

Annexure - “V”

Guidelines & other Terms & Conditions for Investigation Officers

01. While conducting the Investigation, the Investigating Officers shall ensure that violations, of gross nature if any, from prescribed systems and procedures are timely brought to the notice of the Management for corrective and remedial action so also to avoid their repetition.
02. **It is obligatory on the part of the Retired Officers that the cases allotted to them for the purpose of conducting investigation should under no circumstances be entrusted / sublet to any other firm or individual on contract basis.**
03. It should be ensured that the information on customers of the bank which you would acquire during the conduct of investigation by virtue of access to bank's books / record would be kept strictly confidential in conforming to the bank's secrecy obligations. It should also be noted that retired officer/ would be liable to the bank for any loss arising out of divulgence of any information by you. **The bank shall also remain indemnified by you in this regard. A secrecy bond enclosed herewith should be returned duly signed by Investigating Officer on Rs. 100/- Non-Judicial Stamp Paper.**
04. The Bank reserves the right to terminate this engagement at any time without assigning any reason therefore and without giving any notice.
05. In the event of retired officer's intentions to discontinue the investigation of the allotted case, it will be mandatory on the part of investigating officer to inform the concerned Zonal Deputy General Manager, Supervision & Controls Division, at least one month prior to discontinuation of the assignment. In case of failure, bank shall not be liable for payment of professional fee for the month lastly investigated.
06. The bank reserves its right to withhold / recover the professional fee in case the investigation is not conducted as per the Terms and Conditions / Guidelines and further additions / amendments advised from time to time.
07. The investigating officer shall not carry any mass storage device such as pen drive / flash drive/ thumb drive or any Lap top inside the branch premises and use of those devices which are not required for the assigned job.
08. In case of observing any major/ serious irregularities the Investigating Officer should not wait until the case is completed/concluded. The reports should be sent as & when the irregularities are committed/or noticed by the investigator. A few instances of major irregularities which require submission of “Special Reports” could be:
 - a) Serious violation of RBI regulatory guidelines/bank's policies and procedures relating to any segment of banking business;
 - b) Manipulation/tampering with the vital data/information resulting in concealment of actual state of affairs of a branch/health of loan assets/serious revenue leakage etc.;
 - c) Glaring deficiencies in execution of security documents for securing credit facilities including under-stamping/non-stamping of loan documents or failure

to create a charge/lien in favour of the bank, when such a charge/lien could have been created in normal course of banking business;

- d) Observation of cases of bribery/corruption on the part of the branch officials; cases of actual frauds/attempt to create frauds/mis-appropriation or abuse of delegated powers/authority to get pecuniary benefit at the expense of the bank; improper use of discretionary powers/delegated powers, undue favoritism & nepotism; or any such type of malpractices that are detrimental to the health/ interests of a branch/bank;
- e) Any other matter of confidential nature involving working of the personnel/officials of a branch.
- f) To examine whether any fictitious accounts are operating wherein the cheque purchase facilities have been allowed and loans have been granted with a view to concealing the fraudulent transactions.

These reports must be directly addressed to the General Manager/ Deputy General Manager (S&C) of the concerned Zonal Office.

- 09. The performance of the investigating Officer cannot be judged by his voluminous investigation report but by the timely submission of the report and quality of report. The report has to be comprehensive covering all aspects very meticulous and in depth. Its coverage and comprehensiveness should be all pervasive and nothing left out.

Signature of Investigating Officer