The Muvattupuzha Urban Co-operative Bank Ltd No.556

STANDARD OPERATING PROCEDURE (SOP) FOR SAFE DEPOSIT LOCKERS

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1. OBJECTIVE

This SOP provides step-by-step procedures for the allotment, operation, maintenance, surrender, and breaking open of Safe Deposit Lockers to ensure:

✓ Transparent and fair locker operations.

✓ Compliance with RBI guidelines (Master Circular dated August 18, 2021, and subsequent updates).

✓ Security of locker contents and customer interest.

✓ Accountability and prevention of misuse.

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2. APPLICABILITY

This SOP applies to all branches of the Bank offering Safe Deposit Locker services and to all authorized bank personnel involved in locker operations.

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3. ELIGIBILITY FOR LOCKER ALLOTMENT

✓ Locker facility is available to:

- Existing Savings Bank or Current Account holders.
- New customers subject to full KYC compliance.
  ✓ Non-individuals (companies, firms, etc.) may be allotted lockers with proper authorization.
  ✓ Joint locker allotments permitted as per account mandate.

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4. PROCEDURE FOR ALLOTMENT OF LOCKER

✓ Check locker availability and maintain a waiting list if no locker is currently available.

✓ Obtain and verify:

- Locker Application Form.

- Latest KYC documents.
- Photograph and signature specimen.

  ✓ Execute standard Locker Agreement (IBA-approved format).

  ✓ Collect prescribed locker rent and security deposit, if applicable.

  ✓ Allot locker and hand over the key to the hirer against acknowledgment.

  ✓ Update Locker Register and CBS system.

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5. LOCKER OPERATION PROCEDURE

✓ Locker can be operated during business hours only.

✓ Confirm identity of the hirer via:

- Signature verification.
- Photo ID (if necessary).

  ✓ Both the Bank's master key and the customer's key are required to open the locker.

  ✓ Update the Locker Operation Register with date, time, and signature of the hirer.

  ✓ For joint lockers, operations allowed as per mandate.

  ✓ Locker room to be accessed only in the presence of authorized bank staff.

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6. NOMINATION

✓ Nomination facility must be offered at the time of allotment.

✓ Nominee details recorded in CBS and Locker Register.

✓ Change or cancellation of nomination permitted as per prescribed procedure.

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7. LOCKER RENT

✓ Rent to be collected in advance annually or as per Bank policy.

✓ Non-payment of rent for 3 consecutive years permits the Bank to break open the locker following due process.

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8. SURRENDER OF LOCKER

✓ Locker can be surrendered by the hirer at any time.

✓ Obtain written request for surrender and verify identity.

✓ Locker to be opened, inspected for contents (to be removed by hirer), and sealed.

✓ Locker key to be returned and acknowledged.
✓ Refund security deposit, if applicable.
✓ Update Locker Register and CBS system to reflect closure.

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9. BREAKING OPEN OF LOCKER

Permitted under following conditions:
✓ Non-payment of rent for 3 consecutive years.
✓ Non-operation of locker for a long period and inability to contact the hirer.
✓ Death of hirer with no legal claim made within a reasonable time.

Procedure:
✓ Issue advance written notice to the hirer/nominee/legal heir.
✓ Breaking open to be done in the presence of:

- Branch Manager.
- Two independent witnesses.
- Bank staff member.
  ✓ Inventory of contents prepared, signed, and sealed.
  ✓ Contents to be kept in safe custody until claimed legally.

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10. RECORD MAINTENANCE

✓ Maintain the following records:

- Locker Register (physical and electronic).
- Locker Operation Register.
- Nomination Register.
- Locker Rent collection records.
- Break open/closure records.
  ✓ Records to be updated promptly and available for audit.

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11. SECURITY & SURVEILLANCE

✓ CCTV to be installed at locker room entrance (if available).
✓ Locker room to be kept locked outside business hours.
✓ Only authorized staff permitted in locker area.

12. CUSTOMER GRIEVANCES

✓ Complaints related to locker facility to be addressed promptly at branch level.
✓ Escalation to Nodal Officer/Grievance Redressal Committee if unresolved.

13. AUDIT & COMPLIANCE

✓ Locker operations to be included in internal audit scope.
✓ Audit to verify:

- Allotment records.
- Rent collection.
- Break open procedures.
  ✓ Compliance with RBI guidelines to be ensured.

14. REVIEW OF SOP

✓ SOP to be reviewed annually or earlier based on:

- Changes in RBI guidelines.
- Audit observations.
- Operational feedback.

15. CONCLUSION

This SOP ensures disciplined, secure, and customer-friendly operation of Safe Deposit Locker facilities in compliance with regulatory requirements.

POLICY DISCUSSED IN DETAIL AND APPROVED AS PER BOARD RES. NO. 406/8 DATED 12.07.2025.

Adv. A.A. ANSHAD
CHAIRMAN
THE MUVATTUPUZHA URBAN
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The Muvattupuzha Urban Co-op. Bank Ltd. No. 556

GENERAL MANAGER
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