labeling of each of the items at the time of placing in the records will facilitate easy location and handling of items in old records.
- 10.2 A permanent register is to be maintained at Regional Offices and all Departments at Head Office wherein, the list of items that are destroyed, along with approval for competent authority sanction No. with date, date and mode of destruction should be recorded under the signatures of the Head of Department / Head of Regional Office. and the Officer-in-charge.

11. Protection Clause

- 11.1 During the currency of preservation, reasonable care is expected to be taken of all records. For the purpose, it is necessary that frequently the records have to be kept sprayed with insecticides so as to prevent occurrence of termites, silver fish, white ants or any other type of insect and consequent destruction of records at Regional Offices / Head Office.
- 11.2 The Head of Regional office along with concerned officer in-charge should examine/arrange for examining the old records of the Regional Office periodically, say, once in 3 months to ensure that they are properly arranged and protected against damage by dampness, rats, white ants and other pests. To prevent such damages, arrangements may be made with Pest Control Authorities / Organisations for regular servicing with prior sanction from the concerned controlling authority. Necessary arrangements should also be made for keeping fire fighting equipments in the records room. If the physical storage work has been entrusted with outsourced agency then a certificate from the agency be obtained.
- 11.3 Law does not afford any protection in respect of any negligence in the matter of preservation. The only protection available is in case of records destroyed by fire, inundation, flood, earthquake or any other Act of God. Where such a circumstance comes about, a list has to be made in respect of the items that are missing and an endorsement has to be made on the register stating that the record Item No are destroyed by fire, inundation, earthquake etc.
- 11.4 This is the only protection available in case of circumstance beyond human control.

12. Inspection System

12.1 After a reasonable time from the date of permission for destruction / disposal is accorded, the sanctioning authority has to send a reminder as to whether the records permitted to be destroyed are destroyed or not and to call for a certificate to that effect.

12.2 Inspection and follow-up

12.2.1 When in the inspection report mention is made, about the storage of records and the irregularities therein, the concerned officer in Regional Office shall send report to Head of Regional Office and ensure rectification of irregularities.

12.2.2 Such irregularities will have to be taken up with the Head of Regional Office with the officer incharge and it has to be ensured that the irregularities are rectified within a reasonable time.

13. **Review of the Policy**

The policy shall be reviewed in tune with the regulatory guidelines/ internal requirements or as and when considered necessary. The Policy to be modified in tune with regulatory requirements issued from time to time.

Managing Director is empowered to approve changes/ amendments/ relaxations/exemptions, if any, required to be made in the Policy.



RE: RETENTION SCHEDULE IN RESPECT OF VARIOUS RECORDS / DOCUMENTS

| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
|--------------------------|--|--|--------------------------------|
| 1. HUMAN RESOURCE | | | |
| 1.1 | Rules (Relating to Recruitment/Promotions/ Transfer/ Confirmation and Seniority/ KRA SWF/Leave/ Pension | 5 yrs. (updated) | Permanent/ Updated |
| 1.2 | Recruitment - Unsolicited applications - Applications in response to advt/indent (of candidates not selected/ appointed) - Nothing and recruitment - Selected proceedings - Answer Sheets | 1 yr. 2 Yrs. After recruitment is Completed 5 Yrs 5 Yrs 1 Yr | 2 yrs. |
| 1.3 | Promotions - Nothings and correspondence - DPC Proceedings - Question papers/answer sheets for departmental promotions (except in court cases/disputed cases where it will be destroyed 2 years after conclusion of case) | 5 years 5 years 1 year after promotion Process is completed | 5 yrs. 5 yrs. |
| 1.4 | Transfer (of all cadres) Nothing/date sheets | 3 years | |
| 1.5 | Constitution of Committees | 3 yrs. | |
| 1.6 | Manpower Planning data | 2 yrs. | |
| 1.7 | Staff Regulation files | 10 yrs. | Permanent/ updated |
| 1.8 | Returns to employment exchanges | 2 yrs. | 3 yrs. |
| 1.9 | Disciplinary case files (after filing relevant paper in) | 3 yrs. After order of appellate authority | 5 yrs. (except court cases) |
| 1.10 | Court Cases | 3 yrs. After order of Appellate Authority | 5 yrs. (except court cases) |
| 1.11 | Industrial disputes | 5 yrs. After disposal of case | 5 yrs. |
| 1.12 | Pay anomalies | 5 yrs. | 5 yrs. |
| 1.13 | Revision of Pay scales | 10 yrs. | Permanent/ Updated |
| 1.14 | Appointment of CMOs | 5 yrs. | - |
| 1.15 | Group Accident Insurance | 2 yrs. | 3 yrs. |
| 1.16 | Health Check up files | 1 yr. | - |
| 1.18 | Gratuity | 2 yr. after payment is made subject to completion of audit | Permanent |
| 1.19 | Deputation | 5 yrs. | 5 yrs. |
| 1.20 | Seniority list | Permanent/updated | - |
| 1.21 | Statistical Information/returns to other Deptts/Annual Reports information | 3 yrs | - |
| 1.22 | a) Annual increments b) Efficiency Bar | 2 yrs. 2 yrs. | - |
| 1.23 | Correspondence with Central Govt. | 5 yrs. | 10 yrs. |
| 1.24 | Donations | 2 yrs. | 7 yrs. |
| 1.25 | Reservation policy | Permanent/ updated | - |
| 1.26 | Forwarding of applications | 2 yrs. | - |
| 1.27 | Performance Annual Rating Review proceedings | 10 yrs | - |
| 1.28 | Retirement | 2 yrs. | - |
| 1.29 | Tour Programme | 1 yrs. | - |
| 1.30 | Overtime statements of Regional Offices | 1 yrs. | - |
| 1.31 | Compassionate Gratuity | 2 yrs. | - |
| 1.32 | Public Holidays | 2 yrs. | - |

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|------|---|--|--|
| 1.33 | LFC/RFC- Extension, change of hometown | 2 yrs. | - |
| 1.34 | Employment on compassionate grounds | 2 yrs. | 5 yrs. |
| 1.35 | Acceptance of employment after retirement | 3 yrs | - |
| 1.36 | Gazette notification | 5 yrs. | 5 yrs. |
| 1.37 | Confidential Report (General Correspondence) | 2 yrs. | - |
| 1.38 | Advices issued to employees on Confidential Reports (CR files and general) | 2 yrs. | 3 yrs |
| 1.39 | Confirmation- nothings | 5 yrs. | 5 yrs. |
| 1.40 | Consumer duration loan- correspondence | 2 yr. | 5 yrs. |
| 1.41 | Staff Welfare Fund Grants to Recreation clubs/Resident Welfare Association (Security) Day care center | 3 yrs. | - |
| 1.42 | Reimbursement of tuition fee to employees | 5 yrs. | - |
| 1.43 | Loan for education of children | 5 yrs. | 5 yrs. |
| 1.44 | Disability & Financial Assistance Scheme | 2 yrs. After payment is stopped | - |
| 1.45 | Deposits to Thrift & credit Societies | 3 yrs after repayment of loan | - |
| 1.46 | Advertisement-Recruitment | 3 yrs. | 2 yrs. |
| 1.47 | Foregin visits by IFCI officials | 5 yrs. | - |
| 1.48 | Personal Files/Assets & Liabilities Files | Upto 2 years after retirement | 5 years after PF/Gratuity/pension is settled |
| 1.49 | Performance Appraisal Report Files | 2 years after retirement/resignation/death | 10 yrs. |
| 1.50 | CL Application | Next one calendar Yr. | - |
| 1.51 | Leave Application other than CL | Next onw calendar yr. | 2 yrs. |
| 1.52 | Facilities to Officers Rules | 10 years | Permanent/updated |
| 1.53 | Parliament questions file | 5 years | 5 years |
| 1.54 | CL Register | 1 years | 1 years |
| 1.55 | Other than CL Register i.e. (O/L, S/L, EOL, etc) | 5 years | 10 years |
| 1.56 | Officer Order/Note Register | 5 yrs. | 10 yrs. |
| 1.57 | Attendance Register | 1 years | 10 yr. |
| 1.58 | H.R. Circulars Register | 10 years | 10 years |
| 1.59 | Employee Register | 1 year | Permanent |
| 1.60 | Personal File Register | Permanent/Updated | - |
| 1.61 | H.R. Files Register | Permanent /Updated | - |
| 1.62 | Internal Audit Files | 3 yrs. | - |

| 2. ADMINISTRATION | | | |
|-------------------|--|--|--|
| S.NO. | Title of Document | Retention by the Deptt. | Retention In Record Room |
| 2.1 | Stationery & Forms a) Rules for procurement b) Indent for issue of stationery c) Purchase/general correspondence d) Stock register | Permanent / updated Till closure of relevant Audit Report. Till Closure of relevant Audit Report 3 yrs or 1 year after closure of relevant audit rpt. | - |
| 2.2 | Liveries a) Rules b) Procurement & supply of liverless | 5 yrs. Till closure of audit of relevant period | - |
| 2.3 | Black listing of firms/contractors | 3 years | - |
| 2.4 | Contractor for supplies a) Approved list b) Registration | Permanent/Updated 3 years | - |
| 2.5 | Staff Car Rules Servicing, repairs, replacement of parts, etc Non-official journeys | Permanent/updated Till Closure of relevant Audit period Till Closure of relevant audit period | - |
| 2.6 | Printing & Binding | Till Closure of relevant Audit period | - |
| 2.7 | Dak Receipt, dispatch and postage register | Current year + 1 year | 7 years |
| 2.8 | Registers/Parcels | Current year + 1 year | 7 years |
| 2.9 | Diaries & Peon books | Current year + 1 year | - |
| 2.10 | Insurance policies | (i) On expiry of validity of policy (non claim cases) (ii) 2 yrs after settlement of claim in claim cases | - |
| 2.11 | Postal Receipts | Current year + 1 year | 7 years |
| 2.12 | Cash Memos etc relating to bills paid out of petty cash | Current year + 1 year | 7 years |
| 2.13 | Engagement of Taxi Approvals Bills/other correspondence | Permanent/updated Till closure of audit of relevant period | 6 years |
| 2.14 | Payment of Lunch/Tea/Dinner allowance | Till closure of relevant Audit Report | - |
| 2.15 | Canteen (Executive Dining Hall) Arrangement Approvals Bills/other correspondence | Permanent/updated Till Closure of relevant Audit Report | 6 yrs |
| 2.16 | Issue of Tender / Quotations/ RFP (General Rules) | Permanent | - |
| 2.17 | Short-listed List | 2 yrs. | 3 yrs. |
| 2.18 | Issue of Tender | 1 yrs. | 1 yrs. |
| 2.19 | Telephone a) Policy decision file b) Office/Residential Telephones, Installation, Shifting, Telephone bills c) Repairs & maintenance | Permanent 2 yrs 1 yr. after completion of Audit | 6 yrs. 2 yrs. After completion Of audit |
| 2.20 | Internal Audit Files | 3 yrs. | - |
| 2.21 | Lease Deed | Permanent | - |
| 2.22 | MIS- all India Properties | 2 yrs. | 1 yrs. |
| 2.23 | Legal/Arbitration cases files | 3 yrs after construction | 5 yrs |
| 2.24 | Statutory agency- General Correspondence | 3 yrs | 10 yrs |
| 2.25 | Upgradation of office | 3 yrs | 5 yrs |
| 2.26 | Tender-Award of Contracts, Agreements, Final bills/Drawings/Manuals etc. | 3 yrs | 2 yrs |
| 2.27 | AMC- All maintenance contracts files | 3 yrs | 2 yrs |
| 2.28 | Empanelment of Architect / Consultant/Contractors | 3 yrs | 2 yrs |
| 2.29 | Regional Offices- Approval of Contracts | 3 yrs | 2 yrs |

| | | | |
|------|--|----------------|-----------|
| 2.30 | Compliance Report to Internal Department | 3 yrs | 2 yrs |
| 2.31 | Compliance Report to External Departments, labour Office, MSME etc | 3 yrs | 2 yrs |
| 2.32 | Major Renovations works | 3 yrs | 5 yrs |
| 2.33 | Bills Water, Electricity, PNG, Tata Photon, Tata sky etc. | 2 yrs | 3 yrs |
| 2.34 | Budget Review File | 3 yrs | 2 yrs |
| 2.35 | Procurement of consumables etc | 2 yrs | 3 yrs |
| 2.36 | Stores, diesel, electrical, sanitary items etc. | 2 yrs | 3 yrs |
| 2.37 | Procurement of consumables, stores, diesel, electrical, sanitary items | 2 yrs | 3 yrs |
| 2.38 | Disposal of un-serviceable items, scrap items | 2 yrs | 3 yrs |
| 2.39 | Residential Colonies- Disposal of un-serviceable items, scrap items | 2 yrs | 3 yrs |
| 2.40 | Procurement of Furniture/Fixture Electricals/ capital goods | 3 yrs | 5 yrs |
| 2.41 | Issue of Advertisement | 2 yrs | 1 yrs |
| 2.42 | Tax Consultant file | 2 yrs | 3 yrs |
| 2.43 | Property Tax, Rent, Insurance | 3 yrs | Permanent |
| 2.44 | Internal Audit matters files | 2 yrs | 3 yrs |
| 2.45 | RTI queries and reply | 3 yrs | 2 yrs |
| 2.46 | Vigilance queries | 3 yrs | 2 yrs |
| 2.47 | Rajbhasha files | 3 yrs | 2 yrs |
| 2.48 | Residential Colonies- Allotment of accommodation | 2 yrs | 3 yrs |
| 2.49 | Insurance Policies | Current + 1 yr | - |

| 3. BUDGET & MIS | | | |
|-----------------|--|-------------------------|--------------------------|
| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
| 3.1 | Information furnished to Parliament Committee | 5 years | 10 years |
| 3.2 | Information furnished regarding Parliament questions | 5 years | 5 years |
| 3.3 | Information on resources | 5 years | 5 years |
| 3.4 | Information furnished to RBI, Ministry of Finance & other Regulators | 5 years | - |
| 3.5 | Information on disbursements, recoveries & defaults | 5 years | 10 years |
| 3.6 | Internal Audit Files | 3 years | - |

| 4. INFORMATION TECHNOLOGY | | | |
|---------------------------|---|--------------------------|--------------------------|
| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
| 4.1 | Progress Report on Computerization | 2 yrs | - |
| 4.2 | Development of Software | 4 yrs | 2 yrs |
| 4.3 | Office Machines (HW & SW) & Electrical equipments | 3 yrs | 5 yr |
| | - Purchases | 3 yrs | 5 yr |
| | - Repair & Maintenance | | |
| | - Condemnation & Disposal | 3 yr or 1 yr after audit | 5 yr |
| 4.4 | Dead Stock Insurance | 2 yrs | - |
| 4.5 | Budget Estimates | 2 yrs | - |
| 4.6 | Training & workshop of EDP Professionals | 3 yrs | - |
| 4.7 | Internal Audit of IT Deptt. | 3 yrs | - |
| 4.8 | Depreciation on Computer items | 4 yrs | Permanent |
| 4.9 | Manpower/Organisational set up | 3 yrs | - |
| 4.10 | Circulars & board memo | 5 yrs | - |
| 4.11 | Correspondence with RBI/ Central Govt. | 3 yrs | - |
| 4.12 | Internal Audit Files | 3 yrs | - |

| 5 TRAINING | | | |
|------------|---|--|--------------------------|
| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
| 5.1 | External Training at other places | Current + 1 yr. after closure of audit | |
| 5.2 | In House Training Programme | Current + 1 yr. after closure of audit | |
| 5.3 | Summer placement of MBA student/report submitted by trainees | 2 yrs. | - |
| 5.4 | Practical Training facilities of various institutions and reports submitted by trainees | 2 yrs. | - |
| 5.5 | Talks delivered by officers | Current + 1 yr | - |
| 5.6 | Training abroad | Current + 1 yr. after closure of audit | |
| 5.7 | Training board memo | 5 yrs. | - |
| 5.8 | Training Budget | 3 yrs. | - |
| 5.9 | Review meeting | Current + 1 yr | - |
| 5.10 | Purchase of Training equipments | 3 yrs. + 1 yr after closure of audit | 5 yrs. |
| 5.11 | Background material | Till next programme | - |
| 5.12 | Internal Audit Files | 3 yrs. | - |

| 6. Credit Department | | | |
|----------------------|---|------------------------------------|--------------------------|
| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
| 6.1 | Noting Files | Permanent | - |
| 6.2 | Operational circulars | Permanent | - |
| 6.3 | Policy matters | Permanent | - |
| 6.7 | Internal Audit Files | 3 yrs | - |
| 6.8 | Correspondence with Govt. Deptts. Other institutions / MPs/MLAs, etc | 3 yrs | - |
| 6.9 | General correspondence files | 3 yrs | - |
| 6.10 | Statement for disbursement, pending, legal cases, defaults, etc. | Current + 1 yr | - |
| 6.11 | Files relating to loan accounts, which have been fully adjusted/repaid | Current year | Permanently |
| 6.12 | Files relating to applications for financial assistance not ursued/withdrawn/rejections | Current + 1 yr | 1 yr |
| 6.13 | Surplus copies of prospectus, application forms, etc. of issued made by assisted concerns | To be destroyed after share issued | - |
| 6.14 | Insurance Policies | Current + 1 yr | - |
| 6.15 | Periodical progress reports. Concurrent audit reports, internal audit report etc. | 5 years | - |
| 6.16 | Balance Sheet | 2 yrs | - |
| 6.17 | Inspection/Visit Reports | 2 yrs | - |

| 7. ACCOUNTS | | | |
|-------------|--|--|-----------|
| 7.1 | Cash Book, General Ledger | Current + 2 yrs. | 10 yrs. |
| 7.2 | Loanee companies personal ledger | Current + 2 yrs. | 20 yrs |
| 7.3 | Subsidiary Registers | Current + 1 yr | 5 yrs |
| 7.4 | File Registers | Permanent | - |
| 7.5 | Salary Registers | Current + 2 yrs | 2 yrs. |
| 7.6 | Half-yearly statements | Current + 1 yrs | - |
| 7.7 | Statement of accounts from banks | Current + 1 yrs | 5 yrs |
| 7.8 | Expenses Book counterfoil | Current + 1 yrs | - |
| 7.9 | TA/Medical/LFC bills of staff | Current + 1 yr | - |
| 7.10 | Staff Advances | Bill loan+ interest fully repaid + 2 yrs | 3 yrs |
| 7.11 | Debit/Credit vouchers | Current +2 yrs | 7 yrs |
| 7.12 | Quarterly audited statement | Current + 1 yr | Permanent |
| 7.13 | Dairy official quotation list & official reports for stock exchanges | Current +1 month | - |
| 7.14 | Sale registers | Permanent | - |
| 7.15 | Closing files | Current + 1 yr | - |
| 7.16 | Sale authorization nothings | Permanent | - |
| 7.17 | Disinvestment committee | Permanent | - |
| 7.18 | Investment committee (Noting & Corrsp.) | Permanent | - |
| 7.19 | Policy files | Permanent | - |
| 7.20 | Parliament Questions | 5 yrs | - |
| 7.21 | Board Memos-Devolution & shareholdings & investment | 5 yrs | 5 yrs |
| 7.22 | Buy-back files | 3 yrs | Permanent |
| 7.23 | Current quotes & unquoted files | 3 yrs | Permanent |
| 7.24 | Sale at ROs files | 1 yr | - |
| 7.25 | Rights/Direct Subscription rejection files | 1 yr | - |
| 7.26 | Internal audit files | 3 yrs | - |
| 7.27 | Tour Programme files | 1 yrs | - |
| 7.28 | Sitting fees/TA paid to directors | 8 yrs. | 4 yrs. |
| 7.29 | Trusteeship agreement with trustees | 3 yrs. | Permanent |
| 7.30 | Payment of interest and TDS | 2 yrs. | 6 yrs. |
| 7.31 | Redemption of securities | 4 yrs. | 8 yrs. |
| 7.32 | Closing of accounts, quarterly, half yearly and annual voucher files | 4 yrs. | 8 yrs. |
| 7.33 | Payment of brokerage and incentives | 4 yrs. | 8 yrs. |

| S.NO. | Title of Document | Retention by the Deptt. | Retention in Record Room |
|-------|--|--|---|
| 7.34 | TDS Certificate/ Correspondence | 3 years to till completion of assessment whichever is earlier | 5 yrs after assessment |
| 7.35 | ACD/ Board Memo | 5 yrs | Permanent |
| 7.36 | Service Tax files | 5 yrs | Permanent |
| 7.37 | Income tax files | Current + 5 yrs | Permanent |
| 7.38 | RBI Returns | Current + 3 yrs | Permanent |
| 7.39 | Asset classification files | Current + 3 yrs | 5 yrs |
| 7.40 | Loan Ledger | Permanent | - |
| 7.41 | F/C Ledgers a) L/C Register b) Liability Register c) Disbursement Register d) Commitment Register e) Sundry debtors/Creditors | Current + 5 yrs 2 yrs after completion 2 yrs after completion 2 yrs after completion 5 years | 5 years 10 years 10 years 5 years 5 years |
| 7.42 | Import register (Bill of Entry) | Current + 3 years | 5 yrs |
| 7.43 | Shipping documents | 2 years after disbursement of DOC value | 10 years |
| 7.44 | Deal slips | Current + 2 yrs | 3 yrs |
| 7.45 | Fund register | Current + 1 year | 3 yrs |
| 7.46 | Company files | 1 yr. after loan full disbursement | 5 years after repayment of loan |
| 7.47 | Raising of resources | 1 yr. after loan fully repaid | |
| 7.48 | Debt-Servicing files | 1 yr after loan fully repaid | |
| 7.49 | Copies of loan agreement with lenders | Permanent | |
| 7.50 | Statement sent to GOI/RBI | Current + 3 yrs | 1 yr after repayment of loan |
| 7.51 | RBI permits | Permanent | - |
| 7.52 | Policy files * | Permanent | - |
| 7.53 | Misc. payments | Current + 2 yrs | 5 yrs |
| 7.54 | RBI/Internal audit observations etc. | 3 yrs after audit or closure of audit whichever is later | - |
| 7.55 | Vouchers (Duplicate) | 1 yr after audit | - |
| 7.56 | Industry study, market study & other studies | 5 yrs | - |
| 7.57 | Background papers for industry | 2 yrs | - |
| 7.58 | Correspondence files | 2 yrs | - |
| 7.59 | Internal Audit files | 3 yrs | 3 yrs |
| 7.60 | Resource raising files and all related documents | 3 yrs. After full maturity | 2 yrs. |
| 7.61 | Debt servicing files | 3 yrs. After full maturity | 2 yrs. |
| 7.62 | Credit Rating | | |
| 7.63 | Funding of bank account – advices | 3 yrs | Till redemption of securities |
| 7.64 | Beneficiary detail in r/o dematerialized bonds on record dates | 3 yrs | 5 yrs |
| 7.65 | Balance confirmation certificates obtained from Term Lenders on closing of accounts dates | 3 yrs | - |
| 7.66 | Minutes of proceedings in connection with bondholders meeting | 2 yr after full redemption | - |
| 7.67 | Copies of loan agreements with term lenders | 3 yrs after full maturity | - |
| 7.68 | Copies of agreements with R&TA, debenture trustee and other intermediaries in connection with bond issues | 3 yrs after full redemption of bonds series | - |
| 7.69 | Internal audit reports | 3 yrs after audit or clouser of audit whichever is latter | - |
| 7.7 | IDF Files/register | 4 yrs after full redemption/repayment | - |
| 7.71 | Policy files | Permanent | - |
| 7.72 | Bank statement | 3 yrs | 5 yrs |
| 7.73 | Term deposit or other borrowing files | 2 yrs after full payment | - |

| | | | |
|------|--|-----------------------------------|------------------------|
| | Paid bond certificates | 2 yrs after payment | - |
| 7.74 | Copies of various closing statements furnished to statutory auditors | 5 yrs | - |
| 7.75 | Paid cheques/warrants received from Banks after payment to bondholders | 5 yrs | - |
| 7.76 | Reply to RTI sent to central public information officer | 2 yrs | - |
| 7.77 | Reply to parliament questions | 5 yrs | 5 yrs |
| 7.78 | Correspondence with Gol | 5 yrs | Permanent |
| 7.79 | Payment of dividend on preference shares | 5 yrs | 2 yrs after redemption |
| 7.80 | Listing compliances- correspondence | 2 yrs after maturity of liability | - |
| 7.81 | Correspondence with banks- term loans | 5 yrs | 3 yrs |
| 7.82 | Payment of bills of different intermediaries in connection with bonds/NCDs | 4 yrs. | 8 yrs. |

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|--------------------------|---|-------|--------|
| 8. INTERNAL AUDIT | | | |
| 8.1 | Audit files (reports & correspondence) | 2 yrs | 3 yrs |
| 8.2 | Tour/audit programming | 1 yrs | 2 yrs |
| 8.3 | Monthly dairy of inspection | 1 yrs | 2 yrs |
| 8.4 | Half year inspection programming | 1 yrs | 2 yrs |
| 8.5 | Outsourcing of audit | 2 yrs | 3 yrs |
| | - Correspondence | 2 yrs | 14 yrs |
| | - Voucher/bill file | 1 yrs | 1 yrs |
| | - Application for employment | | |
| 8.6 | Memo/correspondence relating to 2 years | 2 yrs | 3 yrs |
| 8.7 | RBI audit | 2 yrs | 3 yrs |

| 9. CS DEPTT | | | |
|-------------|--|----------------------------------|----------------------------|
| 9.1 | Agenda papers for board and other meetings of directors | 15 yrs | Permanent |
| 9.2 | Proceedings of Board and other meetings of Directors | Permanent | - |
| 9.3 | Correspondence regarding convening meeting of Directors | current + 1 yrs. | - |
| 9.4 | Correspondence relating to constitution of Board of Directors | Permanent | - |
| 9.5 | Correspondence regarding disclosure of interest by Directors | 8 yrs. | - |
| 9.6 | Correspondence regarding annual general meeting | 8 yrs. | - |
| 9.7 | Approved drafts of the processing of the meetings of board of Directors and draft memo relating, to company secretary's Department | 1 yrs. | - |
| 9.8 | Forms filled with ROC | Permanent | - |
| 9.9 | Attendance sheets – Board/EC/Committees | Permanent | - |
| 9.10 | Resolution passed by circulation | Permanent | - |
| 9.11 | Bonds/Equity issue – consent by Directors | 8 yrs. | - |
| 9.12 | Sitting fees/TA paid to directors | 8 yrs. | 4 yrs. |
| 9.13 | Shares transfer agenda and proceedings | Permanent | - |
| 9.14 | Disclousers + compliances with stock exchanges | 5 yrs. | 3 yrs. |
| 9.15 | Dividend on equity shares – file | 7 yrs. | 3 yrs. |
| 9.16 | Bills of advertising agencies and relevant paper clippings | 2 yrs. | 5 yrs. |
| 9.17 | Allotment registers (These are also maintained by R&TA on electronic media) | 2 yrs. | 6 yrs. |
| 9.18 | Approval of prospectus/application form etc. | 2 yrs. | |
| 9.19 | Appointment of lead managers, co-managere, solicitors, bankers, agents, advertising agencies, printers to the issue. | 4 yrs. | 4 yrs. |
| 9.20 | Appointment of Registrar and transfer agents | Till validity of appointment | Till validity of agreement |
| 9.21 | Material contracts, memorandum of understanding, correspondence with Ministry of Finance and Govt, agencies | 4 yrs. | 8 yrs. |
| 9.22 | Allotment of bonds including additional allotment | 3 yrs. | Permanent |
| 9.23 | Issue of duplicate bonds | 3 yrs. | Permanent |
| 9.24 | Issue of bonds to NRIs/RBI's approval etc. | 3 yrs. | Permanent |
| 9.25 | Legal notices, court/CDRF cases | 3 yrs. After closure of the case | 3 yrs. |
| 9.26 | Investors complaints routed through SEBI/Stock Exchanges where listed/NSE/Deptt. Of company affairs | 1 yrs. | 2 yrs. |
| 9.27 | ROC files | Permanent | - |
| 9.28 | Correspondence with banks and bank advices | 4 yrs. | 8 yrs. |
| 9.29 | Notices for banks, etc. for recording lien on bonds | 4 yrs. | 8 yrs. |
| 9.30 | Redemption / Transferr of securities | Permanent | Permanent |
| 9.31 | Trusteeship agreement with trustees | 3 yrs. | Permanent |
| 9.35 | Copies of complaints received from investors which are being sent to R&TA | 2 yrs/till redressal | - |
| 9.36 | Payment of bill or R&TA printers & suppliers of stationer | 4 yrs. | 8 yrs. |
| 9.37 | Closing of accounts, quarterly, half yearly and annual voucher files | 4 yrs. | 8 yrs. |
| 9.38 | Payment of brokerage and incentives | 4 yrs. | 8 yrs. |
| 9.39 | All original contracts and agreements, letters of appointment, approvals etc. | Permanent | - |

| | | | |
|---|---|-----------------|---------|
| 9.40 | Waiver of interest/short payment of interest | 5 yrs. | 3 yrs. |
| 9.41 | Non-receipt of D.D/bounced cheques | 5 yrs. | 3 yrs. |
| 9.42 | Reconciliation of allotment money | 8 yrs | 4 yrs |
| 9.43 | Double/Excess/Wrong payment of allotment money | 5 yrs | 3 yrs |
| 9.44 | Correspondence with Dividend Bankers, etc. | 10 yrs | 2 yrs |
| 9.45 | Payment of dividend to investors (closed) | 5 yrs | 3 yrs |
| 9.46 | Particular of revalidation/issue of duplicate DD/DWs | 2 yrs | 3 yrs |
| 9.47 | TDS on dividend if applicable | 5 yrs | 3 yrs |
| 9.48 | Issue of duplicate share certificates | Permanent | - |
| 9.49 | Share certificates | Permanent | - |
| 9.50 | Dividend warrants/ ROs | 6 yrs | 6 yrs |
| STOCK EXCHANGE | | | |
| 9.51 | Listing agreement & amendments thereto | Permanent | - |
| 9.52 | Payment of annual listing fees | 8 yrs | 4 yrs |
| 9.53 | General correspondence | 8 yrs | 4 yrs |
| 9.54 | Complaints received from various SEs | 2 yrs | - |
| 9.55 | Reminders received from various SEs | 2 yrs | - |
| 9.56 | Stock Exchange | Permanent | - |
| 9.57 | National Securities Depository Ltd/CDSL | 8 yrs | 4 yrs |
| 9.58 | Depository participants | 8 yrs | 4 years |
| 9.59 | Electronic clearing scheme of RBI | 5 yrs | 3 yrs |
| SEBI | | | |
| 9.60 | Complaints received | 5 yrs | - |
| 9.61 | Reminders received | 5 yrs | - |
| 9.62 | Monthly/quarterly list of SEBI complaints | 2 yrs | - |
| 9.63 | Complaints received from ROC/DCA | 5 yrs | - |
| 9.64 | Complaints received from CBI/POLICE/IT/ Enforcement | 8 yrs | 4 yrs |
| INVESTOR GRIEVANCES/CORRESPONDENCE | | | |
| 9.65 | General (Closed) with R & TA | 5 yrs | - |
| 9.66 | Forwarding letters to R & TA- Shares - General letters - Complaints | 2 yrs | 5 yrs |
| 9.67 | Important correspondence with investors | 5 yrs | 3 yrs |
| 9.68 | Monitoring of grievances | 2 yrs | 6 yrs |
| 9.69 | Institutional monitoring of grievance | 2 yrs | 6 yrs |
| 9.70 | Complaints received through CMD secretariat | 5 yrs | - |
| 9.71 | Letter from investors on operation: annual accounts etc. | 5 yrs | 3 yrs |
| 9.72 | Monitoring of complaints in respect of which draft replies are sought from R & TA | 2 yrs | 6 yrs |
| 9.73 | Correspondence with NRI shareholders | 2 yrs | 6 yrs |
| 9.74 | Paper clippings FURNISHING OF INFORMATION | 2 yrs | - |
| 9.75 | Shareholding pattern | Permanent | - |
| 9.76 | Other information | 5 yrs | 3 yrs |
| (R & TA) | | | |
| 9.77 | R&T payment | 5 yrs | 3 yrs |
| 9.78 | Appoint as R & TA | permanent | - |
| 9.79 | Deficiency in services | 5 yrs | 3 yrs |
| 9.80 | Minutes of meetings with MCS (R&TA)/ Inspection report of R&TA | 5 yrs | - |
| 9.81 | Weekly status reports | 2 yrs | - |
| 9.82 | Procedure/policy matters/ directives | Permanent | - |
| 9.83 | General correspondence | Current + 2 yrs | 5 yrs |
| 9.84 | Transfer/Transmission/Transposition of shares | 2 yrs | 6 yrs |
| 9.85 | Issue of duplicate S/cs | 2 yrs | 6 yrs |
| 9.86 | Splitting of S/cs | 2 yrs | 6 yrs |

| | | | |
|-------|--|-----------------|--------|
| 9.87 | To share holders based on certain formalities | 8 yrs | 4 yrs |
| 9.88 | To shareholders- without complete documents | 8 yrs | 4 yrs |
| 9.89 | To third parties | 8 yrs | 4 yrs |
| 9.99 | Matters relating to Issue of preference shares | Till redemption | 15 yrs |
| 9.100 | Arrangement for AGM | 5 yrs | - |
| 9.101 | On A/C payment made to DFSL | 2 yrs | 6 yrs |
| 9.102 | Voucher's file | 8 yrs | - |
| 9.103 | Balance confirmation of share | 5 yrs | 3 yrs |
| 9.104 | Mailing of Booklet on Investors services | 2 yrs | - |
| 9.105 | Misc. matters | 5 yrs | 3 yrs |
| 9.106 | Original documents, contracts agreements | Permanent | - |

| 10. LEGAL MATTERS | | | |
|------------------------------|---|--|-----------|
| 10.1 | Legal notice | 5 yrs | 3 yrs |
| COURT CASE | | | |
| 10.2 | Offices handling the cases | 2 yrs after complying with the order | - |
| 10.3 | Regional office handling the cases | 2 yrs after complying with the order | - |
| 10.4 | Half yearly status of Court/CDRF case | 2 yrs | 6 yrs |
| 10.5 | Important orders files | Permanent | - |
| 10.6 | Orders of courts/CDRF | Permanent | - |
| TRANSFER/TRANSMISSION SHARES | | | |
| 10.7 | With proper documents with R&TA | 8 yrs | 4 yrs |
| 10.8 | Without necessary legal documents with R&TA | 8 yrs | 4 yrs |
| 10.9 | Paid D/W instruments | 4 yrs | Permanent |
| 10.10 | Transfer/objection registers | 4 yrs | 8 yrs |
| 10.11 | Transfer Deeds | 4 yrs | Permanent |
| 10.12 | Return of allotment registers | 3 yrs | Permanent |
| 10.13 | Pallament questions & answers | 5 yrs. | - |
| 10.14 | Pallament committee | 5 yrs. | - |
| 10.15 | Compliance certificates | Current + 1 yr. | - |
| 10.16 | Correspondence with RBI | 8 yrs. | - |
| 10.17 | Correspondence with Govt./Banking divn. | 5 yrs. | - |
| 10.18 | Control of statutory returns furnished by the various Deptts./divns to different organizations | 2 yrs. | - |
| 10.19 | Statutory returns | 5 yrs. | - |
| 10.20 | Internal audit files | 3 yrs. | - |
| 10.21 | Allotment registers | 2 yrs. After full redemption | - |
| 10.22 | Appointment of register & transfer agents and other Intermediaries in connection with bond issue. | Till the currency of the agreement plus 2 yrs. | - |
| 10.23 | Allotment of bonds and additional allotment | 3 yrs. | Permanent |
| 10.24 | Issue of duplicate bond certificate | 3 yrs. | Permanent |
| 10.25 | Investor complaints routed through SEBI and other regulatory authorities | 1 yr. | 2 yrs. |
| 10.26 | Procedure for redemption/transfer of securities | Permanent | - |
| 10.27 | Investor complaints | 2 yrs. till redressal | - |

| 11. RTI | | | |
|---------|--|---|--------|
| 11.1 | Application received under RTI and submitted replies thereof | 5 yrs. | 5 yrs. |
| 11.2 | Appeal under RTI to appellate authorities | 5 yrs. From the date of disposal of appeal by appellate authority | 5 yrs. |