



DOCUMENT MANAGEMENT STORAGE AND DESTRUCTION OF DOCUMENTS POLICY & PROCEDURES MANUAL

VERSION II

Owner – Administration & Operations

Approval – Board of Directors

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TABLE OF CONTENTS

Subject Wise

1. CONTROL OF DOCUMENTS
2. AVOIDING DAMAGES
3. STORAGE OF DOCUMENTS
4. SENSITIVE RECORDS
5. DEFINING RETENTION PERIOD
6. SEGREGATION OF DOCUMENTS FOR DISPOSAL
7. THIRD PARTY DOCUMENTS
8. DOCUMENTS NOT LISTED
9. CERTIFICATE OF DISPOSAL

10 RETENTION PERIOD OF DOCUMENTS

CEO/ EXECUTIVE DIRECTOR'S DEPARTMENT
COMPANY SECRETARY'S DEPARTMENT
CREDIT DEPARTMENT
FINANCE DEPARTMENT
ADMINISTRATION
HUMAN RESOURCES DEPARTMENT
BRANCHES
LEGAL DEPARTMENTS
MARKETING DEPARTMENT
MICRO FINANCE
RECOVERIES DEPARTMENT
INTERNAL AUDIT DEPARTMENT
INFORMATION TECHNOLOGY DEPARTMENT

11.VITAL DOCUMENTS

Attachment

Format: - APPLICATION FOR PERMISSION TO DESTROY DOCUMENTS OF WHICH THE RETENTION PERIOD HAS EXCEEDED

1. DOCUMENTS TO BE STORED IN FIRE RESISTANCE CABINETS / SAFES

The following documents should at all times be held in Fire Resistance Filing Safes / Cabinets which will provide to a great extent protection from Fire. Water and Pilfering

1. Security documents (Dual Control)
2. Account Mandates (Dual Control)
3. Voucher bundles (Dual Control)
4. Credit Files (Dual Control)

2. AVOIDING DAMAGES TO DOCUMENTS

When storing documents, special attention should be paid to ensure that the documents are protected from damages that could arise from Rain water/floods or internal flooding due to water pipe lines bursting.

When storing documents are in Cupboards/Filing steel cabinets/ safes, avoid placing important documents in the last shelf/drawer.

DOCUMENTS DISPOSAL PROCEDURE 3.

STORAGE OF DOCUMENTS

Until documents are disposed they should be stored in vaults / fire resistant steel cabinets under dual control. All storage places should be kept clean and tidy, free of vermin /rats /and fire hazard

4. SENSITIVE RECORDS

In this exercise officers should take utmost care on sensitive documents and should not dispose following types of documents although the retention time period may have exceeded.

1. Documents relating to matters under correspondence.
2. Documents relating to any kind of dispute that have not been settled.
3. Documents in connection with internal or external investigations.
4. Documents connected to court cases pending or contemplated.
5. Documents in connection with disciplinary inquiries pending or contemplated.
6. Any document relating to defaulted advances, not settled.
7. Any document relating to incidents reported in audit and regulatory reports.
8. Any other document classified as sensitive by the Management.

The above-mentioned documents should be retained under dual control.

5. DEFINING RETENTION PERIOD

The retention period for each type of document is indicated at the end of this Manual.

Overall categorization of documents has been decided taking into considerations, the followings:

1. Use fullness/use of records by Company at a future date
2. Time limitations imposed by various Legislations / regulations

6. SEGREGATION OF DOCUMENTS FOR DISPOSAL

Once a year, an exercise should be carried out during the 1st quarter of the year, to segregate the documents which have exceeded their retention period for disposal.

Note: - As mentioned earlier sensitive documents should not be destroyed

DOCUMENTS EARMARKED FOR DESTRUCTION SHOULD BE CAREFULLY SEGREGATED AND APPROVAL OF THE CEO/ EXECUTIVE DIRECTOR SHOULD BE OBTAINED FOR DESTRUCTION, USING FORMAT WHICH IS AN ATTACHMENT TO HIS MANUAL, THE FORMAT SHOULD BE SUBMITTED THROUGH THE DEPUTY GENERAL MANAGER (ADMINISTRATION & OPERATIONS) AND THE MANAGER ADMINISTRATION

The most appropriate way of destructing old documents is by using a shredder. Until all documents are properly disposed the entire process has to be supervised by the Manager Administration or a responsible senior Executive of the Company nominated by CEO/ Executive Director, ensuring that any document will not go into an unauthorized hand.

Effective disposal of redundant documents will in turn save space in filing cupboards cabinets and safes for future use.

7. THIRD PARTY DOCUMENTS

Extra precautions should be exercised at the time of segregating of records so that any documents belonging to third parties / customers will not be destroyed and prompt action should be taken to deliver such items to the correct parties if the company has no interest / not subject to any ongoing activity / Liabilities settled.

E.g.: - Transfer deeds, Share / deposit certificates/ Certificates of Registration of Motor Vehicles taken as securities relating to fully paid up facilities, and Educational Certificates/Birth Certificates in Personal Files.

8. DOCUMENTS THAT ARE NOT LISTED

There may be documents that have not been listed in the schedule mentioned at the end of this manual.

When Branch Managers/HO Depts., feel such documents need not be retained any more, such documents should be listed in the form indicated at the end of this section & forwarded to the manager Administrations to obtain directions / approval of the CEO/ Executive Director for destruction or retention.

9. CERTIFICATE OF DISPOSAL

Once the documents are disposed after due approval a certificate should be sent to Manager Administration in confirmation of destruction. The format of the certificate is indicated at the end of this manual

10. RETENTION PERIOD OF DOCUMENTS AT BRANCHES / HEAD OFFICE DEPARTMENTS

Note: Given time period should be calculated from the date of last record/entry
CEO/ EXECUTIVE DIRECTOR'S DEPARTMENT

S.N.	Name of	Retention Period
1.	Correspondence with Central Bank of Sri Lanka (in/ Out)	Continuous Basis
2.	Annual Reports & statistics	5 years
3.	Chairman`s Board Memos (from / to)	Continuous Basis
4.	Auditors Documents	Continuous Basis
5.	Rating Agency Documents	Continuous Basis
6.	GM Dept. Fixed Assets Details	Continuous Basis
7.	Inward Memo	Continuous Basis
8.	IT Correspondence with MBWIN	Continuous Basis
9.	IT Plan -System Audit	Continuous Basis
10.	Letters In	5 year after last entry
11.	Letters Out	5 year after last entry
12.	Organization structure	Continuous Basis
13.	Outward Memos to Branches / Departments	Continuous Basis
14.	Budget	5 years after implementing
15.	Staff Matters	Continuous Basis
16.	Strategic Plan	Continuous Basis
17.	Ranking of Branches	2 years after last record
18.	Profit & Loss position	2 years after last record
19.	Rev. & Cost	2 years after last record
20.	Capital Adequacy	2 years after last record
21.	Deposits & Advances	2 years after last record
22.	Branch wise Profits, Deposits & Advances	2 years after last record
23.	Maturity Analysis Report	2 years after last record
24.	Income & Expenditure Budge (Charges)	2 years after last record
25.	Investments position	2 years after last record
26.	Consolidated P & L	2 years after last record
27.	Overheads to Net Income	2 years after last record
28.	Business Promotion & Productivity	2 years after last record
29.	Financial Statements	2 years after last record
30.	Financial statistics	2 years after last record
31.	Companying ACT	Continuous Basis
32.	approval for new Branch/relocation	Continuous Basis
33.	Annual General Meeting	2 years after last record
34.	Board Audit Committee Meeting	6 years after last record
35.	Board Credit Committee Meeting	6 years after last record
36.	HRD Committee Meeting	6 years after last record
37.	Board Committee Meeting	5 years after last record
38.	Corporate Management Meeting	Continuous Basis
39.	ALCO Meeting	5 years after last record
40.	Branch Managers` Meeting	25years after last record
41.	Senior Managers` Meeting	5 years after last record
42.	Minutes of the Board Meeting	6 years
43.	Board Decisions	6 years
44.	Management Meetings	6 years
45.	Premises & Fixed Assets Meetings	3 years
46.	Recoveries Review Meetings	3 years

47.	Branch Operations & IT Meetings	3 years
48.	Training Advisor Meeting	1 year
49.	Branch-wise Reports	5 years after last record

Note: Given time period should be calculated from the date of last record/entry

COMPANY SECRETARY DEPARTMENT (If not Outsourced)

	Name of Document	Retention Period
1	Board Decisions	Permanent
2	Board Minutes	Permanent
3	Board Papers	Permanent
4	Copies of Documents filed in Registrar of companies	Permanent
5	Copies of issued share balance certificates	Permanent
6	Correspondence relevant to share holders	Permanent
7	Counter foils of share certificates	Permanent
8	Details of share allotments	Permanent
9	Minutes of Annual General Meetings	Permanent
10	Share Applications	Permanent
11	Board Sub Committee Minutes	Permanent
12	Board Sub Committee Papers	Permanent

CREDIT DEPARTMENT Head Office & Branches)

S.N.	Name of Document	Retention Period
6	Credit Committee Minutes	15 years
7	Credit Papers To Board Credit Committee	Continuous Basis
8	Leasing Reports	3 years
9	Inter Office Memos	Continuous Basis
10	General Correspondence	3 years
16	Letters IN & OUT register	Continuous Basis
17	Circulars ISSUED / RECEIVED	Continuous Basis
21	General Correspondence	2 years
23	Approved Loan Limits	2 year after settlement
24	CRIB Reports	Continuous Basis
25	Staff Training on Credit	1 year after
26	Gold Loan Correspondence	2 years after settlement
27	Project reports & Financial reports of Borrowers	3 years
28	Gold Loan redeemed / auctioned schedule3	5 years after settlement
29	Pawning covering approvals	2 years after settlement
31	Annual budget	3 years
32	Loan Inspection / Valuation / Title	2 year after settlement

Note: Given time period should be calculated from the date of last record/entry

FINANCE DEPARTMENT

S.N.	Name of	Retention Period
1.	Paid Electricity Bills	1 year
2.	Paid E-Mail & Internet / Phone Bills	1 year
3.	Company's Rating Report	Continuous Basis

4.	Foreign Exchange files	Continuous Basis
5.	Gratuity Files	Continuous Basis
6.	Income Tax	5 year
7.	Insurance –Electronic Items	1 year after relevant period
8.	Insurance - Fire	1 year after relevant period
9.	Investment Bonds (E)	2 years after relevant period
10.	Investment Files-CBSL monthly T/S summary	2 years after maturity
11.	Investment Files CP	2 years after maturity
12.	Investment Files - FD	2 years after maturity
13.	Investment Files - Inventory Issues	2 years after maturity
14.	Investment Files - Lease Securitization	2 years after maturity
15.	Investment File - PN	2 years after maturity
16.	Investment File - Repo	2 years after maturity
17.	Investment File - T/ Bills	2 years after maturity
18.	Investment File - T/ Bonds	2 years after maturity
19.	Key Receipt File of the Department	2 years
20.	Lease hold premises	Continuous Basis
21.	Liquidity position file	5 years
22.	Monthly Maturity analysis (ALCO) Reports	3 years
23.	Memo File (IN/ OUT)	3 years

Note: Given time period should be calculated from the date of last record/entry
ADMINISTRATION

S.N.	Name of Document	Retention Period
1	Advertisements	1 year
2	Annual Budgets	2 years
6	Board Papers & minutes	Continuous Basis
12	Contract renewals	3 years after contract period
13	Corporate Management Meeting Minutes	2 years
15	Correspondence with Branches	3 years
18	Documents of Vehicles	Continuous Basis
21	Fixed Assets Register	Continuous Basis
22	General Correspondence	2 years
24	Inter Office Memos	Continuous Basis
25	Inward/Outward Mail Register	5 years from last entry
27	Lease Agreements etc. (Offices Premises)	2 years after discharge
28	Lease Register (office Premises)	Continuous Basis
29	Leave applications	2 years
30	Maintenance Agreements	2 years after the contract
31	Payments Approval Fixed Assets & Sundry purchases / MIS Expenses	5 years
33	Petty Cash Register	5 years after retirement
35	Purchasing requests	5 years
36	Quotations for purchases/ Tenders/ Tender Committee Minutes	5 years
40	Stationery Supply Related Formats	1 year
41	Telecommunication Correspondence	1 year

Note: Given time period should be calculated from the date of last record/entry

HR DEPARTMENT

S.N.	Name of	Retention Period
1	Advertisements re Vacancies	6 months
2	Annual Budget Staff	2 years
3	Annual Increments	2 years
4	Applications for employment (Rejected)	6 months
5	Audit reports	Continuous Basis
6	Board Papers Re HR Activities and Minutes	Continuous Basis
8	Branch Key Receipts	5 years
9	Branch signing powers	5 years
10	Circulars Issued (all Categories)	Continuous Basis
11	Circulars issued Register	Continuous Basis
12	Service Contract renewals	2 years after contract period
13	Corporate Management Meeting Minutes re Staff	2 years
14	Correspondence of staff Increments	5 years
15	Correspondence with Branches	3 years
16	Correspondence / Applications re foreign training	2 years
19	EPF/ETF Correspondence	5 years
20	Fidelity Bonds	Continuous Basis
22	General Correspondence	2 years
23	HR Committee papers & Minutes	Continuous Basis
24	Inter Office Memos	Continuous Basis
25	Inward/Outward Mail Register	5 years from last entry
26	Department's Key Register	2 years
27.	Leave applications	2 years
28.	Allowance Payments Approval	5 years
29.	Personal Files	5 years after retirement
30.	Project reports of Trainees	2 years
31.	Purchasing requests	5 years
32.	Quotations for purchases	2 years
33.	Salary scales	5 years
34.	Security Arrangements	1 year after contact period
35.	Stationery	1 year
36.	Telecommunication	1 year
37.	Training Programme arrangements / correspondence	1 year
38.	Training Materials	1 year
39.	EPF/ETF Returns	10 year
40.	Festival Advances	2 year (after settlement)
41.	Gratuity Files	Continuous Basis
42.	Bonus to staff	1 year
43.	JOB Test	2 years after last test
44.	Staff Training/Staff Workshops	2 years after last program

Note: Given time period should be calculated from the date of last record/entry

BRANCHES

S.N.	Name of Document	Retention Period
1	Accounts opened/closed register	10 years
2	Accounts closed Mandates	6 years
3	Up-lifted FD/Savings Mandates	6 years
4	Cash Balancing Books	5 years
5	Credit proposals	3 years after settlement
6	Memos for interest concessions	Continuous Basis
7	Validation Reports	3 years after settlement
8	Memos for writing off of long outstanding of GL items	10 years
9	Permission for holiday work	1 year
10	Correspondence re-pawning / Gold Loans	2 years after settlement
11	General correspondence	2 years
12	Utility Bills	2 years
13	Registers recording payment details	6 years
14	Maintenance payment advices	2 years
15	Voucher Boundless	6 years
18	Rates & Taxes (documents & Related receipts)	10 years
19	Fixed Assets Reports to Head office	5 years
20	Signature cards	6 years after closure of account
21	Salary Cards	6 months from the last record
22	Stationery Orders	6 months from the last record
23	Cashiers Balancing Book	6 years
24	Charges Accounts Register	15 years
25	GL Vouchers	15 years
26	Monthly G L Abstracts	10 years
27	Statistical returns	1 year
28	Vault Cash Book	6 years
29	Reconciliation Statements	1 year
31	Daily Transaction Records	10 years
32	Batch Summary	10 years
33	Inward remittance schedule	3 years
34	Monthly Trial Balance	2 years
35	Letter of Guarantee Applications	3 years after cancellation
36	Letter of Guarantee cancellation Register	10 years from last entry
37	Letters of Guarantee Claims Register	10 years from last entry
38	Letters of Guarantee Claims Paid Register	10 years from last entry
39	Credit Guarantee Application/Claim form	10 years
40	Guarantee Statements	2 year after settlement
41	Project Appraisals	2 year after settlement
42	Inspection Reports	2 year after settlement
45	Suspense Account Creditors/Debtors Register / Records	10 years
46	Bills purchased Register	15 years
48	Outstanding Items Schedules	3 years after write off
49	Unclaimed balances register	Continuous Basis
50	Computer Journal Register	2 years
51	Daily Log File Reports	6 years
52	Reports on changes effected to Parameters	3 years
53	Reports on Branch codes	1 year

54	Reports on Modifications/changes done to Programmers	6 years
55	Password / ID Maintenance File	6 years
56	Telegrams sent/ Receipts Register	6 years
57	Change of Address request	2 years
58	Annual confirmations balances records from Customer	2 years
59	Accounts closed information	6 years
60	Running stock of Pass Books in hand - Register	2 years
61	Savings A/c. opening register	15 years
62	Fixed Deposits A/c closed Applications	6 years
63	Fixed Deposits & Deposit Register	15 years
64	Teller machine Audit Tapes	3 years
65	Teller machine Register of Errors	2 year
66	Teller proof sheets/Tapes	2 years
67	Duplicates & Triplicates of Mortgage Bonds	25 years
68	Loan Register sheets	3 years
69	Register of Title Deeds	25 years
70	Register of re-Mortgage Bonds	25 years
71	Securities shares in Book	6 years
72	Security Check list	1 year after settlement
73	Security Documents of Paid up Loans	1 year after settlement
74	Securities in Book	25 years from last entry
75	Securities - Temporary Out Book	25 years From Last entry

Note: Given time period should be calculated from the date of last record/entry

LEGAL DEPARTMENT

S.N.	Name of Document	Retention Period
1	Correspondence of preparation of Mortgage Bonds	2 year after settlement
2	Monthly Budget file - travelling	2 year after budgeted period
3	Panel Lawyers information file	1 year after delisting
5	Legal charges file -counsel/Arbitrator	1 year after settlement
6	Inter Office Memo IN/OUT	2 years
7	Copies of Lease Agreements	2 years
8	Case Files/ Awards/ Judgments	2 years after settlement
9	Lease Agreements	2 years after discharge
10	Title Reports File	25 years
11	Auction sale paper ads sample file	3 years
12	Budget File	3 years after budgeted period
13	Credit Committee Papers/Minutes/Board Papers	Continuous Basis
14	Circulars	Permanent
15	Record Books	Continuous Basis
16	Acts	Continuous Basis
17	Action Plans	Continuous Basis
18	Management Meeting	Continuous Basis
19	Summary of Lease Agreement	Continuous Basis
20	Trade Mark Applications	Continuous Basis

Note: Given time period should be calculated from the date of last record/entry **MARKETING DEPARTMENT**

S.N.	Name of Document	Retention Period
1	Anniversary Events File	1 year
2	Board Papers	2 years after approval
3	Budget File	3 years after budgeted period
4	Business Development Committee File	3 years
5	Circular Files	Permanent
6	Deposit Analysis	3 years
7	Diary / Calendars 04, 05	2 years
8	Paper Articles	3 years
9	Publicity File	3 years
10	Running Chart file	3 years

Note: Given time period should be calculated from the date of last record/entry

MICRO FINANCE DEPARTMENT

	Name of Document	Retention Period
1	Circulars	Continuous Basis
2	Courier Service Reports	5 years after last entry
3	Letters IN/OUT	5 years after last entry
4	Loan Applications	Continuous Basis
5	Loan Ledgers	Continuous Basis

Note: Given time period should be calculated from the date of last record/entry

.	Name of Document	Retention Period
1	Acquired property file	Permanent
2	Board Paper/Defaulter Loan Files	2 years after settlement
3	Board paper Files	2 years after settlement
4	Branch Files/LD Files	2 years after settlement
6	Budget	3 years after budgeted period
7	Cash Margin Loans	6 months after settlement
8	Circular Files	Permanent
9	Credit Recovery Committee Files	2 years after settlement
10	Due customers files	2 years after settlement
11	Due customers letters files	2 years after settlement
12	Fixed Assets Register	Continuous Basis
13	Internal Letters Files	Continuous Basis
14	Inward Letters Register	2 year
15	Journal Entries	2 years after settlement
16	Legal Action Register	2 years after settlement
17	Legal Action Files	Continuous Basis
18	Legal Advice/Legal action to be taken	2 years after settlement
19	Letter of Demand Register	2 years after settlement
20	Memos IN/OUT	2 years
21	Panel Lawyers	Continuous Basis
22	Penal concession file	2 years after settlement
23	Pending files	Continuous Basis
24	Problem advance profiles	2 years after settlement
25	Provisions	2 years after write off
26	Recovery Memos	2 years after settlement
27	Rescheduled Loan files	2 years after settlement

28	Written off Advances	5 years after settlement
29	Force sale value Reports	Continuous Basis
30	Settlement Files / Judgments / Awards	2 years after settlement

Note: Given time period should be calculated from the date of last record/entry

INSPECTION & AUDIT DEPARTMENT

.	Name of Document	Retention Period
1	Trial Balance used for Audit	3 years
2	Appointments to Inspection & Audit Dept.	5 years
3	Board Audit Committee	Continuous Basis
4	Board Audit Committee Decisions	Continuous Basis
5	Audit Committee Minutes	Continuous Basis
6	Audit Plan - Year & Month	1 year after end of period
7	Audit Queries Full settlement	3 years
8	Audit working paper files	1 year
9	Reconciliation statements from Branches	2 years
11	Board Directions	2 years after implementation
12	Board Papers	Continuous Basis
13	Branch Take Over	3 years after the event
15	Budget Annual	3 years after budgeted period
16	Budget Projected 5 Years	3 years after the 5 th Year
17	Business continuity Plan	Continuous Basis
18	Chart of Accounts	Continuous Basis
19	Circular Files	Continuous Basis
21	Common Letters to all Branches	2 years
22	Complaints / Whistleblowers	1 year after settlement
23	Compliance Officer	Continuous Basis
24	Inspection Reports	Continuous Basis
27	Fixed Asset Files/Reports	Continuous Basis
28	General Information	3 years
29	Internal Audit Reports	Continuous Basis
30	Internal Quality Audit File	Continuous Basis
31	Investigations	2 years after settlement
33	Leave Audit	1 year after completion
34	Letters from CEO	Continuous Basis
35	Miscellaneous	2 years
36	Monthly Progress Report to Directors	3 years
40	Quarterly reports	1 year after settlement
42	Repairs & Maintenance File	1 year after settlement
46	Special Circulars	Permanent
47	Staff leave circulars	Continuous Basis
48	Staff Meetings	1 year
49	Stationery Request	1 year
50	Suggestions & Proposals	1 year
51	System Log	Continuous Basis
	System password & Log Book maintenance	3 years

Note: Given time period should be calculated from the date of last record/entry

IT DEPARTMENT

	Name of Document	Retention Period
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1	All programme files	Continuous Basis
2	Audit Adjustments	2 years
3	Changes of Software	Continuous Basis
4	Circulars	Continuous Basis
5	Consolidate Trial Balance	1 year
6	Date Files	Continuous Basis
7	GL Accounts	Continuous Basis
8	Inter office Memos	Continuous Basis
9	Lease Line correspondence	Continuous Basis
10	MB Win Correspondence	Continuous Basis
11	MB Win updates	Continuous Basis
12	Software Licenses Renewals	Continuous Basis
13	User Training Activities	2 years
14	Year End / MIS reports	1 year after the year end

11. VITAL RECORDS

Documents / Vouchers pertaining to the following are classified as Vital Records

- Matters in dispute
- Matters under investigation whether internal or external
- where cases are pending or contemplated at Courts, Presidential Commission of Inquiries, and Regulatory inquiries
- Cases /instances stated in Audit Reports which are subject to further investigations Inquiries.

RECOMMENDED TO THE BOARD OF DIRECTORS FOR APPROVAL TO ADOPT

CEO/ EXECUTIVE DIRECTOR

Date 22 March 2023

APPLICATION FOR PERMISSION TO DESTROY DOCUMENTS OF WHICH THE RETENTION PERIOD HAS EXCEEDED SECTION I

To: CEO / EXECUTIVE DIRECTOR
THROUGH; - The Manager Administration
From

.....Branch/Department
Date.....
Method of Disposal

SCHEDULE OF RECORDS FOR DESTRUCTION

Serial No.	Description	Date / Period of Record	
		From	To

Authority is requested to dispose the records scheduled above. We certify that there are no any records falling into the category of sensitive records or documents belong to third parties among the listed items.

Recommended

.....
Asst. Manager/Second Officer

.....
Branch Manager/Head of Dept.,

Recommended to Deputy General Manager

Manage administration Date

SECTION II

Recommendation

Deputy General Manager's Comments / Observation

Date

Signature
Manager Administration

Section III

APPROVAL

Approved / Declined Disposal

Signature

CEO/ EXECUTIVE DIRECTOR. Date

Section IV

From Branch/Department.....

To the manager Administration

CERTIFICATE OF DISPOSAL

We hereby certify that the documents scheduled above (which has been approved) have been destroyed on (Date) strictly in accordance with the approval granted.

.....
Asst. Manager/Second Officer
Date.....

.....
Branch Manager/Head of Dept